

# Database to support inter-PSAP communications in Europe – CEPT/ECC Feasibility Study

Freddie McBride, European Communications Office

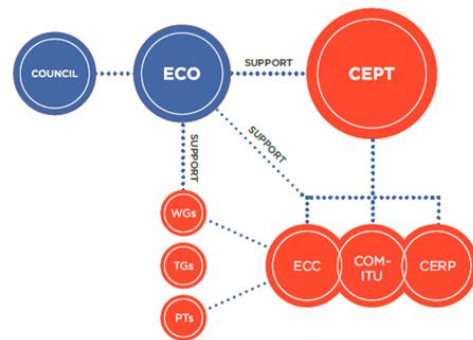
**EENA Members Workshop  
Brussels, 19-20 October 2015**

# CEPT/ECC/WG NaN Organisation

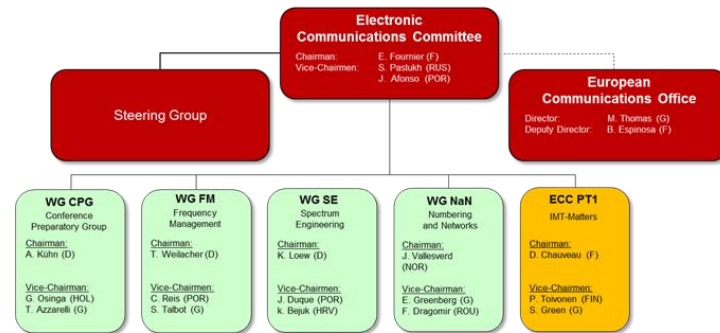


**European Conference of Postal and Telecommunications Administrations**

- 48 European countries cooperating to regulate posts, radio spectrum and communications networks

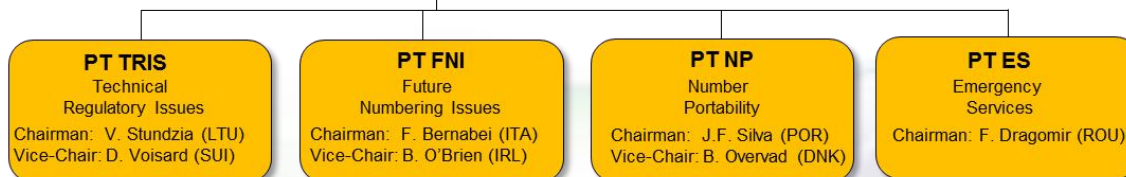


Electronic Communications Committee



**WG NaN**  
Numbering & Networks

Chairman: J. Vallesverd (NOR)  
Vice-Chairman: E. Greenberg (G), F. Dragomir (ROU)



## WG NaN and Project Team Emergency Services

- ECC Report 225
- Conclusions informing current work
  - Harmonised implementation of A-GNSS for more accurate caller location information (high priority)
  - PSAP-side statistics to inform future network improvements (on hold)
  - Emergency calls from VoIP and corporate networks (on hold)

