



# CAP Implementation Workshop 2017

Rome, Istituto Superiore Antincendi 21-22 September, 2017



ICRC



Can CAP help persons with disabilities calling for rescue or receiving public alerts?

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# The challenge

Giving people with disabilities the possibility to:

- **call rescue services**
- **being alerted in case of emergency**

Accessibility is defined as meaning that people with disabilities having access **on an equal basis with others**, to the physical environment, transportation, information and communications technologies and systems (ICT), and other facilities and services.

# The (UE) regulation



Official Journal of the European Union

L 337/11

## DIRECTIVES

DIRECTIVE 2009/136/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL  
of 25 November 2009

amending Directive 2002/22/EC on universal service and users' rights relating to electronic communications networks and services, Directive 2002/58/EC concerning the processing of personal data and the protection of privacy in the electronic communications sector and Regulation (EC) No 2006/2004 on cooperation between national authorities responsible for the enforcement of consumer protection laws

(Text with EEA relevance)

## Article 26 Emergency services and the single European emergency call number

### 1.

Member States shall ensure that all end-users of the service referred to in paragraph 2, including users of public pay telephones, are able to call the emergency services free of charge and without having to use any means of payment, by **using the single European emergency call number “112” and any national emergency call number specified by Member States.**

- **localisation of the caller**
- **identification of the caller**
- **max one transfer to talk with the rescuers**
- **multilingual**
- **and...**

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## Article 26 - Emergency services and the single European emergency number

### 4.

Member States shall ensure that **access for disabled end- users to emergency services is equivalent to that enjoyed by other end-users**. Measures taken to ensure that disabled end- users are able to access emergency services whilst travelling in other Member States shall be based to the greatest extent possible on European standards or specifications published in accordance with the provisions of Article 17 of Directive 2002/21/EC (Framework Directive), and they shall not prevent Member States from adopting additional requirements in order to pursue the objectives set out in this Article.





Brussels, 11 February 2016  
DG CONNECT/B2

COCOM 16-01

## COMMUNICATIONS COMMITTEE

### Working Document

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

# The real situation according the EC

- **SMS to 112**
- **112 App**
- **Fax**
- **SMS to numbers other than 112**
- **Relay service**
- **Assisted calls**
- **PSTN text telephone**
- **total conversation through 112 SIP address**
- **IP textphone access indirectly via text relay service**
- **Emergency text telephone number**

## 2. Access to 112 for disabled end-users

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

Out of the 29 replies received, 24 (with Iceland) mentioned the existence of alternative means<sup>2</sup> to voice as measures to provide access to emergency services:

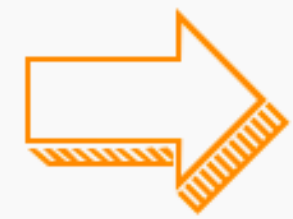


# EENA Annual Report 2016

EENA = European Emergency  
Number Association

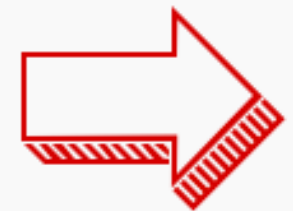


## The real situation according EENA



### EQUAL ACCESSIBILITY FOR ALL

Improving accessibility to emergency services for people with disabilities needs to be a key issue for decision makers in Europe. In July 2016, the European Parliament voted in favour of a report asking for equal access for people with disabilities. We congratulated this decision and asked European countries to comply with European legislation and ensure equal access to 112 for all their citizens.



### PROGRESS

In a nutshell, what we ask for is progress. In September 2015, the European Commission unveiled its **proposal for the update of the telecommunications framework legislation**. Its lack of ambition was **disappointing**. The unmotivated provisions on emergency services in the proposal neither benefited from today's technologies nor addressed today's problems.

EENA communicated on this disappointment and highlighted some of the key-issues of today's world, namely: **caller location, public warning, accessibility for people with disabilities and 112 awareness**.



