

Parliamentary Questions to the Commission

Topics

1. Promotion of 112	2
2. 112 and European Legislation	16
3. Implementation of 112	20
4. Access to 112	36
5. Caller location	45
6. Public Warning	53
7. Direct access	54
8. EGEA	55
9. eCall	57
10. 112 in third countries	67
11. Others	69
Questions per MEP	78

1. Promotion of 112

12 January 2016: Edward CZESAK (PL/ECR)

Raising public awareness as regards the 112 emergency number

The 112 emergency number was introduced in 1991. It is a service intended for all European citizens, regardless of where they are in Europe. After 25 years, there are still a number of problems that suggest that the initiative has not reached its full potential and that the Member States have not done enough to implement Directive 136/2009/EC.

Looking at the annual reports, it is clear that the situation is unsatisfactory. According to Eurobarometer, only 27% of Europeans are aware that the service exists. There are also problems when it comes to the accuracy with which calls can be located and as regards adapting the service for use by people with disabilities.

Given that the 112 European emergency number can save lives, and having read through the relevant documentation, I should like to put the following questions:

- 1. Has the Commission carried out checks on the implementation of the directive on making the 112 number operational in all the Member States? In which Member States has the directive been only partially or incorrectly implemented?*
- 2. Is the Commission intending to draw up a report on the implementation of the directive concerned, setting out best practices used by Member States? If so, when will it be published?*

- No reply yet.

19 November 2015: Michael CRAMER (DE/Greens)

The European emergency number and car-sharing

In recent years, car-sharing has become a widespread practice in Europe. Indeed, car-sharing is both environmentally friendly and cost-saving. According to Article 26(6) of Directive 2009/136/EC, 'Member States shall ensure that citizens are adequately informed about the existence and use of the single European emergency call number "112", in particular through initiatives specifically targeting persons travelling between Member States'.

As car-sharing now concerns a large number of travellers in Europe, has the Commission planned to coordinate an awareness campaign on the 112 emergency number with car-sharing companies in the Member States?

- The promotion of the European Emergency Number, as pointed out by the Honourable Member, is primarily the responsibility of Member States according to the Universal Service Directive. The Commission supports and supplements the initiatives of Member States on an ongoing basis and periodically evaluates public awareness of the European Emergency Number 112. In particular the Commission contacted in the past the 112 National Authorities, tour operators, travel agents and transport companies in an effort to raise the awareness on 112.

The progress in awareness has not been satisfactory. Therefore, the Commission regularly reminds Member States of the requirements with regard to awareness-raising. The Commission has, in cooperation with Member States' experts, developed key performance indicators (KPI) to measure progress in the use of 112, covering also awareness. One of the

objectives of the KPIs is to provide Member States with benchmarks and best practices to follow.

Whilst the Universal Service Directive requires Member States to ensure that citizens are adequately informed about 112, it does not specify any individual circumstance which should be subject to awareness-raising. The Commission will mention in its contacts with Member States the possibility of advertising 112 with car sharing companies.

30 October 2015: Marian-Jean MARINESCU (RO/EPP)

European Emergency Number

In accordance with Article 26(6) of Directive 2009/136/EC 'Member States shall ensure that citizens are adequately informed about the existence and use of the single European emergency call number "112", in particular through initiatives specifically targeting persons travelling between Member States'.

As railway companies reach a large number of travellers in Europe, has the Commission planned to coordinate a 112 awareness campaign with railways in the Member States, particularly with cross-border railways?

Furthermore, Parliament has reiterated through its resolutions and declarations the importance of ensuring that 112 services are fully accessible to all EU citizens, including those who are deaf, hard of hearing or speech impaired.

Does the Commission plan to introduce in future legislation in the area of the Digital Single Market the issue of the 112 emergency service in order to ensure its applicability across Europe, including for disabled users?

- The Commission refers the Honourable Member to its answer to written questions E-14288/2015 and E-14623/2015.

The Commission services are currently analysing the opportunity of new awareness raising measures. The Honourable Member's proposal for raising awareness with railway companies will also be appropriately assessed.

In addition, the Commission has adopted on 2 December 2015 the European Accessibility Act, a proposal for a directive to improve accessibility for the people with disabilities in the internal market, including in the area of telecommunications services.

01 October 2015: Izaskun BILBAO BARANDICA (ES/ALDE)

The European emergency telephone number and information to citizens

According to Article 26.1 of the Universal Service Directive (2002/22/EC), the 112 European emergency telephone number shall be available 'in addition to any other national emergency call numbers', while according to Article 26.4, 'Member States shall ensure that citizens are adequately informed about the existence' of the 112 emergency number.

Does the Commission plan to implement these provisions by requesting all Member States prominently to display the 112 emergency number, 'in addition' to other emergency numbers, on all the vehicles of emergency services displaying emergency numbers, on any other information means used to display emergency numbers (bus terminals, train stations, ports and airports, telephone

directories, payphone kiosks, subscriber and billing material, etc.), as well as in the context of national campaigns promoting emergency telephone numbers?

- Reply only available in German: Die Bekanntmachung der europäischen Notrufnummer ist nach der Universaldienststrichlinie in erster Linie Sache der Mitgliedstaaten. Die Kommission unterstützt und ergänzt fortlaufend die von den Mitgliedstaaten ergriffenen Initiativen und bewertet regelmäßig deren Wahrnehmung in der Öffentlichkeit. So nahm die Kommission in der Vergangenheit bereits Kontakt zu den für den Notruf 112 zuständigen nationalen Behörden, aber auch zu Reiseveranstaltern, Reisebüros und Beförderungsunternehmen auf, um die Bekanntmachung der Rufnummer 112 zu fördern. Der 2014 durchgeführten Umfrage zur elektronischen Kommunikation in Privathaushalten zufolge wissen 41 % der Europäer, dass sie unter der Rufnummer 112 überall in der EU die Notdienste erreichen können. In diesem Jahr wird eine neue Umfrage zur elektronischen Kommunikation in Privathaushalten durchgeführt werden, deren Ergebnisse zum Jahresende vorliegen werden.

Die bei der Bekanntmachung des Notrufs erreichten Fortschritte sind bislang jedoch nicht zufriedenstellend, weshalb die Kommission die Mitgliedstaaten regelmäßig an ihre diesbezüglichen Pflichten erinnert. In Anbetracht der Zuständigkeit der Mitgliedstaaten für ihre Bildungssysteme hat die Kommission aber nicht die Absicht, besondere Bekanntmachungsmaßnahmen für Schulen vorzuschlagen. Die Kommission hat in Zusammenarbeit mit den Sachverständigen der Mitgliedstaaten zentrale Leistungsindikatoren (KPI) aufgestellt, um die Fortschritte bei der Verwendung des Notrufs 112 zu messen. Diese KPI betreffen auch die Frage der Wahrnehmung in der Öffentlichkeit. Eines der mit den KPI verfolgten Ziele ist es, den Mitgliedstaaten einen Vergleichsmaßstab und bewährte Verfahren zu geben, an denen sie sich orientieren können.

Am 11. September 2015 begann die Kommission eine öffentliche Konsultation zur Bewertung und Überprüfung des Rechtsrahmens für die elektronische Kommunikation, die allen Interessenträgern Gelegenheit gibt, ihre Meinungen zu wichtigen Fragen, darunter auch zum Notruf 112 zu äußern. Ausgehend von der Konsultation und deren anschließender Auswertung wird die Kommission dann konkrete Vorschläge zur Reformierung des Rechtsrahmens machen.

29 September 2015: Franck PROUST (EPP)

European Emergency Number – 112

The terrorist attack on board a Thalys train in August this year was a reminder of how important it is to strengthen monitoring and security in railway stations in the EU. However, this is an internal security matter for the Member States, and the EU has no jurisdiction to take action and reinforce security measures in stations.

Yet European-level provisions could enable a degree of security to be ensured in such places. One of these is the European emergency number – 112. This remains, however, little used in Europe.

Does the Commission plan to renew calls for the 112 number to be used by launching a new information campaign?

- Reply only available in German: Die Bekanntmachung der europäischen Notrufnummer ist nach der Universaldienststrichlinie in erster Linie Sache der Mitgliedstaaten. Die Kommission unterstützt und ergänzt fortlaufend die von den Mitgliedstaaten ergriffenen Initiativen und bewertet regelmäßig deren Wahrnehmung in der Öffentlichkeit. So nahm die Kommission in der Vergangenheit bereits Kontakt zu den für den Notruf 112 zuständigen nationalen Behörden, aber auch zu Reiseveranstaltern, Reisebüros und Beförderungsunternehmen auf,

um die Bekanntmachung der Rufnummer 112 zu fördern. Der 2014 durchgeführten Umfrage zur elektronischen Kommunikation in Privathaushalten zufolge wissen 41 % der Europäer, dass sie unter der Rufnummer 112 überall in der EU die Notdienste erreichen können. In diesem Jahr wird eine neue Umfrage zur elektronischen Kommunikation in Privathaushalten durchgeführt werden, deren Ergebnisse zum Jahresende vorliegen werden.

Die bei der Bekanntmachung des Notrufs erreichten Fortschritte sind bislang jedoch nicht zufriedenstellend, weshalb die Kommission die Mitgliedstaaten regelmäßig an ihre diesbezüglichen Pflichten erinnert. In Anbetracht der Zuständigkeit der Mitgliedstaaten für ihre Bildungssysteme hat die Kommission aber nicht die Absicht, besondere Bekanntmachungsmaßnahmen für Schulen vorzuschlagen. Die Kommission hat in Zusammenarbeit mit den Sachverständigen der Mitgliedstaaten zentrale Leistungsindikatoren (KPI) aufgestellt, um die Fortschritte bei der Verwendung des Notrufs 112 zu messen. Diese KPI betreffen auch die Frage der Wahrnehmung in der Öffentlichkeit. Eines der mit den KPI verfolgten Ziele ist es, den Mitgliedstaaten einen Vergleichsmaßstab und bewährte Verfahren zu geben, an denen sie sich orientieren können.

Am 11. September 2015 begann die Kommission eine öffentliche Konsultation zur Bewertung und Überprüfung des Rechtsrahmens für die elektronische Kommunikation, die allen Interessenträgern Gelegenheit gibt, ihre Meinungen zu wichtigen Fragen, darunter auch zum Notruf 112 zu äußern. Ausgehend von der Konsultation und deren anschließender Auswertung wird die Kommission dann konkrete Vorschläge zur Reformierung des Rechtsrahmens machen.

25 September 2015: Wim VAN DE CAMP (NL/EPP) & Olga SEHNALOVA (CZ/S&D)

112 emergency number

Given that Article 26(6) of Directive 2009/136/EC means to ensure that European travellers are aware of the 112 emergency number, has the Commission planned to coordinate an awareness campaign on 112 with campsites in the Member States?

- Reply only available in German: Die Bekanntmachung der europäischen Notrufnummer ist nach der Universaldienstrichtlinie in erster Linie Sache der Mitgliedstaaten. Die Kommission unterstützt und ergänzt fortlaufend die von den Mitgliedstaaten ergriffenen Initiativen und bewertet regelmäßig deren Wahrnehmung in der Öffentlichkeit. So nahm die Kommission in der Vergangenheit bereits Kontakt zu den für den Notruf 112 zuständigen nationalen Behörden, aber auch zu Reiseveranstaltern, Reisebüros und Beförderungsunternehmen auf, um die Bekanntmachung der Rufnummer 112 zu fördern. Der 2014 durchgeführten Umfrage zur elektronischen Kommunikation in Privathaushalten zufolge wissen 41 % der Europäer, dass sie unter der Rufnummer 112 überall in der EU die Notdienste erreichen können. In diesem Jahr wird eine neue Umfrage zur elektronischen Kommunikation in Privathaushalten durchgeführt werden, deren Ergebnisse zum Jahresende vorliegen werden.

Die bei der Bekanntmachung des Notrufs erreichten Fortschritte sind bislang jedoch nicht zufriedenstellend, weshalb die Kommission die Mitgliedstaaten regelmäßig an ihre diesbezüglichen Pflichten erinnert. In Anbetracht der Zuständigkeit der Mitgliedstaaten für ihre Bildungssysteme hat die Kommission aber nicht die Absicht, besondere Bekanntmachungsmaßnahmen für Schulen vorzuschlagen. Die Kommission hat in Zusammenarbeit mit den Sachverständigen der Mitgliedstaaten zentrale Leistungsindikatoren (KPI) aufgestellt, um die Fortschritte bei der Verwendung des Notrufs 112 zu messen. Diese KPI betreffen auch die Frage der Wahrnehmung in der Öffentlichkeit. Eines der mit den KPI verfolgten Ziele ist es, den Mitgliedstaaten einen Vergleichsmaßstab und bewährte Verfahren zu geben, an denen sie sich orientieren können.

Am 11. September 2015 begann die Kommission eine öffentliche Konsultation zur Bewertung und Überprüfung des Rechtsrahmens für die elektronische Kommunikation, die allen Interessenträgern Gelegenheit gibt, ihre Meinungen zu wichtigen Fragen, darunter auch zum Notruf 112 zu äußern. Ausgehend von der Konsultation und deren anschließender Auswertung wird die Kommission dann konkrete Vorschläge zur Reformierung des Rechtsrahmens machen.

24 September 2015: Nathalie GRIESBECK (FR/ALDE)

Raising awareness on the use of the European emergency number 112

The European emergency number, 112, which is unique and free of charge, was introduced by a Council decision of 29 July 1991 in order to make it possible for anybody to contact the emergency services or police from any location within European Union territory, without needing to look up the specific emergency number for that particular country.

Eleven years later, the European Commission launched campaign to raise awareness of the number 112 in collaboration with transport providers and travel agents. However, there are still very few people in Europe who know the number 112, even though it is acknowledged that many deaths or serious complications can be prevented if the emergency services are alerted early enough to be able to respond quickly.

Is the Commission planning to conduct another awareness campaign among the general public in the near future?

In particular, does the Commission plan to raise awareness of the number 112 among children, through activities in schools?

What specific targets has the Commission set itself with regard to awareness of the European emergency number 112?

