



EENA Conference Recap



Europe

EENA Conference

Prague, Czechoslovakia

April 6 - 8

Remembering Paris – the role of social media

The opening session: 'Use of Social Media during Paris attacks' included presentations from three survivors, two who were present at the Bataclan concert hall.

The first presenter's focus was on his use of Twitter to alert people of what was happening inside the hall and seeking help to communicate with police. He described how he was hiding in the bathroom with others and how they had to use social media and SMS to communicate, as the use of voice would have put them at risk. He described how he used Twitter; that friends saw the tweets and alerted police. He indicated that police tried to ring him, but he turned his phone off due to safety.

Another victim, who didn't speak French, had difficulty communicating with the 112 operator; then due to safety she didn't want to continue to speak. She implored emergency service organisations to introduce SMS for emergency contact.

The third speaker lived across from the venue, witnessed the shootings and was also shot at by the terrorists. He attempted to call police, but was unable to get through due to the congestion in the mobile networks. He then used Twitter as it was the only way to communicate. He wanted to warn people about what was happening and to stay away from the area.

This speaker also started the hashtag #porteouverte, which came to prominence during the Paris event. He spoke about how he was using Twitter to see what was happening and identified that people were tweeting large amounts of information. He also saw messages from people asking for help, wanting somewhere safe to go to. It was then that he created the hashtag #porteouverte to help people; people would offer their home or premise as a safe haven, so people could get away from the venues under attack and be safe. People translated the tweet into other languages to help non French speaking people. The hashtag was re-tweeted over 300,000 times (200,000 times in two hours); with no formal media involvement.

The session was supported by a presentation from a representative from Twitter. Twitter has now developed an emergency response team; to build on what people were doing in Paris. They set the team up to develop a process to make it work easier and better for people. He indicated that they monitor tweets to ensure that the most critical information is at the top of all tweets. The representative also advised of the help that Twitter offer to enable emergency service organisations get their message out to the community. He identified: @PrefPolice as an example. This was the police account Paris Police, used to provide information during the incident. Prior to Paris, the account had 35,000 followers. Since the event this has increased to over 240,000

Three key messages that he promoted centred on:

1. Information phase; people want to know what is happening, looking for reliable sources
2. Organisation phase: people want to gather to provide some help, and
3. Social media in emergency situations enables;
 - Being able to quickly give safety instructions and help
 - Spread good and fact-checked information to avoid rumours
 - Coordinate local actions and crowd-seed information through volunteers



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Prague – April 2016

EENA Standards Update

There is considerable development work being undertaken by EENA to develop a range of technical and operations specifications. Two standards particularly relevant to Australia and New Zealand at the moment are:

Smartphone Apps: many Apps on the market in Europe. The issues identified in Europe relate to only working in national boundaries; not downloaded; or not used in emergency situations (due to stress). EENA is progressing the Pan European Mobile Emergency (PEMEA) Apps strategy that will define the architecture, requirements and deployment guidelines for developers of Apps

eCALL operating standards: The European Union has issued eCall Regulations, which has led to the development of the 112eCall Standards. The Standards includes the minimum set of data - location, direction of travel, identification of vehicle and EENA have developed a conformance testing protocol. EENA have recently included a standard for commercial vehicles, which includes what the vehicle is actually carrying.

EENA have identified a problem in the after-market sales of telematics products, as there is no regulation or standards on after-market sales.

NG112 Plugtest Report

This session focused on the outcomes of recent (first) end to end testing for Next Generation 112 (NG112). The aim was to test multimedia capability; Omni-channel operations, using a dedicated Emergency Services IP Network (ESInet).

The testing was undertaken by 14 vendors, with 5 observers and was arranged by the European Telecommunications Standards Institute (ETSI).

Testing saw location by reference and location by value; ('by reference' means that if the mobile caller is moving, then it updates the location).

Tests to verify end to end connectivity between the caller and Public Safety Answering Points (PSAP), including Next Generation core services and location. Then multimedia was tested.

Results presented at the Conference included:

- Stable base specification
- Location based call routing worked
- Total conversation successfully tested
- Interoperability of EENA based and NENA based implementations (i.e. they are slightly different but they worked)
- Basic concept of ESInet successfully verified

Next steps: another plug test in the first quarter of 2017; synchronise with NENA; continue working with ETSI to develop standards

The value of this session was that it provides confidence that if Australia follow the NENA and EENA standards, Next Generation 000 (NG000) will work.