**BEREC = Body of Regulators  
for Electronic Communications  
was established by Regulation  
(EC) No 1211/2009**

**BEREC Report on the outcome of the  
public consultation  
on the draft report on equivalent access  
and choice for disabled end-users**

**The real situation  
according BEREC**

Moreover, EENA presented the following recommendations:

- a) Access to 112 via SMS should be mandatory:** European Authorities should provide clear and mandatory regulation on the use of emergency SMS, including accessibility of 112 using eSMS. 18 European Countries have implemented emergency SMS, and other Member States should do so too. For the specific characteristics of each project, further information is provided on page 11 of EENA's 'SMS access to 112' document;
- b) Emergency apps should be encouraged and standardised:** Apps can provide the option of chat and/or video communication with 112, the use of sign language, accurate location and text. For best practices about emergency apps providing equal access to emergency services for disabled people, further information is provided on EENA's 112 Smartphone Apps and 112 Apps Strategy documents;
- c) Total Conversation should be encouraged:** Total Conversation is an extension of the voice telephony concept by adding the video and real-time text media. An initiative offering best practices is the European project REACH112. Article 26.4 refers to standards which should be listed, including the standards on Total Conversation done by ETSI;
- d) Relay services should be used for emergency communications:** An important part of accessible telecommunications when two parties don't speak the same language, a human interpreter can provide a translation service; different communication modes; text relay (email, SMS, real time text), video relay (sign-language, lip-reading). Initiatives offering insight into this can be found (among others) in:



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#### **4. Possible actions and measures to be considered**

- a) Standardisation of equipment manufacturing aiming at ensuring interoperability of products and technologies;
- b) Implementation of standards for accessible information, namely the first European Standard on accessibility requirements of ICT products and services (EN 301549);
- c) Ensuring the accessibility of emergency services;
- d) Ensuring the availability of relay services;
- e) The need to monitor the issues related to equivalent access and choice more closely and on a regular basis;
- f) Strengthening cooperation with disabled users' representative organisations.



## EUROPEAN PARLIAMENT VOTES TO IMPROVE THE 112 SERVICE

A BIG STEP FORWARD FOR EMERGENCY SERVICES: UPDATE ON TODAY'S VOTE IN THE EUROPEAN PARLIAMENT



**04 September 2017** marks an important date for the history of 112. Today, the European Parliament's Committee on the Internal Market and Consumer Protection (IMCO) voted an important piece of legislation, marking the first step towards a better functioning 112 service in Europe.

### Highlights of the vote:

Among other things, the IMCO Committee voted in favour of the following:

- Handset-based location: Use of the data from the handsets to improve considerably the caller location information provided to the emergency services.
- Public warning: Use of the telephone networks to send alerts to the population, facilitating the introduction of a modern Reverse-112 system.
- Transnational database: Establishment of a transnational database that includes emergency services' long numbers in order to foster transnational cooperation.
- Direct access: Access to 112 including from private networks.

disabilities to reach the emergency services.

- Accessibility: Better means for people with

### Next steps:

- As this vote was reduced to the 40 Members of the IMCO parliamentary committee, the rest of the European Parliament is also expected to vote on the text. We estimate that this will take place in Autumn 2017.
- After the European Parliament votes on the text, the official negotiations with the Member States and the European Commission will start so as to implement the new provisions by 2020.

EENA would like to thank the Members of the European Parliament, especially the rapporteur Dita Charanzova and the shadow-rapporteurs from the different political groups for their work. We hope that the final legislative text will reflect clearly their contribution.

Finally, the European Parliament



# A possible path: the new concept of NEXT GENERATION 112

**Next Generation 112 (NG112) hasn't an official definition. It can be described as:**

**- Interoperability between emergency services:** NG112 enables the several Public Safety Answering Points to be part of a common emergency service IP-network, providing them with redundancy and interoperability features. This network should support data and communications needs for coordinated incident management between PSAPs and provide a reliable and secure environment for emergency communications.