- Reply only available in German: Die Bekanntmachung der europäischen Notrufnummer ist nach der Universaldienstrichtlinie in erster Linie Sache der Mitgliedstaaten. Die Kommission unterstützt und ergänzt fortlaufend die von den Mitgliedstaaten ergriffenen Initiativen und bewertet regelmäßig deren Wahrnehmung in der Öffentlichkeit. So nahm die Kommission in der Vergangenheit bereits Kontakt zu den für den Notruf 112 zuständigen nationalen Behörden, aber auch zu Reiseveranstaltern, Reisebüros und Beförderungsunternehmen auf, um die Bekanntmachung der Rufnummer 112 zu fördern. Der 2014 durchgeführten Umfrage zur elektronischen Kommunikation in Privathaushalten zufolge wissen 41 % der Europäer, dass sie unter der Rufnummer 112 überall in der EU die Notdienste erreichen können. In diesem Jahr wird eine neue Umfrage zur elektronischen Kommunikation in Privathaushalten durchgeführt werden, deren Ergebnisse zum Jahresende vorliegen werden.

Die bei der Bekanntmachung des Notrufs erreichten Fortschritte sind bislang jedoch nicht zufriedenstellend, weshalb die Kommission die Mitgliedstaaten regelmäßig an ihre diesbezüglichen Pflichten erinnert. In Anbetracht der Zuständigkeit der Mitgliedstaaten für ihre Bildungssysteme hat die Kommission aber nicht die Absicht, besondere Bekanntmachungsmaßnahmen für Schulen vorzuschlagen. Die Kommission hat in Zusammenarbeit mit den Sachverständigen der Mitgliedstaaten zentrale Leistungsindikatoren (KPI) aufgestellt, um die Fortschritte bei der Verwendung des Notrufs 112 zu messen. Diese KPI betreffen auch die Frage der Wahrnehmung in der Öffentlichkeit. Eines der mit den KPI verfolgten Ziele ist es, den Mitgliedstaaten einen Vergleichsmaßstab und bewährte Verfahren zu geben, an denen sie sich orientieren können.

Am 11. September 2015 begann die Kommission eine öffentliche Konsultation zur Bewertung und Überprüfung des Rechtsrahmens für die elektronische Kommunikation, die allen Interessenträgern Gelegenheit gibt, ihre Meinungen zu wichtigen Fragen, darunter auch zum Notruf 112 zu äußern. Ausgehend von der Konsultation und deren anschließender Auswertung wird die Kommission dann konkrete Vorschläge zur Reformierung des Rechtsrahmens machen.

23 September 2015: Dieter-Lebrecht KOCH (DE/S&D)

112 in buses

Many people in the European Union are still unaware of the 112 single European emergency call number. Article 26(6) of Directive 2009/136/EC requires Member States to ensure that citizens, and especially those travelling between Member States, are adequately informed about the 112 emergency number. Cross-border bus transport within the Union accounts for 7% of all European travel. Deregulation of bus transport has led to a major increase in the number of long-distance – including cross-border – bus services.

Does the Commission have any plans for involving bus companies in the Member States in coordinated awareness raising about the 112 emergency number?

- Reply only available in German: Die Bekanntmachung der europäischen Notrufnummer ist nach der Universaldienststrichlinie in erster Linie Sache der Mitgliedstaaten. Die Kommission unterstützt und ergänzt fortlaufend die von den Mitgliedstaaten ergriffenen Initiativen und bewertet regelmäßig deren Wahrnehmung in der Öffentlichkeit. So nahm die Kommission in der Vergangenheit bereits Kontakt zu den für den Notruf 112 zuständigen nationalen Behörden, aber auch zu Reiseveranstaltern, Reisebüros und Beförderungsunternehmen auf, um die Bekanntmachung der Rufnummer 112 zu fördern. Der 2014 durchgeführten Umfrage zur elektronischen Kommunikation in Privathaushalten zufolge wissen 41 % der Europäer, dass sie unter der Rufnummer 112 überall in der EU die Notdienste erreichen können. In diesem Jahr wird eine neue Umfrage zur elektronischen Kommunikation in Privathaushalten durchgeführt werden, deren Ergebnisse zum Jahresende vorliegen werden.

Die bei der Bekanntmachung des Notrufs erreichten Fortschritte sind bislang jedoch nicht zufriedenstellend, weshalb die Kommission die Mitgliedstaaten regelmäßig an ihre diesbezüglichen Pflichten erinnert. In Anbetracht der Zuständigkeit der Mitgliedstaaten für ihre Bildungssysteme hat die Kommission aber nicht die Absicht, besondere Bekanntmachungsmaßnahmen für Schulen vorzuschlagen. Die Kommission hat in Zusammenarbeit mit den Sachverständigen der Mitgliedstaaten zentrale Leistungsindikatoren (KPI) aufgestellt, um die Fortschritte bei der Verwendung des Notrufs 112 zu messen. Diese KPI betreffen auch die Frage der Wahrnehmung in der Öffentlichkeit. Eines der mit den KPI verfolgten Ziele ist es, den Mitgliedstaaten einen Vergleichsmaßstab und bewährte Verfahren zu geben, an denen sie sich orientieren können.

Am 11. September 2015 begann die Kommission eine öffentliche Konsultation zur Bewertung und Überprüfung des Rechtsrahmens für die elektronische Kommunikation, die allen Interessenträgern Gelegenheit gibt, ihre Meinungen zu wichtigen Fragen, darunter auch zum Notruf 112 zu äußern. Ausgehend von der Konsultation und deren anschließender Auswertung wird die Kommission dann konkrete Vorschläge zur Reformierung des Rechtsrahmens machen.

23 September 2015: Sylvie GUILLAUME (FR/S&D)

Young people, Erasmus and the 112 emergency call number

Article 26 (6) of Directive 2009/136/EC states that 'Member States shall ensure that citizens are adequately informed about the existence and use of the single European emergency call number "112", in particular through initiatives specifically targeting persons travelling between Member States'.

The Erasmus community, by its nature, is made up of persons travelling all over Europe. Given that the safety of young Europeans should be a priority, does the Commission propose to launch an awareness campaign aimed in particular at young people travelling in connection with the Erasmus programme?

- The European Commission would like to refer the Honourable Member to the reply given to Question [P-012724/2015](#).

17 September 2015: Alain CADEC (FR/EPP)

European emergency number and UEFA Euro 2016

The 2016 UEFA European Championship will take place in France between 10 June and 10 July 2016. This major sporting event will bring together millions of supporters from all over Europe.

Article 26 (6) of Directive 2009/136/EC states that 'Member States shall ensure that citizens are adequately informed about the existence and use of the single European emergency call number "112", in particular through initiatives specifically targeting persons travelling between Member States.'

Given that a huge number of EU citizens will be attending the event, how will the Commission help the French authorities to set up an information campaign — specifically targeted at the crowds of football fans — on the European emergency number?

- The promotion of the European Emergency Number, as pointed out by the Honourable Member, is primarily the responsibility of Member States according to the Universal Service Directive. The Commission supports and supplements the initiatives of Member States on an ongoing basis and periodically evaluates public awareness of the European Emergency Number 112. In particular the Commission contacted in the past the 112 National Authorities, tour operators, travel agents and transport companies in an effort to raise the awareness on 112. According to the 2014 E-communications household survey 41% of Europeans know that calling 112 provides access to emergency services anywhere in the EU.

The particular case of large scale events, like the 2016 UEFA European Championship, entailing a large number of cross-border visitors is certainly one where the added value of the single European emergency number comes to the fore. The Commission services will take this up with the relevant French authorities, as appropriate.

17 September 2015: Roza Gräfin von THUN UND HOHENSTEIN (PL/EPP)

The Public Awareness of the European Emergency Number 112

The Universal Service Directive from 2009 obliges Member States to ensure that citizens are adequately informed about the European emergency call number 112. According to the same directive the Commission is obliged to support and to supplement initiatives in the Member States to heighten awareness of 112.

The Parliament, in its resolution on universal service and the 112 emergency number, recommended that by 2020 at least 80% of EU citizens should be able to spontaneously identify the 112 emergency services number in the European Union.

Unfortunately, according to the Eurobarometer, only 27% of Europeans are aware that they can call 112 anywhere in Europe. Although 112 has officially been the European emergency number since 2009, this average rate is disappointingly low. It shows that the joint efforts of the Member States and the Commission have failed to produce satisfactory results.

What measures is the Commission planning to take in order to reach the target awareness rate by 2020?

Given the very disappointing results of the Commission and Member States' efforts to raise awareness about 112 amongst citizens, does the Commission intend to propose, during the review of USD Directive next year, changes to the directive that would introduce EU funding for raising awareness about 112?

- The promotion of the European Emergency Number, as pointed out by the Honourable Member, is primarily the responsibility of Member States according to the Universal Service Directive. The Commission supports and supplements the initiatives of Member States on an ongoing basis and periodically evaluates public awareness of the European Emergency Number 112. In particular, the Commission has, in the past, contacted the 112 National Authorities, tour operators, travel agents and transport companies in an effort to raise the awareness on 112. According to the 2014 E-communications household survey 41% of Europeans know that calling 112 provides access to emergency services anywhere in the EU(1).

Progress has not been satisfactory. Therefore, the Commission regularly reminds Member States of the requirements. Key performance indicators (KPI) to measure progress in the use of 112, including on awareness, have been developed by experts in cooperation with Member States'. One of the objectives of the KPIs is to provide benchmarks and best practices to follow.

On 11 September 2015, the Commission launched a public consultation(2) on the evaluation and review of the regulatory framework on electronic communications. All stakeholders are encouraged to express their opinion, including on 112, amongst other important issues. Based on the consultation and subsequent evaluation, the Commission will make concrete proposals to review the framework, as appropriate.

(1) As presented in the 2014 COCOM Implementation report on 112: <https://ec.europa.eu/digital-agenda/en/news/implementation-european-emergency-number-112-%E2%80%93-results-seventh-data-gathering-round>

(2) <https://ec.europa.eu/digital-agenda/en/news/public-consultation-evaluation-and-review-regulatory-framework-electronic-communications>

10 September 2015: Milan ZVER (SI/EPP)

Erasmus exchanges and the European emergency number

Since the beginning of the Erasmus programme in 1987 over three million young Europeans have participated in student exchanges, making it the most popular of the EU's education programmes.

When abroad, every young person should know how to reach the emergency services (ambulance, police, firefighters) in the event of an accident or fire.

Unfortunately this is not the case and many exchange students do not know the common emergency telephone number 112, that can be dialled free of charge from any telephone in all EU Member States and in many other countries in the world.

Article 26(6) of Directive 2009/136/EC emphasises that 'Member States shall ensure that citizens are adequately informed about the existence and use of the single European emergency call number "112", in particular through initiatives specifically targeting persons travelling between Member States'.

Does the Commission intend to take any action against Member States that do not provide sufficient information about the common emergency number to young people taking part in the Erasmus programme?

Has the Commission planned any information programmes in conjunction with national agencies for Erasmus, in order to inform the students going abroad about the 112 number?

- The promotion of the European Emergency Number, as pointed out by the Honourable Member, is primarily the responsibility of Member States according to the Universal Service Directive. The Commission supports and supplements the initiatives of Member States on an ongoing basis and periodically evaluates public awareness of the European Emergency Number 112. In particular the Commission contacted in the past the 112 National Authorities, tour operators, travel agents and transport companies in an effort to raise the awareness on 112(1).

The progress in awareness has not been satisfactory. Therefore, the Commission regularly reminds Member States of the requirements with regard to awareness raising. The Commission has, in cooperation with Member States' experts, developed key performance indicators (KPI)(2) to measure progress in the use of 112, covering also awareness. One of the objectives of the KPIs is to provide Member States with benchmarks and best practices to follow.

Whilst the Universal Service Directive requires Member States to ensure that citizens are adequately informed about 112, it does not specify any individual circumstance which should be subject to awareness raising. However, the Commission agrees that targeting young people taking part in the Erasmus programme would be useful and may have important spill-over effects. Therefore, the Commission will take up this point in its contacts with Erasmus+ National Agencies.

26 May 2015: DELI Andor (HU/EPP)

Single European emergency number – 112

Although the single European emergency number was created in 1991, it is still not functioning as it should. According to a 2013 Eurobarometer survey, three out of four European citizens are unaware that this number exists, and 70% of them did not encounter any information about it in their member state in the year preceding the survey. This is precisely why additional efforts need to be made in this area.

One often hears the American version of the emergency number, 911, in American films. When dubbing these films in Europe, the studios should consider the possibility of using the European equivalent, 112, instead of the American version. This would be a fairly good marketing ploy and could easily and cost-effectively make the number more widely known.

Does the Commission consider it feasible to support and disseminate the emergency number in this way? What means are available to the Commission for doing this?

Would this innovation have any financial dimension?

It should also be realised that in the event of emergency the overwhelming majority of people communicate in their native tongue. How can this be provided for within the European Union?

- According to Article 26(6) of the Universal Service Directive, 'Member States shall ensure that citizens are adequately informed about the existence and use of the single European emergency call number "112", in particular through initiatives specifically targeting persons travelling between Member States'. The obligation to inform their citizens rests primarily with Member States. We should keep in mind the fact that low awareness of the 112 emergency number may be linked to the co-existence of national numbers with a well-established tradition. Such specific national circumstances make it difficult to establish EU-wide benchmarks.

In order to improve the awareness levels on 112, in the past years the Commission played an important role to support Member State efforts.

Concerning the use of 112 in the film dubbing industry, such measures were already implemented on a voluntary basis in Romania, for instance, where 112 is the sole emergency number. However, there is no legal basis that allows the Commission to impose such an obligation.

There is no specific requirement in the EU regulatory framework to handle calls to 112 in languages of other Member States. However, in order to make this service more effective for citizens who are travelling or coming from different countries, most Member States have implemented measures to address the issue of languages, especially in the touristic areas. 112 operators are thus increasingly able to answer calls in other European Union languages.

15 July 2013: Monica Luisa MACOVEI (RO/EPP)

Benchmarks for raising awareness of the single European emergency number

112 became the single European emergency number in 1991. EU telecoms rules ensure that Europeans can call this number from any type of phone, wherever they are in Europe. The Commission has since launched infringement proceedings involving financial penalties against Member States which have not complied with EU telecoms regulations.

The Universal Service Directive introduced detailed requirements for Member States on 112, one of which was that all EU countries must inform their own citizens and visitors of the existence of the emergency number and under what circumstances they should call it. However, the level of awareness of 112 as the number to call varies from 6% in Greece to 60% in Poland, and the average is 26%.

1. Are there any benchmarks on awareness raising which could guide Member States on establishing strategies to better inform citizens about 112 as the single emergency number?

2. Is there a possibility to launch infringement proceedings against Member States which do not promote 112 as the single European emergency number?