***and.....***

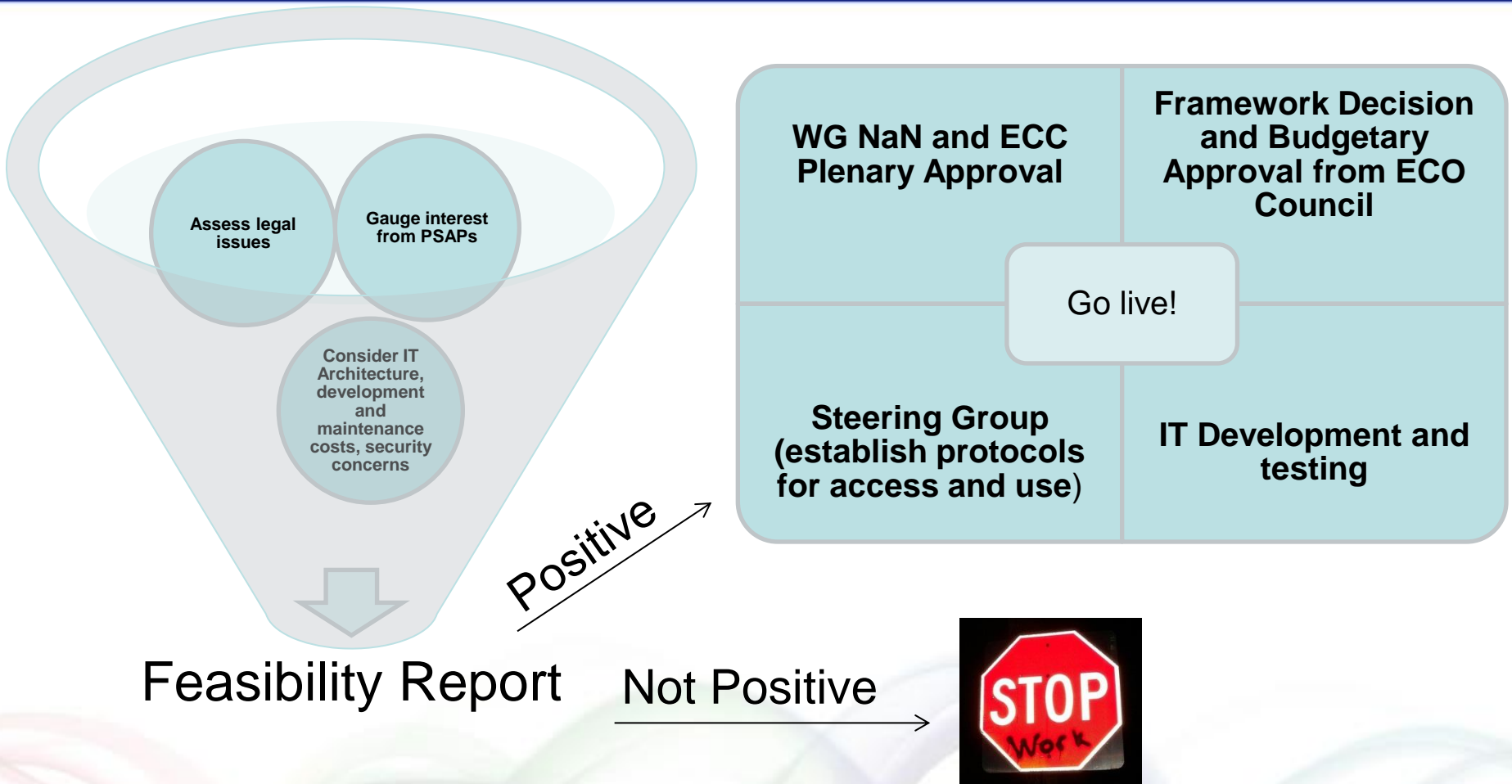
- Feasibility Study to investigate possibility of an ECO-hosted database to facilitate inter-PSAP communication (high priority)

## Why ECC/ECO to host database?

- EENA asked us!
- Recognised public European organisation (not EU!)
- Expertise in developing and hosting strategic European IT systems (SEAMCAT, EFIS, Numbering Misuse, ETNS, active transmitters)
- Can be developed and hosted with minimal cost by leveraging existing systems
- CEPT area broader than European Union so more participants
- It is within our remit according to the ECC Strategic Plan

*“study relevant aspects of emergency services communications and **provide support** and advice to European emergency services stakeholders where appropriate”*