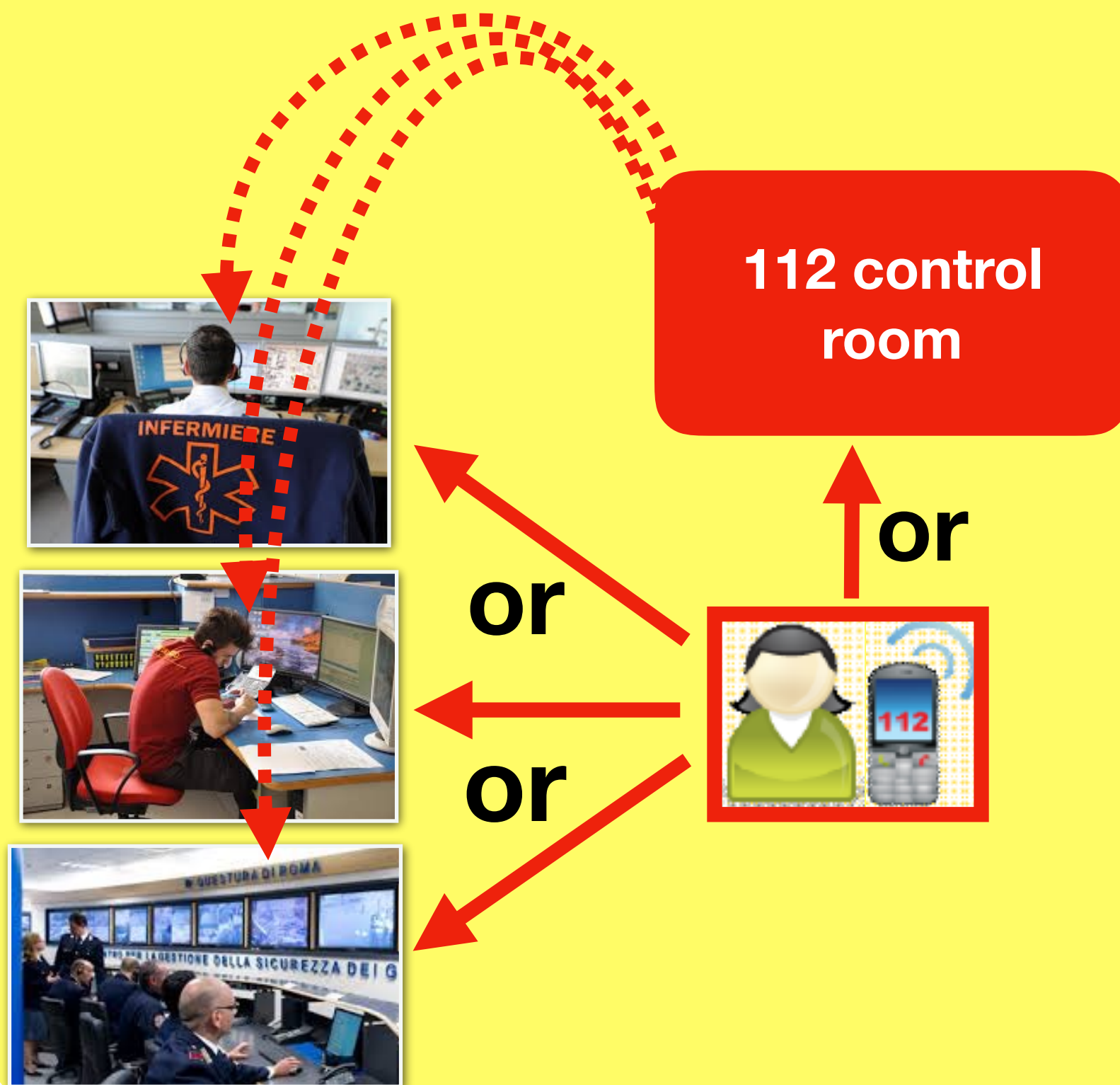
**- Communication between citizens and emergency services:** NG112 is designed to enable citizens to reach an authority (e.g., PSAP) by calls using VoIP, text messaging, instant messaging, real-time text, pictures and videos. It could also provide emergency services with more data such as telematics and health data. NG112 enables the delivery of calls, messages and data to the appropriate Public Safety Answering Point (PSAP) and other appropriate emergency entities and makes call handling easier.