- According to Article 26(6) of the Universal Service Directive, 'Member States shall ensure that citizens are adequately informed about the existence and use of the single European emergency call number '112', in particular through initiatives specifically targeting persons

travelling between Member States.' The obligation to inform their citizens rests primarily with Member States. The appropriateness of possible infringement proceedings on the basis of low awareness of 112 has to be assessed case by case taking into account the efforts made by the Member States. Low awareness of the 112 emergency number may be linked to the co-existence of national numbers with a well-established tradition, and the legislative framework does not provide for a mandatory transit to a sole emergency number. Such specific national circumstances make it difficult to establish EU-wide benchmarks.

In order to improve the awareness levels on 112, in the past years the Commission played an important role to support Member State efforts. In view of this the Commission took the initiative last year to invite transport companies to join a campaign raising the awareness of their customers when they are travelling in another Member State. This year the Commission extended the initiative to travel agencies and tour operators.

Furthermore, the Commission Representations were involved in promotional campaigns in countries with low awareness rates on 112. For example, in Greece our Permanent Representation and the Greek authorities are actively cooperating in the promotion of 112 through nation-wide publicity of promotional videos. Following its success, the Commission is planning to launch the promotional material throughout the EU.

18 June 2012: Marina YANNAKOUDAKIS (GB/ECR)

Assessment of awareness of the 112 emergency number throughout the EU

An Italian couple and their dog were recently cut off by the tide during a coastal walk in Lynton, Somerset (UK). In order to be rescued, they called a local pharmacy using the number on the only receipt that they found in their pockets. They did not know the British emergency number, nor were they aware of the pan-European 112 emergency number.

1. Will the Commission carry out an assessment of awareness of the 112 emergency number throughout the EU?

2. Can the Commission also provide details of the amount it has spent on promoting and raising awareness of the 112 emergency number since the latter was introduced in 1991?

- The promotion of the European Emergency Number is primarily the responsibility of Member States according to the Universal Service Directive (2002/22/EC) as amended by the Citizens' Rights Directive (2009/136/EC). In addition, the Commission continuously supports and supplements the initiatives of Member States and periodically evaluates public awareness of the European Emergency Number 112.

Since 2008, the Commission has annually published the results of the Eurobarometer survey on the awareness of 112. In addition a dedicated website is managed by the Commission in order to inform both European citizens and European policy-makers on the state of play of the implementation of the 112 Emergency Number in the EU: www.112.eu.

This year the Vice-President and Member of the Commission responsible for Transport and the Vice-President and Member of the Commission responsible for Communication Networks, Content and Technology called on EU transport companies to join in a year-long awareness raising campaign on 112. This campaign is an effort to supplement Member States' awareness raising actions where the knowledge of the EU-wide number 112 could be most useful, namely amongst travellers. More than 30 EU transport companies and associations joined the campaign. The promotion measures reported by them will be published on the abovementioned website to serve as best practices examples. The Commission relies on the

support of the members of the European Parliament and the reach they have to their constituency to further the message of this awareness raising campaign and the benefits of this potentially life-saving number.

26 April 2011: Robert ROCHEFORT (FR/ALDE)

EU action to make the 112 emergency number better known, particularly among young people

The European emergency telephone number 112 was introduced in 1991 to make it easier for all EU citizens, wherever they may happen to be, to call the emergency services (ambulance, fire brigade, police) so lives can be saved. Members of the public can therefore, should they need to, call this free number and ask for help in all the EU Member States, as well as in the countries of the European Economic Area, and even in Russia and Israel.

Nowadays, increasing mobility within Europe and the development of intra-European tourism make this service even more essential.

But for this emergency number to be effective and save lives, the EU public must know about it. And yet, despite the all the work done to date to make sure Europeans know about the 112 number, 20 years after its introduction three out of every four people have still never heard of it.

Could the Commission tell us what the EU is spending at present on making the 112 emergency number better known among the public in the EU?

Could it also say whether, given these figures, there are any plans to deploy additional funds for this purpose in the future? If so, could it give details?

The Commission has, moreover, recently printed over three million copies of a diary — the Europa Diary — which has 51 pages of information about the European Union. This diary has already been distributed to over 21 000 schools as a free gift from the Commission to pupils.

Bearing in mind both how few members of the European public know about the emergency number at present and the importance of this number in saving lives in Europe, would the Commission agree that the Europa Diary could be used to make pupils — and their parents — more aware of the existence of the 112 number?

Could the Commission confirm whether or not the diary already has this information? If not, could it confirm whether adding information on the 112 number will be considered in the future?

Could the Commission also give details of the measures it has taken or plans to take to make sure children and teenagers in particular know about the 112 emergency number?

- The Commission continues to work to raise citizens' awareness of the single European emergency number 112 and has called on the Member States through the Communications Committee and the Expert Group on Emergency Access to reinforce their efforts to inform about this essential service. Although the budget (1) available to the Commission to make 112 better known is limited, the Commission has actively promoted the 'European 112 Day' — on 11 February 2011 — coordinated the annual Flash Eurobarometer surveys and regularly updates in several languages its dedicated 112 website, which also contains a children corner (2).

The Commission notes that although EC law imposes the obligation on Member States to ensure that citizens are informed about the existence and purpose of 112, according to the latest Eurobarometer the level of awareness of EU citizens about 112 as an EU-wide number for all emergency cases remains low. The Commission has been assessing whether Member States are fulfilling their obligation to inform adequately citizens about 112 (3) and will

closely monitor the implementation of the revised EU telecom rules. The Commission will continue to promote further actions in the bilateral contacts with national authorities as well as supplement their initiatives to heighten citizens' awareness.

Children and young people have been identified by the Commission as an important target group to be particularly well informed about 112. In this regard, the Europa Diary highlights 112 as the number to call in any case of emergency anywhere in the EU (4).

(1) EUR 200 000 have been allocated for 2011, including the Eurobarometer survey.

(2) http://ec.europa.eu/information_society/activities/112/kids/home/index_en.htm

(3) <http://europa.eu/rapid/pressReleasesAction.do?reference=IP/11/144&format=HTML&aged=0&language=en&guiLanguage=en>

(4) Available at the following link: http://www.europadiary.eu/docs/edito_uk.pdf (refer to page 5 for information on 112).

14 March 2011: Aldo PATRICIELLO (IT/EPP)

Measures to promote the 112 emergency call number

Under Directive 2002/22/EC, on universal service and users' rights relating to electronic communications networks and services, caller location information must be supplied in order to improve emergency services, and Member States have an obligation to provide their citizens with the necessary information about the 112 number, and its Europe-wide use for all emergency calls, as well as specifying the type and number of emergency services available.

112 has been the official EU emergency call number since February 2009, but, according to a 2009 Commission survey, only a quarter of European citizens knew that there was such a number.

In 2010 the 112 service was made far more accessible as a result of the new rules on roaming, whereby an SMS drawing attention to the 112 number has to be sent to citizens travelling to another European country.

The new Commission survey, published on 10 February 2011, shows that there has in essence been no change from the preceding year (few people know about the 112 emergency service and there are continuing language barriers to its use).

What specific steps will the Commission take to disseminate and promote knowledge of this service throughout the EU?

The Commission has instituted 17 infringement procedures concerning the 112 number. What is the current state of play in those proceedings?

What action will the Commission take in relation to mobile telephone companies that fail to inform travelling citizens about the 112 service, contrary to the new roaming rules?

The Commission has been constantly promoting the availability and service quality of the single European emergency number 112 and working to raise citizens' awareness about this essential service. The Commission will continue to closely monitor how Member States fulfil their obligations, laid down in the revised EU telecom rules and the amended Roaming Regulation, to inform citizens, and in particular travellers, about the EU-wide availability of 112. In view of the slow progress, the Commission is assessing whether Member States are adequately fulfilling their obligation to inform citizens about 112 (1).

The status of infringements relating to 112 is regularly updated on the Commission 112 website (2). In March 2011, the Commission closed the last pending infringement case on 112 against Italy regarding caller location. The Commission services are currently

investigating the availability of caller location information for roaming users and for users whose subscriber data is not included in directories in several Member States.

Regarding the obligation imposed by the amended Roaming Regulation to send by SMS information about 112 to travellers, it is the task of national regulatory authorities in the Member States to ensure that mobile operators comply with this obligation. The Body of European Regulators for Electronic Communications (BEREC), which is monitoring the compliance with the Roaming Regulation, found in its compliance report in 2010 that most mobile operators had fulfilled the obligation to provide the required information or were working to do so (3). The Commission is closely following these developments.

- (1) <http://europa.eu/rapid/pressReleasesAction.do?reference=IP/11/144&format=HTML&aged=0&language=en&guiLanguage=en>
- (2) http://ec.europa.eu/information_society/activities/112/rules/index_en.htm#infrin
- (3) http://berec.europa.eu/doc/berec/bor_10_12.pdf

03 March 2011: Jim HIGGINS (IE/EPP)

Europe-wide 112 number

Is the Commission concerned that — having gone to the trouble of setting up the Europe-wide 112 number to assist Europeans who find themselves in an emergency situation in another Member State — so few Europeans are aware of what 112 is, or does, as shown by the recent publication of the Eurobarometer survey on the issue? How will the Commission ensure that the vast majority of people in Europe increase their awareness of the number?

- The Commission gives utmost priority to ensuring the availability and service quality of the single European emergency number 112 and has consistently been working to raise citizens' awareness about this essential service. For example, the Commission actively promotes the 'European 112 Day' — last organised on 11 February 2011 — and regularly updates its website, which is dedicated to 112 and its use throughout the EU, in several languages.

The fact that 112 emergency services are available everywhere across the EU is a success. However, while Member States are obliged to ensure that citizens are informed about the existence and purpose of 112, the results of the latest Eurobarometer survey again showed a low level of awareness. Barely more than one out of four EU citizens could spontaneously identify 112 as the number to call for emergency services from anywhere in the EU.

The Commission will continue to closely monitor how Member States fulfil their obligations to inform citizens, and in particular travellers, about the EU-wide availability of 112, in line with the requirements of the revised EU telecom rules and the amended Roaming Regulation. In view of the slow progress, the Commission is assessing whether Member States are adequately fulfilling their obligation to inform citizens about 112(1).

- (1) <http://europa.eu/rapid/pressReleasesAction.do?reference=IP/11/144&format=HTML&aged=0&language=en&guiLanguage=en>

2. 112 and European Legislation

18 October 2017: João FERREIRA (PT/GUE)

EU legislation regarding the 112 emergency number

The European Emergency Number Association (EENA 112), has expressed a number of concerns and submitted a number of proposals that were considered by the European Parliament regarding legislation on the European Code for Electronic Communications.

A number of points have been raised, including the following:

The need for a multi-channel public warning ('reverse 112') system for use in case of emergencies or similar situations justifying recourse to it;

The need to ensure easy access to emergency services for those with disabilities (bearing in mind the problems that the deaf were still encountering in this connection);

The need to raise public awareness of the 112 service and encourage people to use it;

The need to perfect 'advanced mobile tracking' technology using signals from mobile phones.

In view of these proposals and of the concerns expressed by the EENA, can the Commission say what steps it is willing to take in each of these areas within its terms of reference?

- The European Parliament has proposed several amendments to the European Electronic Communications Code (EECC) related to emergency services, including the establishment of public warning systems (referred to as 'Reverse-112').

Already today, Member States can create multi-channel public warning systems as part of their civil protection. Additionally, they can attach conditions to the general authorisation of providers of electronic communications networks and services regarding public warnings. Upon request from the European Parliament and the Council, the Commission has produced a non-paper on public warning systems and continues to work constructively with co-legislators on this issue.

The Commission has a focus on accessibility solutions for end-users with disabilities and supports that several Member States have implemented SMS as an alternative access solution. The NEXt generation Emergency Services (NEXES(1)) and nExt generation eMergencY commuNicatiOnS (EMYNOS(2)) projects, financed by the Commission with a combined budget exceeding EUR 10 million, also focus on accessibility solutions.

EU citizens' awareness of the availability of the 112 Single European Emergency Number throughout the EU has increased from 26% in 2011 to 50% in 2017.

The EECC proposal encourages the deployment of handset-based technologies for caller location information and states that public safety answering points should be able to retrieve and manage the information available. In addition, the Commission financed the testing of Advanced Mobile Location (AML) in 4 Member States(3). In 2017, the Commission launched a project(4) for the deployment of AML technology in 7 additional Member States.

The Commission continues to engage actively with the co-legislators on these and related points in the ongoing discussions on the EECC.

11 October 2016: Roberta METSOLA (MT/EPP)Future regulation of emergency communications

Decades after the emergency number was created by an EC law, 112 remains unknown to the vast majority of Europeans — as was confirmed by the reply provided by the Commission to Parliamentary Question E-000191/2016.

Meanwhile, a major US company has managed to include advanced mobile location technology for emergency calls (AML) in phones all over the world.

In its reply to Question E-000191/2016, the Commission also stated that: 'the recently closed public consultation on the review of the telecoms regulatory framework included also specific questions on the future regulation of emergency communications.'

On the basis of the public consultation carried out on the future regulation of emergency communications and the developments carried out by several technology companies in this area, will the Commission be issuing proposals to reflect these developments?

- On 14 September 2016 the Commission adopted the connectivity package. As a central part of this package the proposal for a directive establishing the European Electronic Communications Code ('the Code') reinforces access to 112.

Firstly, the proposed Code clarifies that undertakings providing end-users with number-based interpersonal communications services (ICS) — such as traditional voice telephony or voice over the Internet (VoIP) services which enable making calls to numbers — are obliged to provide access to emergency services. Furthermore, if a situation arises as a result of market developments where people would increasingly rely on number-independent ICS (i.e. services which do not connect with the numbering system) and if this would create barriers for access to emergency services to an important part of the end-users, the obligation to grant access to emergency services may be extended on all types of ICS, including number-independent services.

Secondly, the proposal also reinforces the requirements with regard to caller location. As precise caller location information requires actions not only from service providers, the obligation to ensure caller location information will be on Member States that know the characteristics of the national market. Member States have thus to ensure that all stakeholders meet the necessary requirements to provide caller location information. Relevant stakeholders include among others providers of ICS, Internet access service providers, network operators and handset manufacturers. This change will for instance allow Member States to set requirements for the provision of both network and handset-based caller location information.

23 October 2015: Virginie ROZIERE (ES/S&D)The European emergency number and the Digital Single Market

According to the Commission's communication on a Digital Single Market strategy, the telecom rule, including the Universal Service Directive (2009/136/EC), will be reviewed.

How will Article 26 of the directive, with provisions regarding the European emergency number 112, be modified to include recent innovations regarding emergency services such as the generalised use of smart phones, and caller location innovations such as GNSS and AML?

