



112 in The Netherlands

September 2018

About The Netherlands

Numbers and Figures

- The Netherlands: 17,2 mln people
- On a surface of approx. 41.500 km² in the north west of Europe
- One emergency number 1-1-2 for Fire, Ambulance and police
- 2,8 million 1-1-2 emergency calls in 2017
- 36 % misuse, mostly pocket calls and non-emergency
- Favorite national colour:



112 in The Netherlands; A two stage PSAP structure

11-2

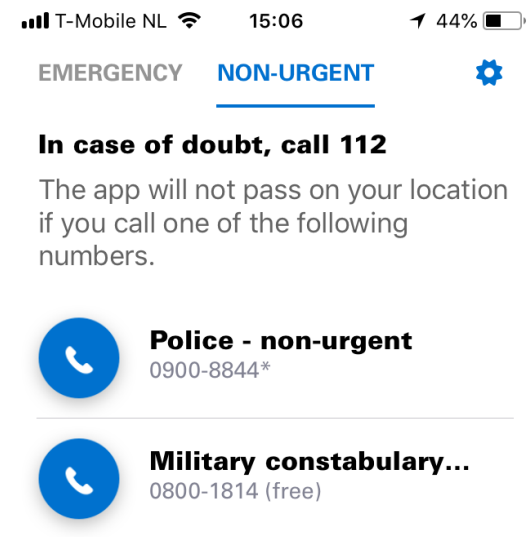
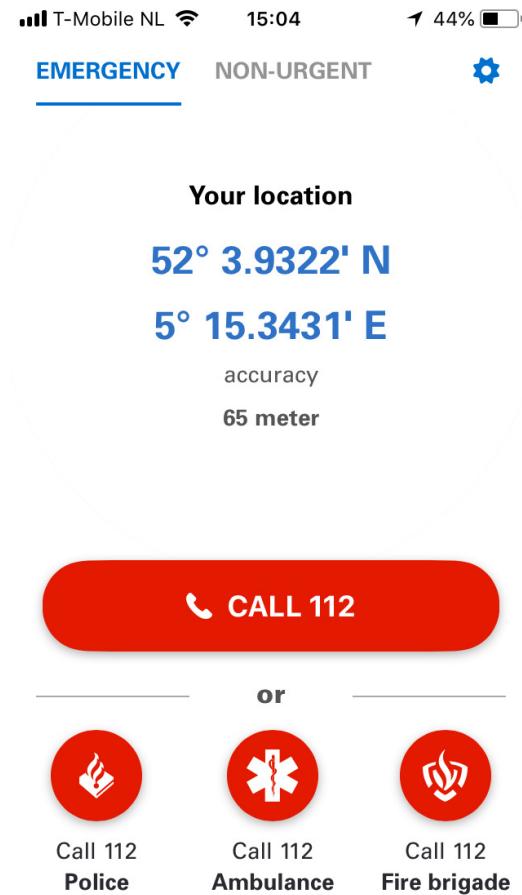
HELP !!!



“112: wie wilt u spreken politie, brandweer of ambulance?”