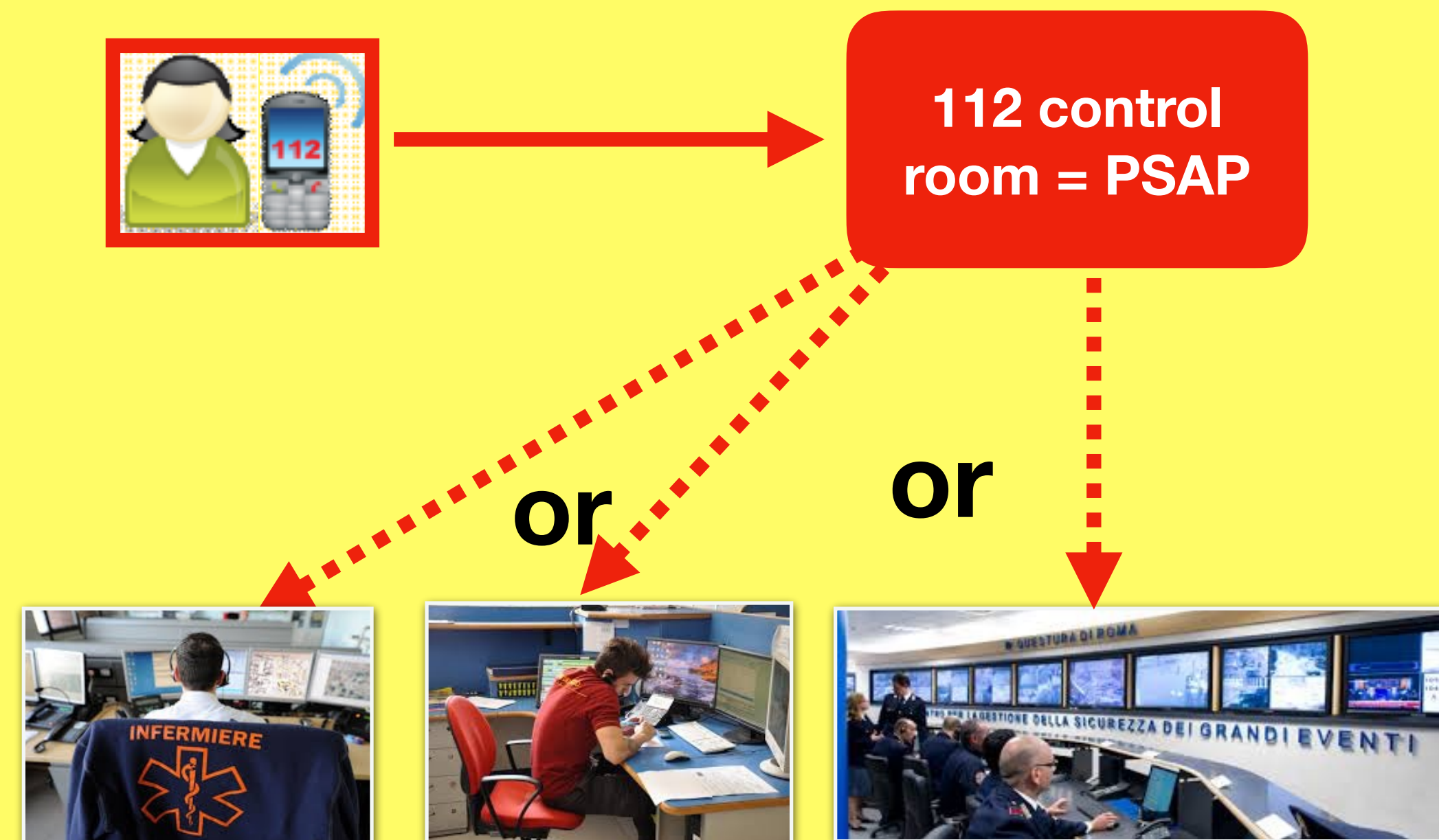
**According the EU Directive, the 112 Service has many possible architectures. The most frequent are:**