- On 11 September 2015, the Commission launched a public consultation on the evaluation and review of the regulatory framework on electronic communications which allowed all stakeholders to express their opinion until 7 December 2015, amongst other important issues also on 112. Based on the consultation and subsequent evaluation, the Commission will make concrete proposals to reform the framework, if appropriate.

30 September 2015: Monika FLASIKOVA BENOVA (SK/S&D)

European Emergency Number and the use of drones

In its communication of 8 April 2015 entitled 'Opening the aviation market to the civil use of remotely piloted aircraft systems in a safe and sustainable manner', the Commission emphasised the need for a new regulation on remotely piloted aircraft systems. The civil use of drones by the security services could represent a step forward and protect many human lives through, for instance, the better identification and mapping of accident sites and the transport of blood samples.

In the Commission's view, how will the civil use of drones by the emergency services be integrated into the legislative framework?

- The EU is competent for dealing with commercial drone activities. This competence is currently limited to operations of drones with an operating mass of more than 150 kg. The Commission intends to submit a proposal which would ensure that all drone operations are in principle regulated at Union level, regardless the weight of the drone. Military and public operations of drones would continue to fall outside the scope of the Union's legal framework. However, the civil commercial system will influence also public operations. Given market developments, public services, like emergency services, will in the near future be in a position to start operating drones and so provide faster and more reliable services. However, in the view of the Commission, commercial drone operations should make sure that emergency services can continue their operations under all circumstances. Technological solutions exist to make commercial drones give way to emergency services, like cars let pass an ambulance in road traffic. The EU rules, currently under development, could impose such priority on commercial air traffic for emergency services.

21 September 2015: Carlos COELHO (PT/EPP)

European emergency number and the Digital Single Market

The Commission launched the Digital Single Market for Europe strategy in May 2015. Bearing in mind the changes to telecommunications legislation scheduled for 2016 as part of this ambitious agenda, how will the Commission incorporate the European emergency number 112 into this strategy?

How and through what specific measures will citizens using the European emergency number benefit from the proposed consolidation of the single telecommunications market?

- The review of the telecoms regulatory framework is part of the Digital Single Market Strategy aiming at creating the right conditions for digital networks and services to flourish. The Commission has identified four main areas where challenges should be addressed in the forthcoming review: Investment in networks, Spectrum, Level-playing field, Governance.

On 11 September 2015, the Commission launched a public consultation on the evaluation and review of the regulatory framework on electronic communications. The consultation allows all stakeholders to express their opinion, amongst other important issues also on the single European emergency call number 112. Based on the consultation and subsequent evaluation, the Commission will make concrete proposals to reform the framework, as appropriate.

3. Implementation of 112

8 August 2018: Nikos ANDROULAKIS (EL/S&D)

Upgrading of the European Emergency Number 112 in Greece

In November 2011, the Greek Government launched a call for tenders to upgrade European Emergency Number 112 services, and provision was also made for a citizens' early warning system, i.e. the ability to send written and voice messages to the phones of citizens located in a specific area in case of emergency.

It was originally planned that this project would be co-funded under the Multiannual Financial Framework 2007-2013 and it was scheduled to be delivered by 2016. However, according to Greek press reports in February 2016, a few months before the conclusion of the contract, it was decided to suspend the contract, a decision that was renewed in May 2017. Following these delays, the final delivery date of the project was moved to January 2019, more than 7 years after the initial call for proposals.

In view of the above, will the Commission say:

What progress has the project made and why has the upgrading of the European Emergency Number System been delayed?

How have the funds that remained unused owing to the transfer of the project from the 2007-2013 to the 2014-2020 programming period finally been used?

If the project had been completed within the original deadlines, could funding for the programme have benefited from the provisions of Regulation 2015/1839 on the rate of EU co-funding?

- The project is implemented by means of two subprojects, a) upgrade the Public Safety Answering System for the European Emergency Call Number '112' providing the necessary infrastructure, equipment, and software including the provision of mass alerting and early warning system and b) provide the necessary space to host the facility.

The competent Agency for the implementation and operation of the Single European Emergency Call Number '112' is the General Secretariat for Civil Protection of the Ministry of Citizen Protection. The project by means of a cooperation memorandum was implemented by the Information Society SA.

The first subproject was tendered in November 2011 and the contract was signed in June 2014 for an initial implementation period of 19 months. This contract has been subject to severe delays leading to multiple modifications. Progress is limited and the new deadline for delivery is now set at 31 December 2019.

The second sub-project was delivered to the Information Society SA on May 2017.

The project was initially approved for funding on 27 December 2010 under the 2007-2013 'Digital Convergence' program while on 28 December 2016, the Greek Authorities transferred the project to 'Administrative Reform' program.

To date, the project of EUR 7 million is funded under the rules of the 2014-2020 period. No funds were lost under the 2007-2013 period.

14 November 2017: Fulvio MARTUSCIELLO (IT/EPP)Answer delays for calls to emergency services in Italy

According to numerous news sources, there has been an increase in waiting times for calls to emergency services in Italy. The fact that 112, the European emergency number, is now the centralised number for all emergency services, may have led to significant delays in response times.

In August 2017, in the region of Lazio, such a delay in medical emergency response time resulted in tragedy. A woman called the emergency number for an ambulance for her father, who was in urgent need of emergency assistance. A recorded message told her to wait for the assistance of an operator, who then transferred the call to another control unit, where she was again placed on hold. After waiting in vain for an excessive amount of time, the woman decided to drive her father to the hospital herself. Unfortunately, he died a few hours later.

1. What measures does the Commission intend to take to ensure compliance with the relevant EU regulatory framework and to resolve this serious issue of getting aid to citizens?

2. How can the emergency services guarantee timely and effective first-aid assistance that does not entail having callers to a single emergency number being told by a recorded message to hold the line?

- Pursuant to Article 26 (3) of the Universal Service Directive(1), Member States shall ensure that calls to the single European emergency call number 112 are appropriately answered and handled at least as expeditiously and effectively as calls to the national emergency number or numbers, where these continue to be in use. Moreover, Article 26 (7) of the Universal Service Directive states that the organisation of emergency services remains of the exclusive competence of Member States. Therefore, while Member States are bound to ensure the appropriate answering and handling of emergency calls, Union legislation recognises their exclusive competence to establish the organisation of their emergency system.

The Commission monitors the implementation of those provisions on 112 in all Member States, including Italy, on a regular basis, notably via an annual questionnaire to Member States. The Commission is aware that the Italian emergency system is being upgraded on a regional basis by implementing a regionally centralised emergency call handling system. This system was implemented first in the Lombardia region(2). According to information available to the Commission, the system allows the real-time access to all emergency dispatch services, instant network based caller location and very accurate caller location through a 112 Application, and the implementation of the centralised emergency systems should ensure a more effective emergency service. In the transition period to the new system the Member State and/or the region should however ensure that adequate human resources are available to answer the emergency calls, in order to ensure that calls to 112 are appropriately answered and handled.

21 June 2017: Maria Lidia SENRA RODRIGUEZ (ES/GUE)Serious problems affecting Galician emergency services

Since 15 April, 112 emergency staff in Galicia have been on an open-ended strike in protest at the transfer of their headquarters from Santiago de Compostela to A Estrada, a move that has adversely affected the quality of the services provided.

A number of complaints have been made by staff regarding problems arising following the transfer and the accompanying switch to another computerised emergency service management application, which has increased response time, forcing emergency callers to wait while their personal details

are being processed. For example, the replacement programme requires staff to click on twice the number of links, does not display all the data on screen and fails to indicate the resources that should be deployed in each case. The switch was made too hastily and without first testing the new platform. 80% of the funding for it came from the ERDF.

Does the Commission consider that emergency response procedures in Galicia are adequate and in line with Article 4 of the Council Decision on the introduction of a single European emergency call number?

- The European regulatory framework, in force today, obliges Member States to ensure that calls to the European emergency number 112 are appropriately answered and handled in the manner best suited to the national organisation of emergency systems.

Such calls shall be answered and handled at least as expeditiously and effectively as calls to the national emergency number or numbers, where these continue to be in use. In the European Communication Code, this provision is extended to all emergency communications.

While Member States are bound to ensure the appropriate answering and handling of emergency calls, European legislation recognises their exclusive competence to establish the organisation of their emergency system.

The Commission monitors the implementation of those provisions on 112 in all Member States, including Spain, on a regular basis, notably via an annual questionnaire to Member States.

In the particular case in question, the Commission has not monitored the emergency response procedures in Galicia in the context of its funding by the European Regional Development Fund specifically, as the selection and detailed follow-up of individual operations fall under the competence of the Managing Authority designated by the Member State, in full compliance with applicable EU and national legislation. For any further information regarding this issue, it is recommended to contact the relevant Managing Authority: Dirección General de Fondos Comunitarios, Ministerio de Hacienda y Función Pública, Paseo Castellana 162, planta 21 44.2, 28071 MADRID, Telephone: 0034 — 915837342

17 December 2015: Brando BENIFEI (IT/S&D)

112

In 1991, the single European emergency number 112 was introduced by a decision of the EU Council, and since then this service has saved many lives and helped to better guarantee the right to health of EU citizens. However, annual reports on the operation of the 112 number show significant delays and a failure to update the service in many Member States. At a European level, there is no detailed strategy in place for the implementation of the Next Generation 112 (NG112) initiative, which aims to update the system and bring it into line with new technologies, the lack of interoperability has not been addressed and there is still a long way to go before those with disabilities and special needs can be guaranteed equal access to this service.

1. Does the Commission intend to make a greater effort to coordinate national systems and take action for the correct implementation of this emergency number in all Member States?

2. Does it intend to reactivate the Expert Group on Emergency Access, giving it a new mandate?

- The Commission would refer the Honourable Member to its answer to written questions [E-014961/2015](#) [E-014288/2015\(1\)](#).

07 December 2015: Luigi MORGANO (IT/S&D)

Problems with the implementation in Italy of Directive 2002/22/EC with regard to the single European emergency call number 112.

The single European emergency call number 112, first mooted by Decision 91/396/EEC, was successfully introduced through Directive 2002/22/EC in all Member States with the exception of Italy, where it is still in the 'pilot phase'.

Regrettably, the solutions adopted there not only cover a limited percentage of the population and territory but also extend call times.

In fact this directive would be more effectively implemented if the solution were to incorporate all national services in inter-service operations centres overseen jointly by the police, fire and health services.

Such inter-service centres would provide the citizen with a single point of contact and thus a more timely response and shorter call times, as required by Article 26(3) of Directive 2009/136/EC.

Such structures would offer economic and operational benefits by using already trained operators, redistributing resources and harmonising procedures stemming from the synergies gained by bringing differently skilled professionals together under the same roof. Integrating the professions in this way will surely add value to the overall citizen protection service.

In the light of this, can the Commission tell us whether it intends to promote the exchange of good practices as further guidance for countries like Italy which are instead moving towards systems that add an extra civilian layer between the population and operations centres?

- According to the report on the implementation of 112 submitted by Italy, 112 is available on the territory of Italy. Other national numbers are also available as Article 26 of the Universal Service Directive allows for the co-existence of national numbers with the 112 emergency number.

The choice of the national structure of Public Safety Answering Points (PSAP) is not within the scope of the Regulatory Framework for Electronic Communications, but is a national/local competence under the subsidiarity principle.

It is worth mentioning a call handling system implemented in Lombardy(1). As is shown in the latest COCOM 112 Implementation report(2), the PSAP system in Lombardy provided much more accurate data on the functioning on 112, which indicates that there is a qualitative difference between the system implemented in Lombardy and the 'legacy' arrangements elsewhere in Italy. The uptake of 112 is evidently higher in this area than in other areas in Italy. The launch of the new system, in particular the 112 Application, helps citizens to be located more accurately and makes the emergency intervention more efficient.

10 November 2015: Zigmantas BALCYTIS (LT/S&D)

Establishing uniform criteria for calls to the 112 emergency telephone number across the EU

Annual reports on the use of the 112 emergency telephone number constantly demonstrate that the situation is not satisfactory. There is still little public awareness of this number, while the caller location identification settings are not accurate enough and are far behind today's technological possibilities.

The 112 emergency number system is based on outdated technology. In most Member States, mobile telephone identification systems are used which are accurate down to 2 km, while the UK uses a smart location identification system (satellite system) which is accurate down to less than 50 m.

Does the Commission not think that uniform criteria should be applied to location identification for calls to the 112 number, and that a single system should be established at EU level to ensure that the latest technologies are deployed and used to identify the location of calls to the 112 number as accurately as possible?

- On 11 September 2015, the Commission launched a public consultation on the evaluation and review of the regulatory framework on electronic communications which allowed all stakeholders to express their opinion until 7 December 2015, amongst other important issues also on emergency number 112. The Commission is currently in the process of analysing the consultation results. Based on the consultation and a subsequent evaluation, the Commission will make concrete proposals to reform the framework in the course of 2016.

14 October 2015: Juan Carlos GIRAUTA VIDAL (ES/ALDE) & Fernando MAURA BARANDIARAN (ES/ALDE)

The European Emergency Number and Waiting Time

Article 26(5) of Directive 2009/136/EC states that 'Member States shall ensure that undertakings concerned make caller location information available free of charge to the authority handling emergency calls as soon as the call reaches that authority'.

Whereas every second can be life-saving for the person in distress, an unreasonable length of time is still required in several Member States for receiving the caller location, as underlined by the most recent implementation report released by the Commission on 11 February 2015: 'several minutes' in France, 5 to 10 minutes in Malta, and 34 minutes 56 seconds in Greece. Furthermore, the data gathered by the communications Committee (COCOM), a comitology committee set up by Parliament and the Council under the framework directive for electronic communications, explicitly demonstrate a clear breach of EC law in at least 8 Member States, in the form of an obvious lack of compliance with Article 26(5) of Directive 2009/136/EC.

What measures does the Commission intend to take in order to ensure full implementation of Article 26(5) of Directive 2009/136/EC on universal service?

Does the Commission have plans to take infringement measures against Member States with regard to compliance with the abovementioned article?

- The COCOM implementation report is based on the voluntary provision of data by national authorities. It helps the monitoring efforts of the Commission with regards the implementation of the 112 Emergency Number. Its conclusions aim at drawing the attention of the relevant national authorities to the need to tackle the identified issues with a view to ensuring effective access to 112 services.

