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Subject: 112 Caller Location - European Body of Regulators" Work Programme 2014
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TO: The European Body of Regulators (BEREC)

Emergency Response Centre Administration, Finland would like to state that developing the capability to get 112 caller location is of crucial importance.

At the moment ERCs have a right to locate every person who calls 112 and also a third party (not the caller, but for example her husband or child), if the call taker thinks there is a life-threatening situation. The caller location system is integrated into our ERC IT system and it takes about 4-8 seconds, when we get the location. That system cannot be used for police's investigational purposes and they have a system and procedures of their own when to get information from the telephone operators.

However, the system at the moment in Finland - just like in most European countries - is not very accurate outside urban areas. In the cities the accuracy is about 50-100 meters, in suburbs 100-1000 m and in rural areas and waterways (large lake areas) it can be up to 5 km. The system itself is very reliable and we use it about 15 000 - 20 000 times every month (approximately in 8-10 % of the 112 calls).

Getting the caller location more accurate - using GPS information or another way - is a big question of safety. Every minute counts in 112 calls and the time wasted for trying to locate the scene of incident can delay the arrival of help remarkably and thus cause deaths or extension of accidents.

On behalf of Emergency Response Centre Administration,
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