## Citizen to 112 communication

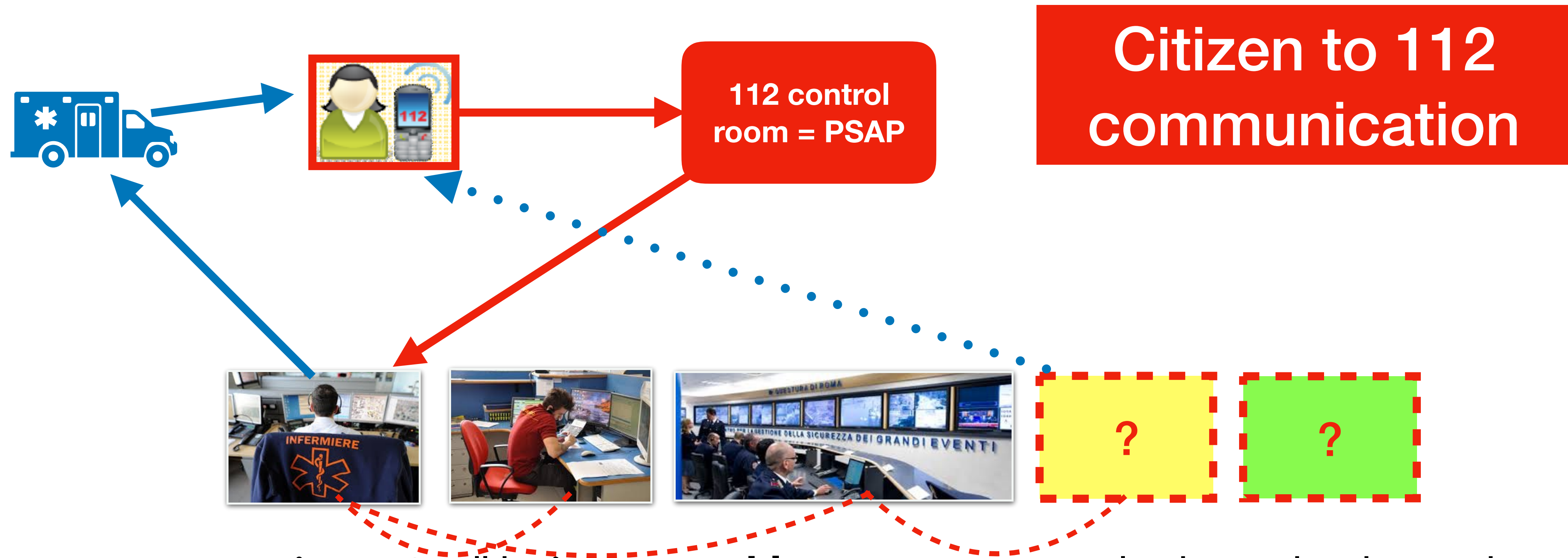
112 control room as an additional resource



112 control room as intermediation between caller and rescue service







**Next generation 112 will be interoperable:** a common protocol to be used in data exchange with the second level control rooms have to be adopted.

Sharing data seamlessly, automatically and precisely between control rooms is particularly important with people with disabilities rescue calls.

Distress conditions normally make it difficult to repeat the call and the transfer of all data between PSAP and control rooms must be immediate and automatic. So, also in more complex architecture, the deaf caller should not need to repeat the information (as normally does people in the centralised architecture).