The timely delivery of caller location was a problem identified in the report. Efforts to address this issue were reported in Greece and France. In Greece, under the Operational Programme 'Digital Convergence', the General Secretary of Civil Protection is implementing the project 'Modernisation and Upgrade of the operation of 112 PSAP', which is due to be completed at the beginning of 2016. In France, legislative efforts are being put in place to ensure timely provision of caller location(1). The Commission expects that Malta will also take meaningful steps to address this issue.

The Commission will receive the new data from Member States that feeds into the COCOM implementation report by the end of 2015. The report will be published on 11 February 2016.

On 11 September 2015, the Commission launched a public consultation(2) on the evaluation and review of the regulatory framework for electronic communications, which allows all stakeholders to express their opinion, amongst other important issues also on 112. Based on the consultation and subsequent evaluation, the Commission will make concrete proposals to reform the framework, as appropriate.

(1) <http://www.telecom.gouv.fr/pdaau/index.php>

(2) <https://ec.europa.eu/digital-agenda/en/news/public-consultation-evaluation-and-review-regulatory-framework-electronic-communications>

26 May 2015: Zigmantas BALCYTIS (LT/S&D)

Implementation of the EU's single emergency call number 112

Directive 2009/136/EC of the European Parliament and of the Council of 25 November 2009 (the Universal Service Directive) determines that each Member State is to ensure that emergency call number 112 is introduced, that its use is free of charge and accessible to disabled persons and that the caller's location may be determined.

According to the Commission's report CNECT GD of 11 February 2015 published by the Directorate General for Communications Networks, Content and Technology related to use of emergency number 112 in the EU only a share of these obligations has been fulfilled.

Only 41% of EU citizens are aware that calling the 112 number provides access to emergency services across the EU. An SMS, as alternative access to emergency services for the disabled, is accessible only in 18 Member States. In addition, emergency centres do not receive precise and substantial information about a caller's location, and in some Member States a caller's location is determined in just 80% cases.

1. What concrete actions has the Commission taken to encourage Member States to ensure sufficient informing of citizens and to provide ensured access for disabled persons to emergency number 112?

2. Does the Commission not believe that it is required to determine equal criteria for provision of reliable, comparable and mandatory data in all Member States and, in accordance with applicable legislation, to oblige Member States to rapidly and accurately determine the caller's location?

- The Commission is committed to empowering people with disabilities so that they can enjoy their full rights, and benefit fully from participating in society, as is reflected in the European Disability Strategy 2010-2020. In this context, the EU regulatory framework on electronic communications requires Member States to ensure that access to emergency services for disabled end-users is equivalent to that enjoyed by other users. However, it should be borne in mind that it is the Member States that are responsible, under the principle of subsidiarity, for putting in place the technology and organisational arrangements to allow equivalent access to 112 calls for disabled end-users.

According to Article 26(6) of the Universal Service Directive, 'Member States shall ensure that citizens are adequately informed about the existence and use of the single European emergency call number "112", in particular through initiatives specifically targeting persons travelling between Member States'. The obligation to inform their citizens rests primarily with Member States. In order to improve the awareness levels on 112, in the past years the Commission has played an important role in supporting Member State efforts(1).

Each year on the European 112 Day (11 February) the Commission publishes the 112 Implementation report that is compiled annually on the basis of voluntary reporting from Member States on Key Performance Indicators. Member States are encouraged to upgrade their measuring capabilities in order to keep track of the performance of their 112 systems. However, the Commission does not have the competence to impose reporting obligations under the current regulatory framework.

21 April 2015: Ivan JAKOVČIĆ (HR/ALDE)

112

The European emergency number 112 should already have been established in an efficient way. Unfortunately, this did not succeed.

As Croatia is a highly tourist country, I would like to know when the Commission will propose a safe and efficient introduction of the single European number 112?

- The Commission considers it very important that emergency services are made available to all citizens in an efficient manner. Hence, the implementation of the relevant provisions of the Regulatory Framework for electronic communication is closely monitored by the Commission services. The regulatory framework imposes free access to the 112 emergency number and caller location for quick and efficient intervention.

The Universal Service Directive stipulates that Member States shall ensure free call access to emergency services through the European Emergency Number 112 and any national emergency call number specified by Member States. Currently in Croatia, alongside 112, the following emergency numbers are available: 192 — police, 193 — fire brigade, 194 — ambulance, 195 — search and rescue at sea, 1987 — road assistance. Calls to 112 are answered on average in 5 seconds.

More information on the implementation of 112 in Croatia can be found in the yearly Communications Committee report published by the European Commission (1).

The Commission is closely monitoring the implementation of access to the Single European Emergency Number 112 in all Member States. Currently, all Member States have reported that their emergency services are accessible through the 112 number, including by means of redirecting the call. On the other hand, the current regulatory framework does not mandate the Commission to enforce a specific management system for emergency calls to the 112 number.

(1) <https://ec.europa.eu/digital-agenda/en/news/implementation-european-emergency-number-112-results-eight-data-gathering-round>

30 January 2015: Mercedes BRESSO (IT/S&D)

Adoption of single emergency number

In 2004, the EU decided that, by 2008, all Member States were required to adopt a single emergency call number — 112 — so that such calls, especially calls made by travellers, could be routed immediately to the nearest emergency or public safety services.

In view of the provisions of Council Decision 91/3966/EEC, Directive 2002/22/EC, the Commission Recommendation of 8 September 2011 on support for an EU-wide eCall service in electronic communication networks for the transmission of in-vehicle emergency calls based on 112 (eCalls) and the European Parliament resolution of 3 July 2012 on eCall: a new 112 service for citizens (2012/2056(INI)):

Can the Commission indicate how it intends to overcome language barriers regarding use of the European 112 emergency call service? What action will it take to introduce a single emergency call number for use by all European citizens as soon as possible? Which Member States have already complied with EU rules in this respect?

- The EU regulatory framework for electronic communications, and in particular Article 26 of the Universal Service Directive 2002/22/EC, sets out the rules for the functioning of the single European emergency call number 112. These provisions include a requirement for calls to 112 to be appropriately answered and handled, as best suited to the national organisation of emergency systems. There is no specific requirement to handle calls to 112 in languages of other Member States. However, in order to make this service more effective for citizens travelling or from other countries, most Member States have implemented measures to address the issue of languages. 112 operators are thus increasingly capable of answering calls in other European Union languages.

Concerning the implementation of the Single European emergency call number, all Member States comply with the obligation to ensure access to 112 on their territory. The current regulatory framework permits the use of national numbers alongside 112. 112 is the single emergency number in Denmark, Finland, Malta, the Netherlands, Portugal, Romania and Sweden.

23 October 2013: Leonidas DONSKIS (LT/ALDE)

Review of rules regarding the location of calls to the European emergency number 112

Referring to Article 26(5) of the Universal Service Directive (Directive 2009/136/EC) concerning the location of calls to the European emergency number 112, I would like to draw the Commission's attention to a recent, tragic case in Lithuania in which a young lady, who was unable to be located after calling 112, was later found murdered. In response to this case, the Commission has stated that there are plans to review the rules and introduce stricter requirements next year.

1. *Can the Commission outline its plans to review the rules and provide a precise timetable?*
2. *Can the Commission explain how it intends to impose stricter requirements, on whom and by when?*
3. *What will these stricter requirements entail and will the Commission engage with the emergency service/public safety community to understand its requirements?*

- The Commission places the emphasis first and foremost in the proper implementation of the existing legal requirements. The EU Regulatory framework places an obligation on Member States to ensure that any call to the 112 number should provide caller location data to the competent national authority — those responsible for emergency response. EC law also

obliges Member States to adopt caller location accuracy and reliability criteria, and to keep systems up-to-date with advances in technology.

The Commission services are in communication with the Lithuanian authorities to clarify certain aspects of the implementation of EC law in this regard to ensure that such tragic events cannot happen again.

The Commission has urged Member States to put in place effective caller location, in line with the objective agreed with all Member States, and mandated in the regulatory framework, to protect and save lives. In its reports, based on data gathered from Member States, the Commission has drawn attention to the need for improving caller location.

To facilitate this, the Commission is actively supporting the work carried out by the CEPT on caller location accuracy and reliability criteria. The CEPT Project Team, which brings together national emergency services' experts to look into the technical aspects of the implementation of caller location accuracy solutions, is expected to report next year.

The Commission will then examine what further action is required.

02 July 2013: Marc TARABELLA (BE/S&D)

The Commission's management of 112

I have been closely following the story of the 112 emergency number since 2009. The problems have not been resolved: people's knowledge of the 112 number has stagnated (only one in four European citizens knows about 112), accuracy criteria for locating calls to the 112 number have not been requested and the functioning of the system as a whole is still flawed in many Member States.

In contrast, the pan-European integrated in-vehicle emergency call system eCall, which is based on the 112 number, has been developed much more quickly. I have seen the efforts the Commission has made on this issue, including several legislative drafts, standardisation efforts and financing for development projects. I have also taken note of the intense collaboration between different DGs in the Commission and different legislative committees in Parliament.

This leads me to the following questions:

- 1. What is the annual budget allocated to the 112 European emergency number? Do you believe that the resources currently dedicated to it are sufficient for ensuring an effective policy on the 112 number?*
- 2. What is the structure aimed at promoting cooperation between different services of the Commission on this subject? How often are meetings or exchanges held between DG CONNECT and the other DGs involved in the development of the 112 number, such as SANCO, ECHO and HOME AFFAIRS?*
- 3. What budget is allocated each year to financing 112 projects? How many 112 projects are currently being financed aside from those relating to eCall?*
 - Under the regulatory framework on electronic communications the main role of the Commission with regard to 112 is to ensure effective implementation of the EU legal provisions. The Commission has in particular used the communications Committee as a platform to push Member States to effectively implement 112. The Commission has, with the resources available, contributed to raising citizens' awareness of 112. This includes the financing of the Eurobarometer survey, and the active participation of our experts in CEPT

meetings on caller location accuracy and reliability and in 112 related events organised by Member States and stakeholders.

The Commission services of DG CONNECT, DG ECHO, DG ENTR, DG SANCO and DG JUST are cooperating on different aspects of the promotion of 112, including on policy issues and project management. For instance, currently there is intensified cooperation between DG CONNECT and DG ENTR on identifying possible projects related to 112 for Horizon 2020 societal challenge 7 on 'Secure Societies – Protecting freedom and security of Europe and its citizens'.

Concerning the alleged 'difference' between the management of the eCall file and 112, it should be pointed out that eCall is a much more defined area in comparison to the broad scope of emergency access to 112. It has to be noted that the regulatory framework on eCall is not yet in place. Therefore more intensive coordination and consultation is organised on this issue with Member States and relevant stakeholders. On the other hand EU legislation contains already provisions on emergency calls and 112 with clearly defined responsibilities for Member States which are monitored by the Commission.

25 June 2013: Lara COMI (IT/EPP)

Linguistic aspects of implementing Directive 2002/22/EC on the single emergency number

Directive 2002/22/EC, as amended by Directive 2009/136/EC, establishes a single emergency number, 112.

In particular, Article 22(2), Article 26(2) and Article 1(36) of Directive 2002/22/EC refer to the quality of service, access to comprehensive and user-friendly information and appropriately answering users' calls so they are handled properly.

Considering the freedom of movement enjoyed by EU citizens, it is quite likely that 112 will be dialled by people who do not speak the official language of the country they are in. In that case they could have problems getting the right emergency help when calling the single emergency number, thus making the service less effective.

1. To what extent were language-related problems in Member States' transposition of the directive taken into consideration?

2. Does the Commission think that the lack of specific provisions may make the service less effective?

3. How does the Commission plan to fill any legal vacuum that is found?

- Article 26 of the Universal Service Directive 2002/22/EC sets out the rules for functioning of the single European emergency call number 112. These provisions include a requirement for the calls to 112 to be appropriately answered and handled in a manner best suited to the national organisation of emergency systems. Although there is no specific requirement to handle calls to 112 in languages of different Member States, as a reflection of the growing need to make this service more effective for citizens who are travelling or coming from different countries, most Member States have implemented measures to address the issue of languages.

112 operators are thus increasingly able to answer calls in other European Union languages. According to information provided to the Commission by the Member States, English is the most commonly used language besides the native language(s) of a particular country. 112 emergency call centres can normally handle English-language calls in 22 Member States (1).

At least a part of national emergency centres can handle calls in German and/or French (both in 11 countries (2) (3)). In addition, several Member States have fine-tuned their language efforts to address the needs of citizens of neighbouring countries (4).

The Commission will continue to assist Member States in their efforts, for instance via the work of the Expert Group on Emergency Access which deals with relevant technical aspects on the implementation of 112, to actively improve the foreign language capabilities of 112 emergency operators and to exchange best practice in this area.

(1) Bulgaria, the Czech Republic, Denmark, Germany, Estonia, Greece, Spain, France, Cyprus, Italy, Latvia, Lithuania, Luxembourg, Hungary, Malta, the Netherlands, Austria, Poland, Romania, Slovenia, Finland and Sweden.

(2) Bulgaria, Hungary, Italy, the Netherlands and the Czech Republic (by call directly or by transfer to another public safety answering point-PSAP if necessary), Spain, Lithuania, Poland (26 PSAPs can handle such direct calls), Romania (by transfer), Slovakia (by transfer) and Finland (by involving interpretation service).

(3) Bulgaria (by call transfer to another PSAP if necessary), the Czech Republic (language support), Germany (subject to availability/transfer in the border region), Greece, Ireland, Italy, Romania (direct calls), Spain (may not be available in all PSAPs), the Netherlands (most of the time), Slovakia (by transfer), Finland (by involving interpretation service).

(4) Thus, calls in Polish can be handled by PSAPs in Lithuania, Slovakia (in PSAPs of certain areas), Germany (along the Polish border), Ireland; calls in Hungarian — in Romania (by call transfer to another PSAP if necessary), Slovenia (in PSAPs of certain areas) and Slovakia (in PSAPs of certain areas); calls in Czech — in Slovakia and Poland (4 PSAPs); calls in Slovak — in Poland (3 PSAPs), calls in Italian — in Slovenia (in PSAPs of certain areas) and Romania (by call transfer to another PSAP if necessary), calls in Portuguese — in Spain (may not be available in all PSAPs), calls in Slovenian — in Italy and calls in Finnish — in Estonia. Languages of the neighbouring EU countries are also catered for by German and Hungarian PSAPs in border areas.