## Different pieces of the jigsaw





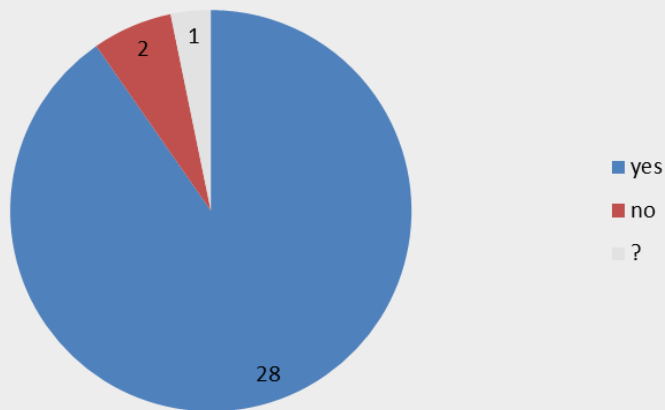
# Gauge interest from PSAPs

Country	Organisation
Austria	Ministry of the Interior
Belgium	Federal Public Service Interiors – Direction 112
Bulgaria	Mol, Directorate National 112 System
Croatia	National Protection and Rescue Directorate
Czech Republic	General Directorate of Fire and Rescue Service
Denmark	Danish National police, Center for emergency communication Copenhagen Fire Brigade
Estonia	Estonian Emergency Response Centre
Finland	Emergency Response Centre Administration
Germany*	Experts group on emergency calls (Expertengruppe Notruf, EGN) *
Greece	General Secretariat for Civil Protection (GSCP)
Iceland	Neyðarlínan ohf. 112
Ireland	ECAS
Latvia	State Fire and Rescue Service
Lithuania	Emergency Response Centre (Bendrasis pagalbos centras)
Luxembourg	National Rescue Agency (Administration des Services de Secours – ASS)
Malta	Ministry for Home Affairs and National Security
The Netherlands	National Police
Norway*	Police Shared Services (PSS)
Romania	Special Telecommunications Service
Slovak Republic	Ministry of Interior
Slovenia	Administration of the Republic of Slovenia for Civil Protection and Disaster Relief
Spain	Axencia Galega de Emerxencias
	SEIB112 - Balearic Islands
	112 Comunitat Valenciana (Valencian Region)
	Centro Atención Urgencias y Emergencias 112 Extremadura
	Junta de Castilla y León
	112 Ceuta-Amgevicesa - Consejeris Presidencia, Gobernación y Empleo – Ciudad Autónoma de Ceuta
	Dirección de Atención de Emergencias y Meteorología
	Ciudad Autónoma de Melilla
	CECOP SOS Rioja
	P. Asturias - 112 ASTURIAS
Sweden	SOS Alarm Sverige AB

- 32 responses in total from organisations in 23 CEPT countries (21 EU MS)
- Statement from Germany
- 13/15 responses from participants in EENA database.
- 10 responses from Spanish organisations

## Broad Support appears to exist

•Q.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?



### No – additional comments

DNK

We cannot support that organisations like ECO *maintain* these types of information about our PSAP

E (Amgevicesa)

No further reasons given – This entity has responsibility for 112 in Amgevicesa (North Africa).

### ? – additional comments

E (Melilla)

Not enough information. Otherwise we think the right option must allow the best administration of the DB so we get the best service from that.