In Italy the CNVVF has adopted the **CAP standard** to share data about rescue operations:

- between the 100 control rooms, 18 regional coordination centres and the National Situation Room of the CNVVF;
- with other bodies involved in emergency management and civil protection.



The CNVVF experience of CAP standard shows that, in the framework described, the best way to give an answer to people with disability, is adopting the CAP standard also in the systems managing 112 EEN control rooms.



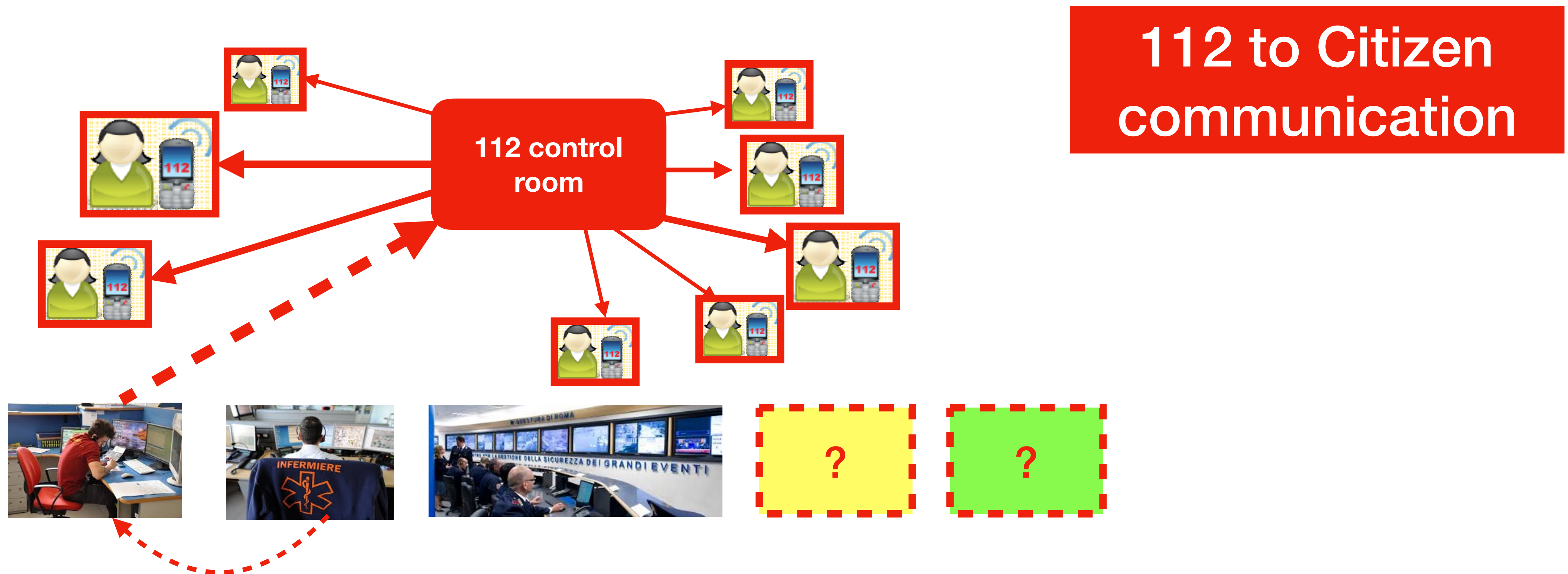
**In deploying rescue, timeliness and accuracy of data are needed**

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graph TD; A[In deploying rescue, timeliness and accuracy of data are needed] --> B[Deaf people needs to ask for rescue and communicate with PSAP by texts]; B --> C[CAP allows texts to be shared by the PSAP with any first responder and/or other body to be involved in rescue operations];
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**Deaf people needs to ask for rescue and communicate with PSAP by texts**