30 May 2013: Eija-Riitta KORHOLA (FI/EPP), Sirpa PIETIKÄINEN (FI/EPP), Petri SARVAMAA (FI/EPP)

Next Generation 112 System in the EU

In its resolution of 5 July 2011 on universal service and the 112 emergency number⁽¹⁾, Parliament asked for funds 'to be allocated to support the testing and implementation of innovative services (based on VoIP and IP-access to 112) that could be initiated through network-independent applications in anticipation of the establishment of a Next Generation 112 system in the EU' and called on the Commission 'to examine also the implementation of Next Generation 112 applications such as texting, video and social networks and how such applications, which are currently available to citizens, can be implemented in emergency communications to improve access to 112 as well as to enhance citizen-initiated emergency response'.

Could the Commission indicate whether funding to test the Next Generation 112 service will be included in the next Horizon 2020 work programme ('Societal challenges — Inclusive, innovative and secure societies') to accelerate the deployment of secure, robust and innovative applications for emergency services in the EU?

- The Commission shares the concerns of the Parliament on the need to prepare innovative 112 services for the future, based on IP access. This would allow European citizens to access emergency services through simultaneous use of voice, data, video and text communications. Therefore the Commission services are looking for funding opportunities for projects which would allow for a testing regime for NG112.

Horizon 2020 societal challenge 7 on 'Secure Societies — Protecting freedom and security of Europe and its citizens' could eventually be the framework to implement this topic. However, although the Commission recognises the potential benefits of such a project, the inclusion of the Next Generation 112 in the work programme will have to be first approved by the Member States through the Programme Committee established under Horizon 2020 before

being adopted by the Commission. A formal decision on whether to include a NG112 topic in Horizon 2020 will hence be taken only later this year.

23 May 2013: Bart STAES (BE/Greens/ALE)

Accuracy and reliability criteria in the Universal Services Directive with regard to calls to the emergency services

Article 26(5) of Directive 2009/136/EC (Universal Services Directive) stipulates that 'Competent regulatory authorities shall lay down criteria for the accuracy and reliability of the caller location information provided'. Moreover, Article 26(7) lays down that 'the Commission, having consulted BEREC (Body of European Regulators for Electronic Communications), may adopt technical implementing measures'. However, the Commission has decided to delegate this responsibility to the CEPT (European Conference of Postal and Telecommunications Administrations), a private organisation which does not have the power to impose compulsory conditions.

- 1. Can the Commission explain why neither the Commission nor BEREC is responsible for laying down accuracy and reliability criteria?*
- 2. Can the Commission indicate how long it is estimated that the CEPT working party will need to carry out its remit and what that remit is?*
- 3. Can the Commission indicate what authority will lay down the ultimate accuracy and reliability criteria for calls to the emergency services for each Member State?*
- 4. What is the time frame for the adoption of accuracy and reliability criteria for each Member State?*

- Caller location is a key element of a well-functioning emergency service. According to the EU regulatory framework the competent regulatory authorities shall lay down criteria for the accuracy and reliability of caller-location information. The Commission may adopt technical implementing measures to ensure effective access to '112'. Any such measure should be based on a thorough analysis of the feasibility of currently available technical solutions, both network based and handset-based, for which the Commission needs the input of the appropriate experts to ensure effective solutions are identified.

The Project team set up by CEPT (Project Team Emergency Services — PT ES), where the competent activities of Member States are represented, has the necessary technical expertise to conduct this analysis. The Commission-led Expert Group on Emergency Access closely cooperates with the project team. The analysis is expected to produce results in the course of next year.

The PT ES will provide technical recommendations on the basis of which the Commission may lay down technical implementing measures on caller location, after having consulted BEREC.

As regards the obligation for Member States to adopt caller location accuracy and reliability criteria, the 2012 implementation report shows that the broad majority of Member States has already implemented Cell ID as an accuracy requirement.

14 July 2011: Ilda FIGUEIREDO (PT/GUE/NGL)

The European emergency number 112

The European emergency number 112, created in 1991 by decision of the Council to enable members of the public to contact all emergency services (fire-fighters, police and medical services), is the only such number which can be accessed from all Member States. However, according to Eurostat, in reality only some 26 % of EU citizens have access to it.

Can the Commission state:

1. What measures are proposed with a view to ensuring that this number 112 is accessible to everyone;
2. What specific measures are proposed to ensure that this number is accessible to those with different kinds of disability and other vulnerable groups?
 - The Commission closely monitors how Member States fulfil their obligations regarding the implementation of the amended provisions on emergency services and 112 in the revised EU regulatory framework which had to be transposed into national legislation by 25 May 2011. According to the new rules the obligations for access to 112 have been extended and reinforced so that all providers of electronic communications services originating calls to national numbers offer this essential service to citizens and also disabled end-users enjoy equivalent access to 112.

The Commission notes that, while it is primarily in the responsibility of Member States to ensure equal accessibility of emergency services to disabled users and various vulnerable groups, attaining this goal necessitates coordination, support and oversight at EU level. Therefore, the Commission is taking measures to promote the exchange of best practices and standardisation within the Expert Group on Emergency Access (EGEA). The Commission services regularly publish reports (1) on the state of implementation of 112 throughout the EU. Furthermore the Commission may consider exercising its powers (2) to adopt, after consulting the Body of European Regulators for Electronic Communications, technical implementing measures in order to ensure effective access to 112 services in the Member States.

(1) See Communications Committee report on the page:
http://ec.europa.eu/information_society/activities/112/events/index_en.htm

(2) Article 26(7) of Directive 2002/22EC as amended by Directive 2009/136/EC.

07 February 2011: Louis GRECH (LU/S&D)

Emergency number 112

In spite of the fact that the 112 service is the sole emergency number in Malta, a 2010 Eurobarometer study revealed that only 42% of Maltese respondents had thought of calling the Europe-wide emergency number 112. Furthermore, when it comes to knowledge about which number to phone in an emergency, the Maltese rank last among the seven countries that have made 112 their sole national emergency number (the other 20 Member States have the 112 service alongside other national numbers).

Studies in 2009 showed that one in three calls made to the Maltese 112 line remained unanswered. Consequently, the Commission requested clarification from the Maltese authorities on a number of aspects relating to the implementation of the 112 number in Malta, including the alleged high number of unanswered calls. The Commission stated that it would study the information furnished by the Maltese authorities before deciding on the next course of action, including infringement proceedings if necessary, in order to guarantee that the provision of the 112 service in Malta fully complies with the requirements of the EU regulatory framework.

The deadline set by the Commission for the Maltese authorities to bring forward the clarifications was February 2010.

1. Is the Commission satisfied with Malta's report?
2. Has the situation in Malta improved in the past year?
3. Have the Maltese authorities made the necessary changes to improve the quality and functioning of the 112 emergency number service?
4. Have the Maltese authorities stepped up efforts to create public awareness of the 112 service?

- In relation to the first three questions raised by the Honourable Member, the Commission would like to point out that has been carried out a thorough analysis of the replies provided by the Maltese authorities to the Commission letters requesting further clarification on several issues, including the alleged number of unanswered calls.

The Commission welcomed the fact that the Maltese authorities have adopted, in the course of 2010, measures aimed at improving the functioning of the European emergency number 112, such as increasing the number of dedicated lines and human resources, and the development of a new software system aimed at monitoring the call handling process. The Commission is now closely following the progress of the implementation of these new procedures and technological upgrades, as well as their effective impact on the functioning of the system.

Concerning the last question raised, awareness of 112 as the national emergency number has increased in Malta to 56 % (+14 percentage points compared to 2010) (1). However, despite recent public promotion initiatives, this result is still by far the lowest amongst the countries that have 112 as their main emergency number. In addition, awareness of 112 as the Europe-wide number in Malta is 20 %, only up by one percentage point compared to last year and still below the EU average (26 %). In view of the slow progress recorded in some Member States, the Commission is currently assessing whether the Maltese authorities are fulfilling their obligation to adequately inform citizens about the existence and use of 112.

(1) See Flash Eurobarometer survey on 112 (2011) <http://ec.europa.eu/112>

16 April 2010: Georgios STAVRAKAKIS (EL/S&D)

Evaluation of the 112 Emergency Service Telephone Number

In Written Declaration P6_DCL(2007)0044 of the European Parliament on the European emergency telephone number 112, which received the greatest number of signatures to date, from all political parties, Parliament called upon the Commission to organise the evaluation by independent bodies of the real state of implementation of the 112 number throughout the EU, using the methodology developed in 2003. A recent evaluation of Bulgarian emergency medical services by the National Audit Office revealed that ambulances arrived late in 94 % of cases in 2008. In 2003, the Portuguese consumers association DECO evaluated calls to 112 and showed that, in the case of 29 % of calls in English, 20 % of calls in French and 15 % of calls in Spanish or Portuguese, emergency services never arrived at the scene of the accident. Finally, numerous reports show that in many countries emergency services respond too late, or not at all, to 112 calls or to calls to national emergency numbers.

1. When will the Commission inform Parliament of the results of the evaluation requested?

2. To what extent does it consider that these results are consistent with principles in the Charter of Fundamental Rights of the European Union, including the right to life, to the integrity of the person, to safety and to health protection?

- In reply to the Honourable Member's first question, the Commission already informed the Parliament that it had asked Member States through the communications Committee to supply detailed data on the implementation of 112 and, in particular, the provisions in the EU regulatory framework for electronic communications as regards access to 112, call handling, caller location information and promotion of 112. The results of the last data gathering exercise (1) were published on 11 February 2010, on the occasion of the 'European 112 Day' and serve to highlight best practice in the Member States.

The methodology referred to in the Written Declaration on the European emergency call number 112 was developed for the '112 Service Survey', which was carried out in 2003 by the Portuguese Consumer Protection Association DECO and co-financed by the Commission, and was based on 112 calls in relation to simulated emergency situations. As far as the telecommunication aspect of the implementation of 112 is concerned, the Commission's approach to evaluation is actually more far reaching. For example, the communications Committee (COCOM) report aims to gather complete statistical data concerning all calls to 112 and includes more precise measurements, such as 'call set up times' instead of the number of tone rings, which was reported in the DECO study.

As regards the evaluation of other parameters, such as the emergency response referred to in the Honourable Member's question, the Commission and the World Health Organisation co-financed a study on emergency medical services systems in the EU (2), which covers amongst other issues response to medical emergency calls.

In reply to the Honourable Member's second question, the Commission recognises the importance of ensuring efficient implementation of 112 as well as the availability of an appropriate response to emergency calls, in accordance with the principles of the Charter of Fundamental Rights of the European Union. In particular, the Council Recommendation of 9 June 2009 on patient safety, including the prevention and control of healthcare associated infections (3), which is based on the proposal by the Commission, encourages Member States to include patient safety as a priority issue in health policies and programmes, to regularly review and update patient safety standards and to inform patients about patient safety standards and safety measures in place, to reduce or prevent errors and harm, as well as complaint procedures and available remedies and redress in case of harm.

(1) http://ec.europa.eu/information_society/activities/112/docs/cocom_report2010.pdf

(2) 'Emergency medical services systems in the European Union': <http://www.euro.who.int/document/e92038.pdf>

(3) <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:C:2009:151:0001:0006:EN:PDF>

15 December 2009: Simon BUSUTTIL (MT/EPP)

Emergency Number '112' in Malta

Can the Commission provide information on Malta's implementation of Directive 2002/22/EC on universal service and users' rights relating to electronic communications networks and services (the Universal Service Directive)?

Can the Commission confirm whether Malta is in line with the directive, and notably Article 26 and the European Emergency Call Number '112'?

In the light of recent reports that one third of calls to 112 remain unanswered, is the Commission satisfied with the level of implementation in Malta?

If not, what measures is the Commission prepared to take to ensure a fully-functioning service in Malta?

- The Honourable Member is concerned about the implementation of Directive 2002/22/EC on universal service and users' rights relating to electronic communications networks and services (the Universal Service Directive) in Malta, in particular with regard to the provision of the 112 emergency services. The Commission is following very closely the effective implementation of the Regulatory Framework for electronic communications in all Member States. Currently there is no infringement case or complaint pending related to the Universal Service Directive, or any other Directive of the Regulatory Framework, in Malta.

In the course of recent contacts with the Maltese authorities, the Commission services were made aware of information which suggested that the requirement to provide caller location information to the authorities responsible for handling emergencies may not be fully complied with. However, in response to a questionnaire earlier this year on the implementation of the European emergency number 112, the Maltese authorities had confirmed that caller location information is made available to authorities handling emergency numbers for both mobile and fixed calls through a pull method(1).

In light of the new information, the Commission services decided to examine this matter further and are currently seeking further detailed clarification from the Maltese authorities concerning the availability of caller location information in Malta. In addition, the Maltese authorities have also been requested to provide information regarding alleged unanswered calls to emergency services.

The response from the Maltese authorities to the Commission's request for clarification is expected in February 2010 at the latest. Depending on the response received, further actions may be considered by the Commission, including infringement proceedings if necessary, in order to guarantee that the provision of 112 services in Malta fully complies with the requirements of the EU Regulatory Framework.

(1) COCOM08-37 Final.

4. Access to 112

26 March 2020: Stelios KYMPOUROPOULOS (EL/EPP), Michaela SOJDROVA (CZ/EPP), David LEGA (SE/EPP), Lefteris CHRISTOFOROU (CY/EPP)

Accessibility of the 112 European emergency number

According to Article 26(4) of Directive 2009/136/EC, Member States must 'ensure that access for disabled end-users to emergency services is equivalent to that enjoyed by other end-users.' Many Member States have not yet made it possible to send SMS messages to 112, the European emergency number, despite it being a useful option for many disabled persons. In the Commission's 2018 report on the implementation of the European emergency number 112, problems were again reported in some Member States, such as a lack of availability of any appropriate service that ensures two-way interactive communication, a failure to deploy solutions throughout the territory and a failure to make services available at all times of the day. All of these issues have far-reaching impacts on the lives of disabled persons (e.g. deaf persons).

1. Has the Commission written reports on the way that dedicated EU funds have been used by the authorities of Member States that have failed to provide accessible 112 services for disabled persons?

2. What measures is it planning to take to encourage the Member States to provide adequate 112 services for all?

3. Can it estimate when all of the Member States will have put in place 112 services that are accessible to all?

- The Commission continuously monitors the implementation(1) of equivalent access to emergency services for end users with disabilities. Member States(2) have to implement on their territory a means of communication to access emergency services that ensures at least two-way communication, user location and 24/7 availability. In 2019 the Commission launched infringements proceedings against several Member States(3) that did not ensure that such requirements are met.