114 Service for Hearing Impaired

The 114 service is similar to the 106 service in Australia. The key driver is equality for the 50 million deaf people in Europe.

Before end of 2016 will introduce total communication for deaf and hearing impaired, including SMS, email, and video (for sign language). Currently SMS and fax only.

Also for those who can talk but not hear, can talk but will receive SMS response.

114 service - no pre-registration; can be used by anyone; service is free. Have found it is being used by those who have ability to talk, but have safety concerns. Utilises geolocation from GPS device.

Challenges: training for staff; call handling procedures; have to adapt to the user's needs

Audience member asked the question about the fact that in Slovenia that you can SMS 112, but in France it is 114, this would be confusing. This would be an issue in Australia if we do it State by State and not nationally. The US have regulated that a return text must be sent advising that the SMS to 911 is not available in the County or State.

The presenter talked about the advantages of Apps for hearing impaired. He indicated that a lot of information can be contained within the App for hearing impaired, including pictograms that sign the problem, i.e. fire, heart attack. Gave an example of the Catalonia 112 Emergencies Numbers App. Lessons learnt: easy to develop, maintaining the App is expensive.



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Big Data

This session focused on how the management of 'big data' can improve emergency service response, focusing on the challenges of analysis, storage, visualisation and privacy. The presentation centred on:

Analysing data: GIS environment - providing analysis capability, identifying that GIS plays a part in every part of the call taking

The US have a plan to improve accuracy of location; collaboration between PSAPS, Vendors and policy makers, based on demand from citizens – “why can I get a pizza to my home, but not a police response”.

GIS importance in despatch, by getting right response in the quickest time; then what other information is available for that location

Looking to add the "z" coordinate validation in the next couple of years, which then impacts on CAD/mapping solutions; for 3D imagery (can get through wifi or Bluetooth) in the US within the next 4 years

Border less boundaries; PSAPS issue in Europe and US. Not a concern in Aust, other than State/Territory boundaries - ICEMS is our solution.

Real Time CAD analysis - what should be seen where; in despatch centre and command control; to allow better response and analysis

Real-Time analysis & integration: data is collected and stored for immediate or historic analysis (using social media analysis to see what is in the chat – e.g. around gang violence etc.)

Using GIS and CAD for real-time analysis to determine what is happening, allowing better data - they are analysing 4000 pieces of data per seconds - using keywords to filter down. Lessons learnt from Boston marathon, now using social media analysis to know what is happening in real time, rather than after the event.

**For more information
contact your local
NECWG – A/NZ Representative**

What is AML?

Advanced Mobile Location (AML) is technology designed to support accurate and reliable mobile location information from the handset to the ESO.

AML is currently being trialled in 10 countries in Europe. The aim is to reduce handle time by reducing the need for an operator to question the caller about their location.

EENA has published the AML Specifications and Requirements documentation and ETSI is about to publish the Technical Requirements documentation.

How AML works:

AML makes use of the location available on smartphones and makes it available to the PSAP, when the handset makes an emergency call. The phone will access the GPS; satellite or cell. AML utilises dataSMS to send the handset location. When arrives, it compares the handset location with the network location to ensure it is correct location. Discounts about 2% as a result. SMS is deemed reliable as it gets sent to the SMS centre and then gets forwarded to a fixed location (PSAP).

BT presentation - developed a location based service on BT used handsets (in the UK). The solution is not App based. Handset identifies an emergency call, activates location data on the mobile phone and send an SMS to the PSAP. Handset location is far superior to network location. Has improved accuracy of identifying the caller using handset as opposed to the network location. Gave example of rural location; network sent a radius of 2024 metres, while AML using the GPS from the handset provided a 6 metre radius. The AML solution went live in June 2014.

The BT presenter indicated that in the UK, the PSAP receives 5000 AML calls a week of the total calls of 300,000 made to the PSAP.

Sony and HTC handsets – AML is being deployed across Europe, utilising EENA specifications and requirements. Sony is trialling AML in 10 countries in Europe.

Google Emergency Location for Android - Google are about to announce that AML will be available on android phones. Their solution will send AML through to the carrier, who then will forward to the PSAP. Google intends to release their solution internationally