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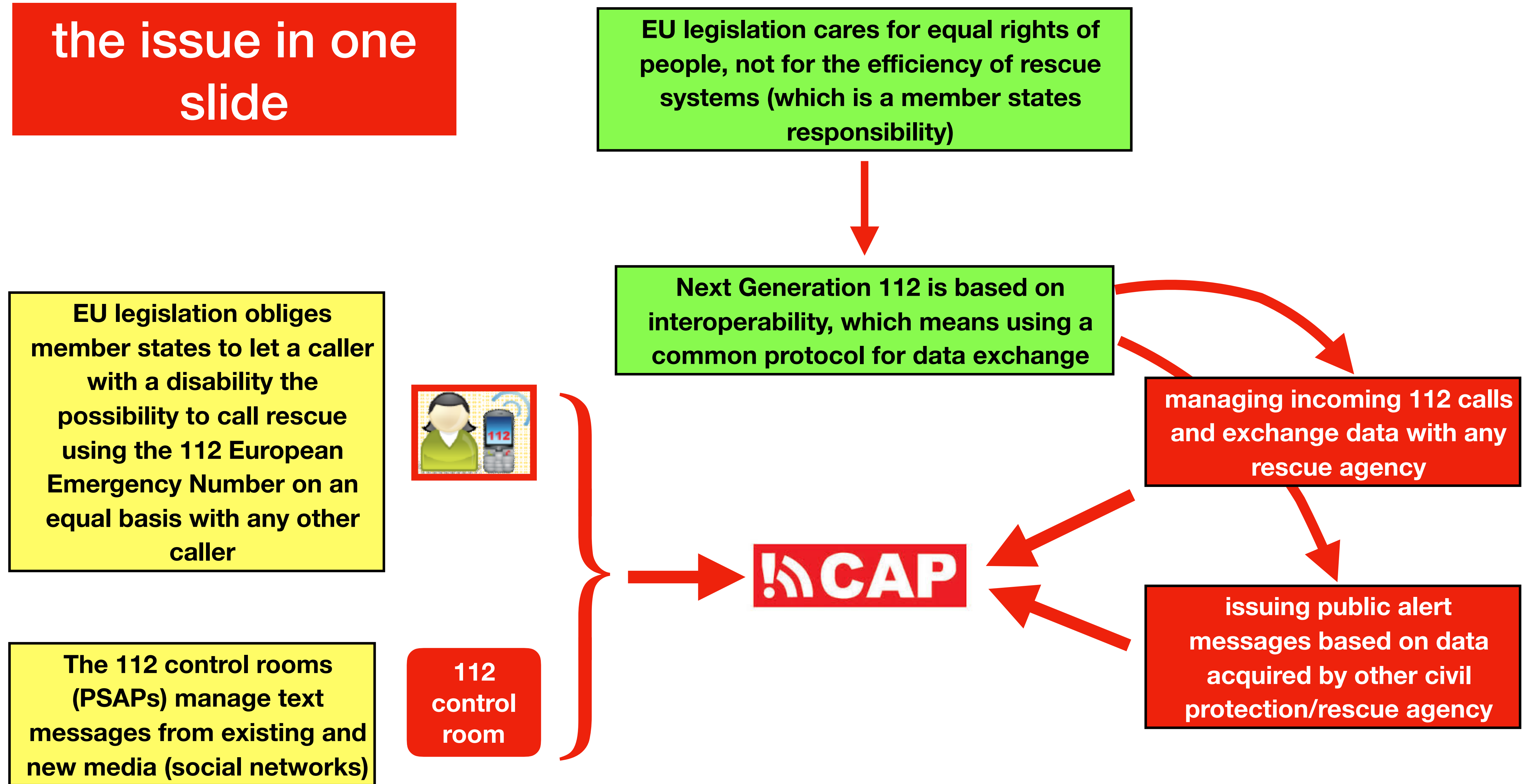


A side effect of adopting CAP in next generation 112 is the possibility of alerting people in case of emergency.

The flow of data in this case would start from a second level control room to the PSAP that informs **everyone** timely and correctly.



# the issue in one slide





# thank you

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