The European Electronic Communications Code(4) requires Member States to ensure that access for end-users with disabilities to emergency services is equivalent to that enjoyed by other end-users, in accordance with Union law harmonising accessibility requirements for products and services(5). It mandates the Commission to adopt delegated acts on the measures necessary to ensure the compatibility, interoperability, quality, reliability and continuity of emergency communications in the Union with regard to caller location information solutions, access for end-users with disabilities and routing to the most appropriate public safety answering point. The first such delegated act is to be adopted by 21 December 2022. The Commission Decision C(2020)1133(6) established on 3 March 2020 the Emergency Communications Expert Group to assist the Commission in determining the necessary measures to ensure effective access to emergency services for disabled end-users, in view of the adoption of the delegated act.

24 November 2015: Helga STEVENS (BE/ECR), KOSA Adam (HU/EPP), Rosa ESTARAS FERRAGUT (ES/EPP), Olga SEHNALOVA (CZ/S&D)

European emergency number 112 and roaming access for disabled people

According to Article 26(4) of Directive 2009/136/EC: 'Member States shall ensure that access for disabled end users to emergency services is equivalent to that enjoyed by other end users'. In a number of Member States persons with disabilities can access the common 112 emergency number via SMS. Unfortunately, this service does not work when roaming. This is unlike the 112 phone number for those able to speak and hear, which works in all EU Member States equally, free of charge, and on any network.

What measures is the Commission planning to take in order to encourage Member States to provide adequate 112 services for persons with disabilities?

What plans does the Commission have regarding the difficulties faced by persons with disabilities when travelling abroad and using roaming services?

- The Commission is aware of the technical difficulties applicable to the cross border use of the 112 SMS. It seems that the technical solution inherent in the 112 SMS does not allow today the correct cross border routing of the SMS to the right Public Safety Answering Point (PSAP). The current state of play therefore limits the use of 112 SMS to within national boundaries.

While the introduction of SMS to emergency services is indeed helping the access to these services of persons with disabilities, the Commission is focusing also on the long term accessibility solutions. Relevant Horizon 2020 projects are financed by the Commission: NEXES(1) (NEXt generation Emergency Services) and Emynos(2) (nExt generation eMergencY commuNicatiOnS). These projects have amongst key deliverables accessibility solutions that could also offer a cross border solution. The combined budget of these projects exceeds EUR 10 million.

The Commission is currently analysing the responses to the public consultation on the evaluation and review of the regulatory framework for electronic communications, which allowed all stakeholders to express their opinion, amongst other important issues also on 112. Based on this evaluation, the Commission will make concrete proposals to reform the framework, as appropriate.

14 January 2015: Izaskun BILBAO BARANDICA (ES/ALDE)

Access to the 112 service by people with hearing impairment

People with hearing impairment have to cope with limited access to European services such as the emergency number 112. Some Member States are trialling technology to provide these emergencies on new platforms and make calls to the emergency services accessible to such people in all Member States.

One of the Commission's objectives is to promote the accessibility of all public services to disabled people. However, voice telephony is only accessible to people with a complete or functionally satisfactory hearing function.

In the context of the system for responding to emergencies, can the Commission therefore say whether there is any common European protocol at present which would enable people with impaired hearing to communicate with the service they need via a medium accessible to them? Could it outline what measures have been adopted for this purpose, and what good practices have been noted?

- In the past years the Commission took an active role supporting relevant projects to enable e-inclusion in area of emergency services. The ICT funded REACH 112 project 'REsponding to All Citizens needing Help'(1) was successful in validating implementation and interoperability of accessible alternatives to traditional voice telephony suitable for all using the concept of 'Total conversation'. In this context, it should be borne in mind that 112 is a

partnership with the Member States. In particular, it is the Member States that are responsible, under the principle of subsidiarity, for putting in place the technology and organisation to ensure the efficiency of 112 emergency services.

Following a request from the European Parliament, the Commission financed a twelve-month Pilot Project(2) on potential technological solutions to further improve independent communication and interaction opportunities between deaf or hard of hearing persons and the EU institutions, The final results of the project will be available during 2015.

11 September 2014: Victor NEGRESCU (RO/S&D)

112 service – people with psychosensory hearing and verbal communication difficulties

The 112 European emergency telephone number, created in 1991 by a Council decision with the aim of enabling all citizens to access all the emergency services (fire, police and ambulance), is the only emergency number that can be called in all the European Union Member States, serving as the main support system for citizens and consumers in the single market. The Commission needs to ensure that each segment of society has access to this service, including people with psychosensory hearing and verbal communication difficulties.

How does the Commission intend to ensure that people with psychosensory hearing and verbal communication difficulties are also able to use the 112 service?

- The Commission is fully committed to the inclusion of people with disabilities as it is mirrored in the European Disability Strategy 2010-2020 (1). In this context, the EU regulatory framework on electronic communications requires Member States to ensure that access to emergency services for end-users with disabilities is equivalent to that enjoyed by other users. However, it should be borne in mind that it is the Member States that are responsible, under the principle of subsidiarity, for putting in place the technology and organisation to allow equivalent access to 112 calls for end-users with disabilities.

The Commission closely monitors the implementation of accessibility measures for 112 through the annual 112 COCOM implementation report. The latest report published on 11 February 2014 shows an improvement of the access to 112 for disabled end-users. 21 Member States reported the implementation of an alternative access to 112 compared to 12 last year. For instance, the implementation of SMS to 112, which is considered an alternative access for people with speech and hearing impairment, jumped from 9 Member States to 18 (2).

On 11 February 2014, the day of the publication of the 112 COCOM report, the Commission called on national authorities to submit their plans to effectively implement 112, including access for end-users with disabilities (3).

In addition, the Commission is implementing a Pilot Project (4) on potential technological solutions to further improve communication opportunities between deaf or hard of hearing persons with EU institutions.

(1) http://ec.europa.eu/justice/discrimination/disabilities/disability-strategy/index_en.htm

(2) <http://ec.europa.eu/digital-agenda/en/news/implementation-european-emergency-number-112-%E2%80%93-results-seventh-data-gathering-round>

(3) http://europa.eu/rapid/press-release_MEMO-14-97_en.htm

(4) http://www.eud.eu/Insign_Project-i-716.html

10 September 2014: Roberta METSOLA (MT/S&D)112 emergency number for deaf people

In its answer to Written Question [E-001832/2014](#), the Commission stated that 'the EU regulatory framework on electronic communications requires Member States to ensure that access to emergency services for disabled end-users is equivalent to that enjoyed by other users'. Consequently, 'it is the Member States that are responsible, under the principle of subsidiarity, for putting in place the technology and organisation to allow equivalent access to 112 calls for disabled end-users'.

The Commission also mentioned, based on the evidence received from Member States, that it would decide how to proceed further in ensuring that the EU regulatory framework is implemented, in particular in the area of access for all people to the 112 service. Furthermore, the Commission is implementing a pilot project for potential technological solutions to further improve options for communication.

Can the Commission provide an update on its plans for ensuring that the EU regulatory framework is implemented, in particular in the area of access for all people to the 112 service?

Can the Commission provide an update on the implementation of the pilot project for potential technological solutions to further improve the options for people who are deaf or hard of hearing to communicate with the EU institutions?

- The Commission closely monitors the implementation of accessibility measures for 112 through the annual 112 implementation report. The latest report published on 11 February 2014 shows an improvement of the access to 112 for disabled end-users. 21 Member States reported the implementation of an alternative access to 112 compared to 12 last year. For instance, the implementation of SMS to 112, which is considered an alternative access for people with speech and hearing impairment, jumped from 9 Member States to 18 (1). The Commission will be able to assess by February next year, when the new data gathering exercise will end with the publication of the annual 112 COCOM report, whether this positive trend continued this year.

The Pilot Project (2) on potential technological solutions to further improve communication opportunities between deaf or hard of hearing persons is on-going till the end of this year. In September a demonstration was organised to show how the system operates using remote interpretations services to connect persons using different communication modes namely, speech, sign language and text. However, the final results and conclusions will only be available at the end of the project.

(1) <http://ec.europa.eu/digital-agenda/en/news/implementation-european-emergency-number112%E2%80%93results-seventh-data-gathering-round>

(2) http://www.eud.eu/Insign_Project-i-716.html

18 February 2014: Willy MEYER (ES/GUE/NGL)Measures to include to include deaf people in the use of the single emergency number

According to data from the European Union of the Deaf (EUD) around one million deaf people who use sign language live in the Member States of the European Union. Bearing in mind that such a large number of people still come across many barriers to being included in institutions' communicative processes, European institutions ought to have a duty to guarantee full access for them to information and political participation.

However, this does not happen properly and as a result the basis of a democratic society, namely the inclusion of everyone in the processes of participation in institutions and in the use of public information and services, is being violated. There are numerous services offering public information that do not implement measures of inclusion for these people, and this occurs despite the fact that the European Union has ratified various international commitments relating to the inclusion of disabled people, such as the UN Convention on the Rights of Persons with Disabilities in 2010.

The European Union proposes to implement its commitment to disabled people by means of the European Disability Strategy 2010-2020, which should include measures to allow full integration of deaf people. One of the clearest forms of discrimination, which can also give rise to serious harm for deaf people, is the EU single emergency number (112) service. The European Union ought to guarantee measures so that deaf people can use some alternative method to contact national emergency services.

Has the Commission assessed what action may be necessary to include deaf people as full users of the emergency services in each Member State of the Union?

What measures is it planning to adopt to ensure that deaf people can access the emergency services served by the single number 112?

- The Commission is fully committed to the inclusion of disabled people as it is mirrored in the European Disability Strategy 2010-2020 (1). In this context, the EU regulatory framework on electronic communications requires Member States to ensure that access to emergency services for disabled end-users is equivalent to that enjoyed by other users. However, it should be borne in mind that it is the Member States that are responsible, under the principle of subsidiarity, for putting in place the technology and organisation to allow equivalent access to 112 calls for disabled end-users.

The Commission services closely monitor the implementation of accessibility measures for 112 through the 112 COCOM implementation report. The latest report published on 11 February 2014 shows an improvement of the access to 112 for disabled end-users. 21 Member States reported the implementation of an alternative access to 112 compared to 12 last year. For instance, the implementation of SMS to 112, which is considered an alternative access for people with speech and hearing impairment, jumped from 9 Member States to 18. (2)

On 11 February, the day of the publication of the 112 COCOM report, the Commission called on national authorities to submit their plans to effectively implement 112, including access for disabled end-users. (3)

Based on the evidence received from Member States the Commission will decide how to proceed further in ensuring that the EU regulatory framework is implemented in particular in the area of accessibility for all to 112.

In addition, the Commission is implementing a Pilot Project (4) on potential technological solutions to further improve communication opportunities between deaf or hard of hearing persons with EU institutions.

(1) http://ec.europa.eu/justice/discrimination/disabilities/disability-strategy/index_en.htm

(2) <http://ec.europa.eu/digital-agenda/en/news/implementation-european-emergency-number-112-%E2%80%93-results-seventh-data-gathering-round>

(3) http://europa.eu/rapid/press-release_MEMO-14-97_en.htm

(4) http://www.eud.eu/Insign_Project-i-716.html

02 October 2013: Claudiu-Ciprian TANASESCU (RO/S&D)

112 emergency number

According to Article 26 of Directive 2009/136/EC, speech-, hearing- or visually-impaired citizens must enjoy equivalent access to 112 services. Recent technologies (like Next Generation 112) aim to make 112 services accessible by means other than voice calls, e.g. by allowing calls using sign language or text relay. Parliament has stressed the need to develop these capacities in the past (1). However, according to the latest report from the communications Committee (COCOM), calling 112 by means other than voice communication is possible in only 12 out of 28 Member States. Implementation of the 112 emergency number is the responsibility of the Member States, but the Commission is also partly responsible in this field as guardian of the Treaties.

When will the Commission provide Parliament with a detailed plan for developing and spreading alternative means of reaching the emergency services through 112?

(1) cf. European Parliament resolution of 5 July 2011 on universal service and the 112 emergency number; Written Declaration 0035/2011 of 12 September 2011.

- The Universal Service Directive requires Member States to ensure that access to emergency services for disabled users is equivalent to that enjoyed by other users. Recital 41 of the directive gives further indications as to the Member States obligations relating to disabled end-users.

The Commission took an active role supporting relevant projects to enable e-inclusion in area of emergency services. The ICT (Information and Communication Technologies) funded REACH 112 project 'REsponding to All Citizens needing Help' was successful in validating implementation and interoperability of accessible alternatives to traditional voice telephony suitable for all using the concept of 'Total conversation'. The implementation of Total Conversation could solve the issue of caller location. In this context, it should be borne in mind that 112 is a partnership with the Member States. In particular, it is the Member States that are responsible, under the principle of subsidiarity, for putting in place the technology and organisation to ensure the efficiency of 112 emergency services. Furthermore, according to our yearly 112 implementation report some Member States indicated that caller location could be established also for SMS.

15 July 2013: Marian-Jean MARINESCU (RO/EPP)

Follow-up to Parliament's request for standardised accessibility for disabled people with regard to the 112 emergency number

In its resolution of 5 July 2011 on universal service and the 112 emergency number ([P7_TA\(2011\)0306](#)), Parliament urged the Commission 'that accessibility be standardised for 112 for disabled people in particular, possibly via the provision of special terminal devices for hearing- or visually-impaired users, text relay or sign language services, or other specific equipment'. A declaration on the need for accessible 112 emergency services was adopted by Parliament on 17 November 2011, stressing the need to grant full access to the standardised European emergency number 112 for deaf, hard-of-hearing, speech-impaired users and for situations where discretion is needed in relation to the call. That declaration also emphasised the need for 'proposals to make 112 services accessible to all citizens'. The Commission's Communications Committee's 2013 report indicates that the option of calling the 112 emergency phone number by a means other than voice (SMS, text relay, fax, Next Generation 112 technologies) is available in only 12 Member States. This figure has not changed between 2012 and 2013. As a consequence, millions of disabled end-users cannot access 112 services.

This situation is not new. It is also goes against Article 26 of Directive 2009/136/EC, according to which disabled end-users must be granted equivalent access to 112 services. What are the Commission's proposals to address this issue and accelerate the process of developing capacities to make 112 accessible by a means other than voice (e.g. Next Generation 112 calls that would allow sign language to be used)?

Does it intend to exert its role as guardian of the Treaty by ensuring that Member States fulfil their obligations in this respect?

- The EU regulatory framework requires Member States to ensure that access to emergency services for disabled end-users is equivalent to that enjoyed by other users.

The Commission closely monitors the implementation of accessibility measures for 112 through the COCOM report. Responses received from Member States point to the fact that the requirements of the new legislative framework are not yet fully implemented and Member States have to increase and accelerate their efforts. Member States have a European legislative framework at their disposal to finance accessibility services through Universal Service funding mechanisms in the context of electronic communications.