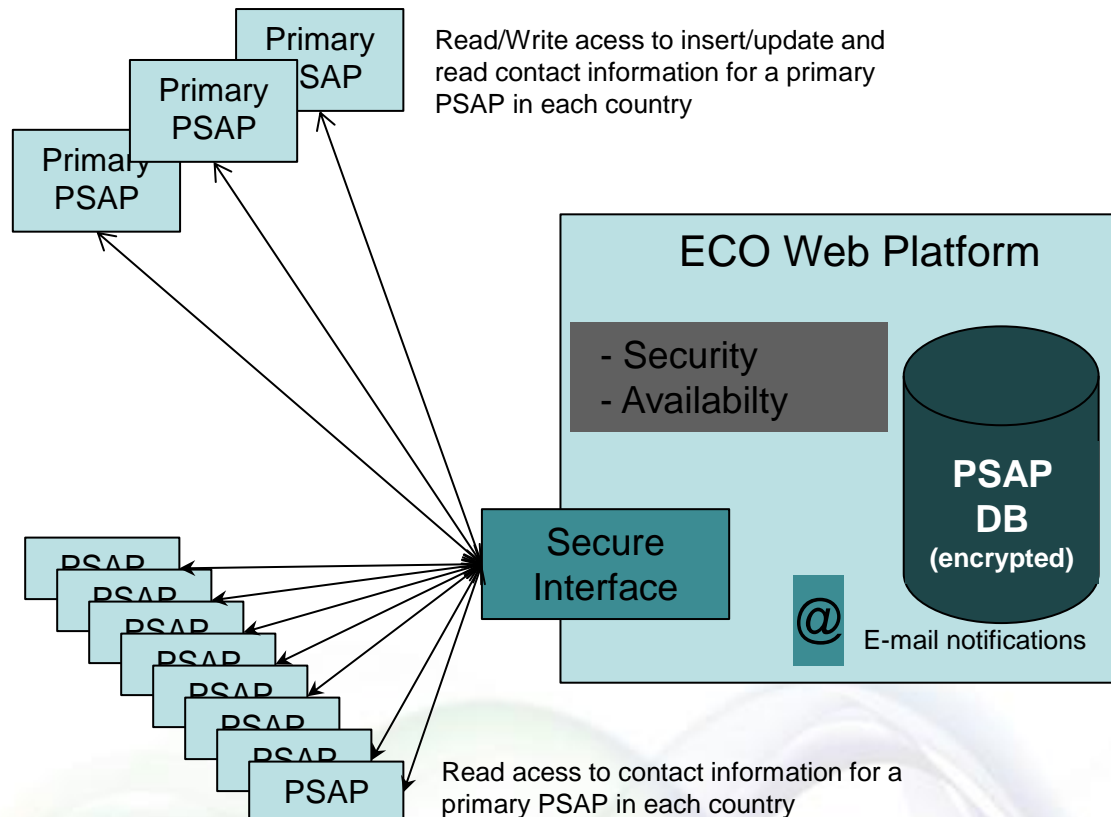
## Our assumptions on how it would work

- We host!
  - Develop and host database on a secure platform and provide a secure interface to PSAP operatives
  - We will ensure the confidentiality of the data in the database,
- You use it and maintain it!
  - Participation is voluntary and free. How you use it is up to you.
  - You are responsible for the accuracy of the data in the database because you will put it in there.



# Org Chart

## PSAP Database Steering Group



## Features

- Each PSAP operative would have a profile to log in to the database – i.e. A user level profile
- Each primary PSAP would have an administrator. The administrator would approve user membership requests for their PSAP. – i.e. A manager profile
- The ECO would have a database administrator profile
- Online use would be encouraged as it is the only way that the ECO can ensure confidentiality.
- A download facility would be available for contingency purposes. If a download is taken it will be in pdf format with a unique code watermarked on the document connecting the downloaded file with a user – **AUDIT TRAIL FOR ALL TRANSACTIONS!**
- We also have other features that can be made available. A home page where news items and documents can be posted.

## Maintaining the information

- Each country would have a primary PSAP
- The primary PSAP administrator would enter contact details for the PSAP in the database (contact name, telephone number, email, language skills etc)
- When information is inserted an email will be sent to all PSAP users informing them that the database has been updated.
- Similarly, if information is subsequently updated, an email will be sent to all PSAP users.
- The email would contain no confidential information. It would just be an update.
- The ECO would accept no responsibility for the accuracy of the data.

## Steering Group

- A steering group would need to be established to:
  - Provide initial input on the database structure
  - Establish protocols for access and use of the database
  - Determine the scope of use e.g. Transnational calls, calls from corporate/VoIP networks, TPS eCall, translation services etc.
  - Determine scope of participation – 1 primary PSAP, all PSAPs?
  - Organise training of users
  - Provide feedback for future features for the database
  - Establish protocols for downloading, distributing and maintaining pdf versions of the database for contingency purposes.
- The ECO would be happy to host the steering group meetings at its office in Copenhagen or via its online meeting tools

# Thank you for your attention!

- **Contact:**  
**Freddie McBride** BBS MSc DipRegGov  
[freddie.mcbride@eco.cept.org](mailto:freddie.mcbride@eco.cept.org)  
+45 33 89 63 22
- **European Communications Office:**  
[www.cept.org/eco](http://www.cept.org/eco)

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