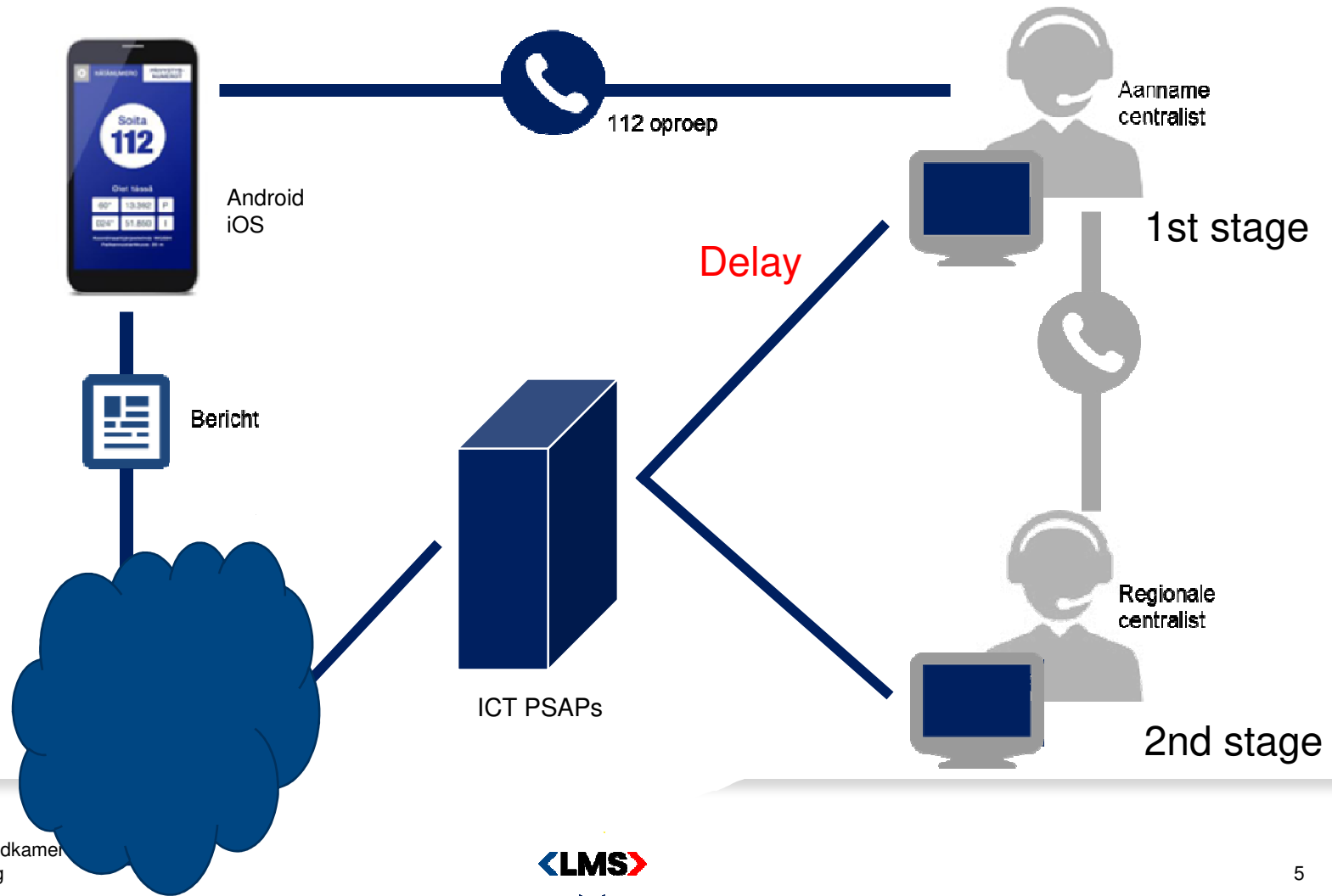


The 112app in The Netherlands is based on the Suomi app

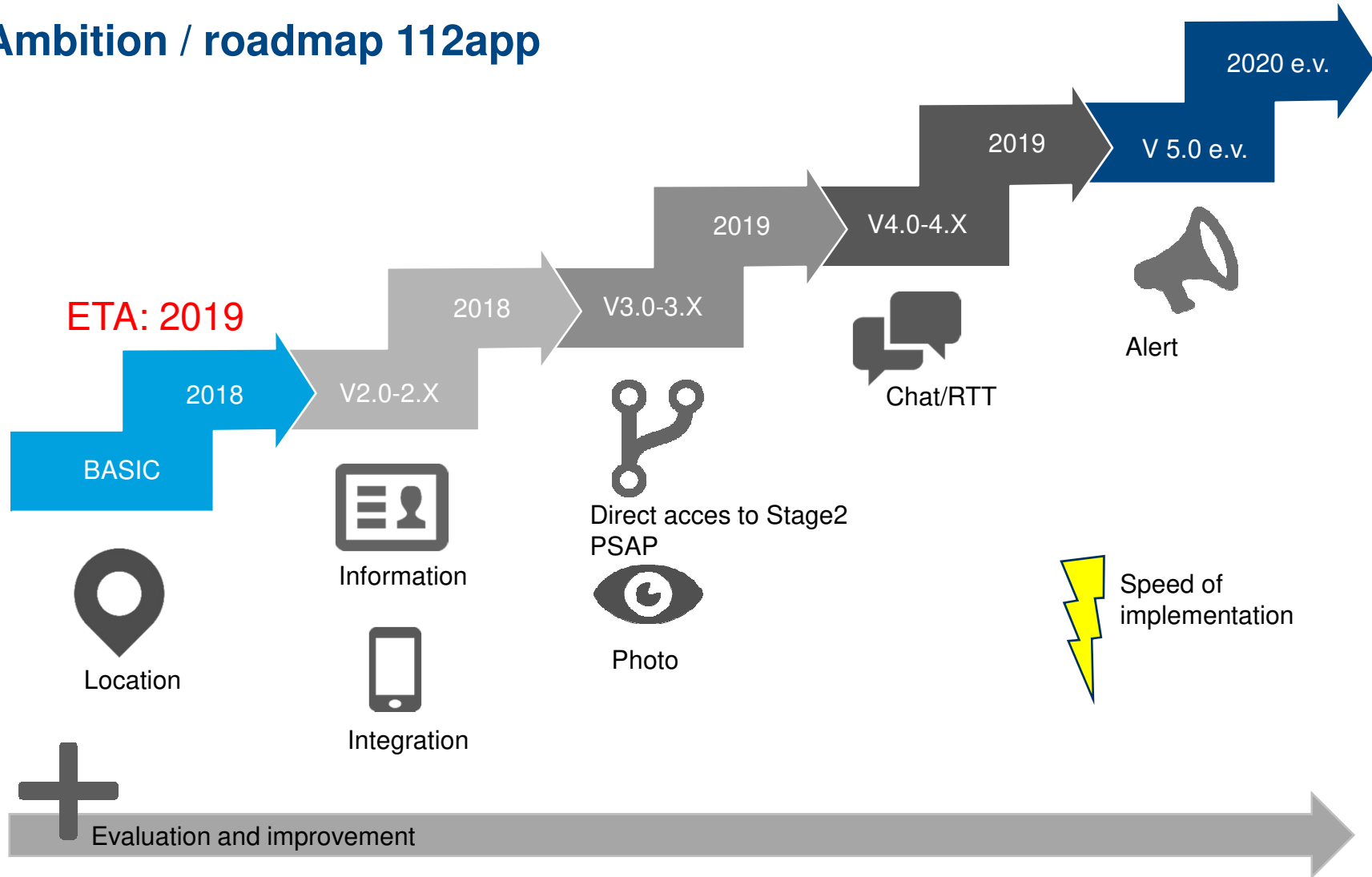


* This number has a starting charge of 9.4 cents and costs 2.75 a minute plus your usual phone charges.

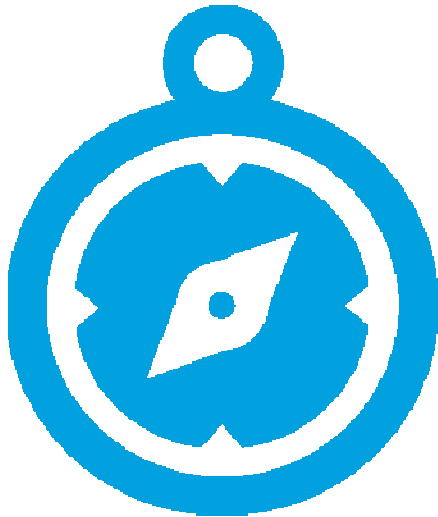
The 112app info will be distributed to the call taker who is handling the call



Ambition / roadmap 112app



PEMEA expectations



- To understand how the PEMEA functionality works
- To know what we have to do in The Netherlands
 - Short term (location)
 - Long(er) term (RTT, photo,...)