



Koninklijke Marechaussee



## 112 in The Netherlands

September 2018

060

# About The Netherlands

## Numbers and Figures

- The Netherlands: 17,2 mln people
- On a surface of approx. 41.500 km<sup>2</sup> 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



HELP !!!



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



www.shutterstock.com - 66950356

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



Your location

52° 3.9322' N

5° 15.3431' E

accuracy

65 meter

CALL 112

or



Call 112  
Police



Call 112  
Ambulance



Call 112  
Fire brigade



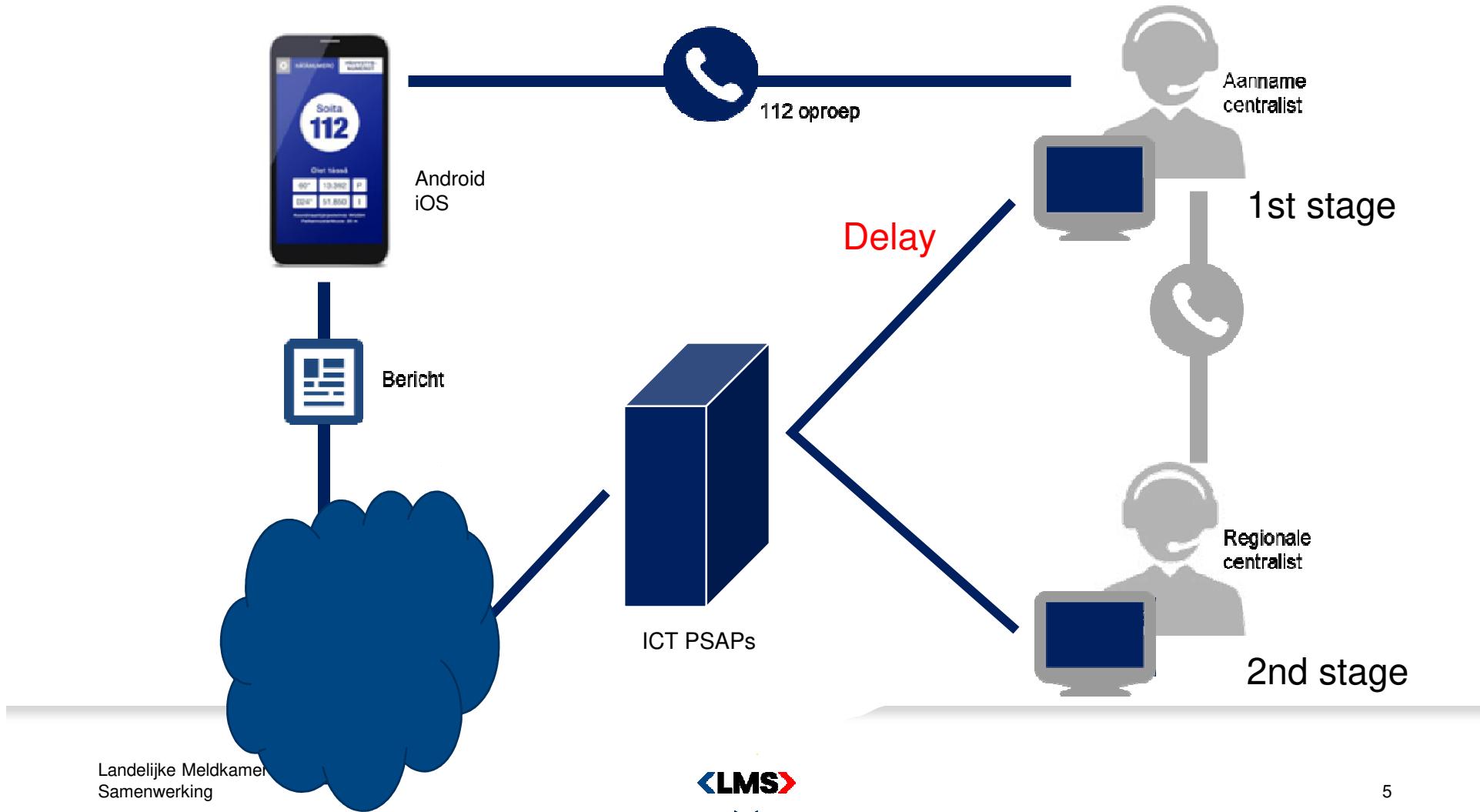
**Police - non-urgent**  
0900-8844\*



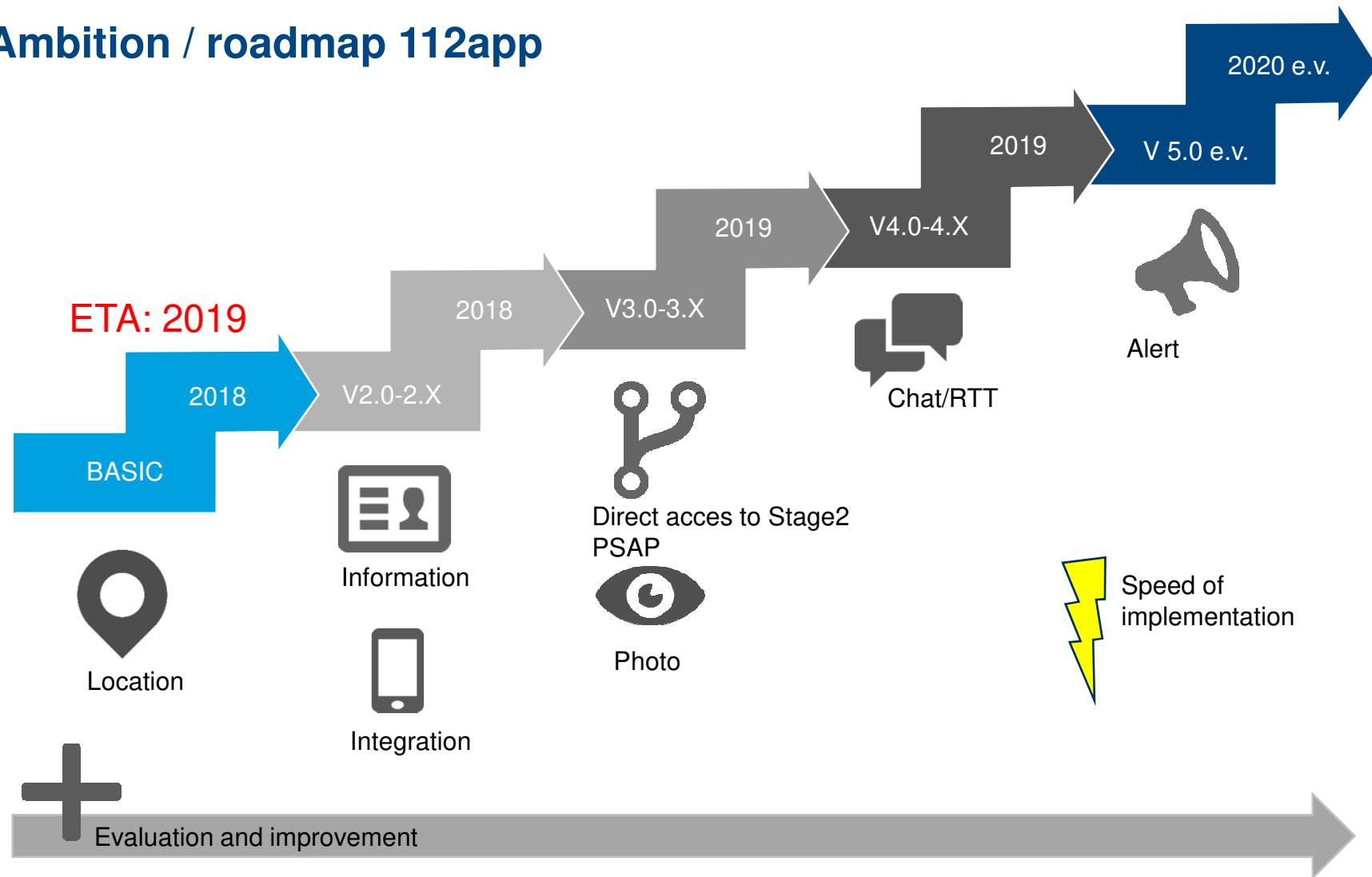
**Military constabulary...**  
0800-1814 (free)

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

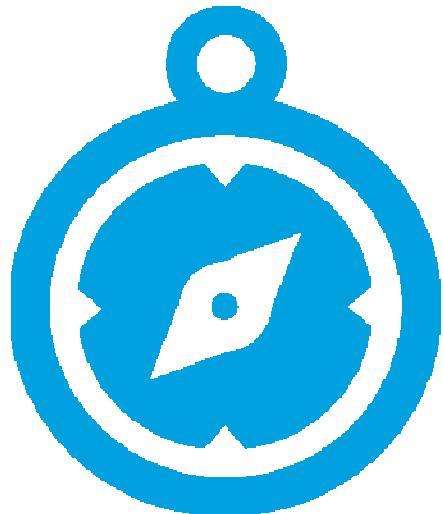
The 112app info will be distributed to the call taker who is handling the call



## 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,...)