The Commission financed within the CIP-PCP the REACH112 project, which successfully validated accessible alternatives to traditional voice telephony (total conversation). The project developed concepts for deployment of such technologies for the benefit of deaf and hard-of-hearing people and successfully implemented pilot projects in several MS.

We will continue to closely follow the developments in the Member States. In the context of the sixth data gathering exercise a set of key performance indicators were included in the questionnaire to gather measured and comparable data on the performance of 112 systems in Member States in line with the requirements of the EU regulatory framework. Based on the evidence received from Member States the Commission will decide how to proceed further in ensuring that the EU regulatory framework is effectively implemented.

27 February 2013: KOSA Adam (HU/EPP)

INI report regarding Point 17 about sending SMS to the 112 service

In accordance with the report on mobility and inclusion of people with disabilities and the EU Disability Strategy 2010-2020 adopted in October 2011 (with special regard to Point 17), as well as with respect to the obligation to provide equivalent access to 112 for citizens with disabilities, according to Article 26.4 of Directive 2009/136/EC (Universal Service Directive), an increasing number of Member States are using the 112 SMS service. However, as the adopted Written Declaration on full and direct access to 112 emergencies services (WD 35/2011) indicates, caller location is not provided in an SMS message, nor is caller location information provided once the message reaches the authority which handles the case and is responsible for providing further assistance.

What implementing measures does the Commission plan to take to ensure such a service is equivalent to a voice call service, where even limited caller location information is provided?

- The Universal Service Directive requires Member States to ensure that access to emergency services for disabled users is equivalent to that enjoyed by other users. Article 7 of the directive gives further indications to the Member States on obligations relating to disabled end-users.

The Commission has launched a number of research projects to promote e-inclusion for emergency services. The ICT funded REACH 112 project ('REsponding to All Citizens needing Help') has supported the development and testing of alternatives to traditional voice telephony which would help improve the efficiency of 112 emergency services, in general, and caller location, in particular. However, the responsibility for implementing these technological solutions lies with Member States. From the most recent 112 implementation report it appears that a number of Member States (for example Belgium, Finland, France, Luxembourg and the United Kingdom) are able to establish caller location also for SMS. While this is a useful feature and a step forward, it is not yet considered by persons with disabilities as an equivalent to voice. In any case, the Commission will continue to monitor the situation and encourage Member States to improve the situation.

09 February 2012: Michail TREMOPOULOS (EL/GUE/NGL)

Greek emergency number for persons with impaired hearing

The National First Aid Centre in Greece is responsible for answering 166 calls requesting ambulances for patients who need to be taken to hospital for emergency medical treatment.

However, this service is still a voice-only service, meaning that people with impaired hearing are unable to use a potentially vital service, even where their life is at stake. Sign-language services using modern technology and even message- and text-based services could perhaps plug this gap, but they are not yet available in Greece for calling ambulances, nor are there any plans to provide them in future. Text-based services are already available, but only for emergency calls to the Hellenic Police.

Will the Commission say if this practice is compatible:

1. *With the UN Convention on the Rights of Persons with Disabilities, as ratified by the EU?*
 2. *With Directive 2009/136/EC on universal service (access to services) and users' rights relating to electronic communications networks?*
 3. *With the EU disability strategy 2010-2020?*
- The UN Convention on the Rights of Persons with Disabilities (UNCRPD) requires the States Parties to take appropriate measures to ensure access to persons with disabilities, on an equal basis with others, to information and communications, including emergency services(1). The European Disability Strategy 2010-2020(2) aims at ensuring effective implementation of the UN Convention in the EU and highlights 'accessibility' as one of its priorities.

In line with the UNCRPD, Article 26 of the Universal Service Directive 2002/22/EC(3) as amended by Directive 2009/136/EC, which had to be transposed in national law by 25 May 2011, requires Member States to ensure that access to emergency services for disabled users is equivalent to that enjoyed by other users. The same article provides that 112 calls shall be answered and handled at least as expeditiously and effectively as calls to the national emergency number or numbers. Recital 41 of Directive 2009/136/EC gives further indications as to the Member States' obligations relating to disabled end-users. However, a number of Member States have not yet fully transposed Directive 2009/136/EC and, as a consequence, the Commission has launched infringement procedures against them, including against Greece. These are currently ongoing. The Commission's services are assessing the current state of implementation of the EU legislative framework.

The ICT-funded, REACH 112 project 'Responding to all citizens needing help' is currently validating implementation and interoperability of accessible alternatives to traditional voice telephony suitable for all using the concept of 'total conversation', including Real Time Text.

(1) UNCRPD, Article 9.

(2) COM(2010) 636 final, 15.11.2010.

(3) This directive is included under the declaration of EU competences annexed to the Council Decision for the Conclusion of the UN Convention on the Rights of Persons with Disabilities.

27 October 2011: Charalambos ANGOURAKIS (EL/GUE/NGL)

Exclusion of individuals with hearing and speech impairments from 112 emergency services

For years, the 112 emergency lines, together with most emergency services in the EU Member States, have been voice-operated only, thereby excluding millions of people with hearing and speech impairments from a life-saving service in principle available to all.

Measures to assist the emergence of big business from the capitalist crisis have resulted in swingeing cuts affecting services for the disabled throughout Europe, with disastrous consequences for many people with special needs and their families, a situation being further aggravated by inadmissible restrictions regarding access to emergency services.

It is urgently necessary to make 112 services fully available to all users, in particular those with hearing and speech impairments. It is also necessary to develop fully accessible and reliable Next Generation 112 services, independent of devices and networks using the Total Conversation concept. What is the Commission's position regarding the urgent need to adapt 112 emergency services to the needs of all users, in particular those with hearing and speech impairments?

- Article 26 of the Universal Service Directive 2002/22/EC as amended by Directive 2009/136/EC, which had to be transposed into national law by 25 May 2011, requires Member States to ensure that access to emergency services for disabled users is equivalent to that enjoyed by other users. Recital 41 of Directive 2009/136/EC gives further indications as to the Member States' obligations relating to disabled end-users, in particular deaf, hearing-impaired, speech-impaired and deaf-blind users. However, 20 Member States have not yet fully transposed Directive 2009/136/EC; as a consequence, the Commission has launched infringement proceedings against them and these are currently ongoing.

The Commission monitors the implementation of Member States' obligations in the Communications Committee and will publish a report based on the information provided by Member States.

Activities related to 112 are considered priorities within the current multiannual ICT work-programme which funds the REACH 112 project 'Responding to all citizens needing help' to validate implementation and interoperability of an accessible alternative to traditional voice telephony that will be suitable for all using the concept of 'Total conversation'. The Commission also mandated the European standardisation bodies to deliver European standards on e-Accessibility specifications, including 'Total conversation'.

5. Caller location

2 October 2019: Marian-Jean MARINESCU (RO/EPP)

Use of advanced mobile location (AML) technology to improve the 112 emergency call service

In November 2018, the Commission brought about the introduction of advanced mobile 112 caller location technology (AML). It is currently channelling funding into this project in seven Member States.

In view of this, can the Commission say whether Romania has also sought funding for this purpose?

Does the 'national emergency call hardware and software modernisation package' contracted by Romania on 9 August 2019 for RON 183 698 974.87 (ex-VAT) with 85% funding from the 2014-2020 Large Infrastructure Operational Programme also include advanced mobile location technology?

- Romania was not part of the winning consortium for the service contract 629/PP/GRO/SAT/17/9889 for 'deployment of advanced caller location solutions using GNSS in an E112 call to the public safety answering point'. The winning consortium consists of the following entities: TELESPAZIO France, EENA, PTOLEMUS, Creativity Software and Member States authorities from Croatia, Denmark, France, Germany, Hungary, Portugal and Sweden. Romania was not part of other consortiums that submitted a bid, unsuccessfully, for the service contract financed by the European Commission.

According to the information available to the Commission services, the 'National emergency call hardware and software infrastructure modernisation' project which is part of the EU's 2014-2020 Large Infrastructure Operational Program (LIOP) will ensure the operation of advanced mobile location technology (AML) in the new Public Safety Answering Point system (new 112 System) in Romania. The new 112 system is planned to be deployed by December 2020. Independently from this project, the implementation plan issued by the Interministerial Committee on the Single National System of Emergency Calls provides that AML must be put into operation by the end of March 2020.

Accordingly, the Special Telecommunications Service (STS), in its capacity of administrator of the 112 System in Romania, is currently developing the interconnection and security infrastructure with the mobile network operators in order to implement AML already in the existing 112 System. This infrastructure will serve as well the new 112 System as of December 2020.

26 September 2019: Niculae STEFANUTA (RO/Renew), Clotilde ARMAND (RO/Renew), Vlad-Marius BOTOS (RO/Renew), Dacian CIOLOS (RO/Renew), Cristian GHINEA (RO/Renew), Ramona STRUGARIU (RO/Renew), Dragos PISLARU (RO/Renew), Dragos TUDORACHE (RO/Renew)

Implementation and enforcement in the Member States of European legislation regarding 112 emergency call location technology

Emergencies bear no respect for time or place. From 1991, with the free movement of persons in the European Union, the EU authorities have been aware of the need to provide emergency assistance for their citizens in the countries in which they are travelling in the same way as in their own countries.

A recent tragedy in Romania has drawn attention to the problem of 112 caller location. On 25 July 2019, a 15-year-old girl, was abducted and raped. She nevertheless had the presence of mind to call 112 and seek assistance. However, no assistance was forthcoming because of defective location technology.

The new European Electronic Communications Code specifies that all Member States are required to transpose Directive (EU) 2018/1972 by the end of 2020. Under Article 109 thereof, Member States are required to ensure that the most accurate caller location information possible can be obtained.

1. What progress has been made regarding the implementation and enforcement in the Member States of European legislation regarding 112 emergency calls?

2. Does the Commission consider that inspection and verification of 112 emergency call services should be carried out not only in Romania but also in other countries with defective caller localisation systems?

- The Commission constantly monitors implementation of the regulatory framework on calls to 112 and publishes yearly a 'Report on the implementation of the European emergency number 112'(1). Recently, the Commission initiated infringement procedures against several Member States for having failed to implement effectively the rules on the 112 emergency number, and it is actively monitoring the legal and technical developments in several other Member States(2).

The current rules, set out in Article 26 of the Universal Service Directive(3), impose requirements of speed in the transmission of caller location information. The legal obligations on Member States leave a margin of discretion to the national authorities regarding the accuracy and reliability of the caller location information that is provided. Recently the Court has interpreted that this margin of discretion is not absolute, ruling that the caller location information provided needs to enable emergency services usefully to intervene(4).

The Commission actively promotes(5) the adoption by Member States of more accurate location systems than those based on network cells(6). In particular, in order to support Member States in their efforts to adapt to new technologies, such as Advanced Mobile Location (AML), the Commission has funded the Help112 projects(7), ensuring the deployment of AML in 16 Member States.(8)

To adapt the EU rules to new technological advances, the recently adopted European Electronic Communications Code(9) updated the rules on the emergency number 112 by complementing network-based with handset-based location, like AML, as these technologies have proven to be significantly more accurate and cost effective. These new rules will have to be applied in all Member States from 21 December 2020.

05 August 2016: Izaskun BILBAO BARANDICA (ES/ALDE), Carlos ITURGAIZ (ES/EPP), Francesc GAMBUS (ES/EPP), Eider GARDIAZABAL RUBIAL (ES/S&D), Ramon JAUREGUI ATONDO (ES/S&D), Josu JUARISTI ABAUNZ (ES/GUE), Javier NART (ES/ALDE), Josep-Maria TERRICABRAS (ES/Greens), Ramon TREMOSA I BARCELLS (ES/ALDE), Maite PAGAZAURTUNDUA RUIZ (ES/ALDE), Pablo ZALBA BIDEGAIN (ES/EPP)

03 December 2015: Bronis ROPE (LT/Greens)

Implementing technologies in the Member States to establish the location of callers using the common European emergency number

On 21 October 2014, the European Conference of Postal and Telecommunications Administrations (CEPT) and the Electronic Communications Committee (ECC) adopted report No 225 entitled 'Establishing Criteria for the Accuracy and Reliability of the Caller Location Information in support of Emergency Services'. This report identified more accurate methods for establishing the location of callers using the common European emergency numbers 112 or 911, through the use of technologies such as Cell ID with Timing Advance – TA/TADV, Cell ID with Round-Trip-Time, RTT, Cell ID with Path loss and Related Measurements, RF Pattern Matching (RFPM), Cell ID with Angle of Arrival, Uplink Time Difference of Arrival (U-TDOA), Observed Time Difference of Arrival (OTDOA), GNSS and Network-assisted GNSS (A-GNSS) – Terminal-Assisted and Terminal-Based).

What steps is the Commission taking or planning to take to ensure that the technologies listed in the aforementioned report are implemented by European mobile networks?

In the Commission's view, what are the main legal and technological barriers to the implementation of the aforementioned technologies?

- The report the honourable Member refers to, concludes that any investment made to improve the accuracy and reliability of caller location information provided by the network and the handset may also need to be met by a corresponding investment in the PSAP's (Public Safety Answering Point) capabilities (including training of staff in order to enable the effective receipt, interpretation, use and evaluation of caller location information). Member States are best placed to establish which is the appropriate technology that would have to be implemented.

On the other hand the report establishes that A-GNSS-based positioning stands out of the list of available positioning methods in terms of accuracy, reliability and cost. In line with this finding the Commission launched a Pilot project on the design, implementation and execution of the transfer of GNSS data during an E112 call to the PSAP. The project will provide a definition of the architecture for the E112 emergency caller location using GNSS and will implement the recommended E112 architecture in end-to-end pilot project. The main goal of the project is to contribute to the improvement of emergency caller location by proposing an EU wide implementation architecture to national authorities.

Furthermore, the Commission is currently analysing the responses to the public consultation on the evaluation and review of the regulatory framework for electronic communications, which allowed all stakeholders to express their opinion, amongst other important issues, also on the legal requirements linked to emergency communication. Based on this evaluation, the Commission will make concrete proposals to reform the framework, as appropriate.

15 September 2015: Catherine STIHLER (GB/S&D)

The European emergency number and determination of caller location

With reference to Article 26(5) of Directive 2009/136/EC (Universal Service Directive) on the locating of calls to the single European emergency call number 112, could the Commission state how location information provided by Galileo will be used by the European emergency services and whether there is any legislation planned for using Galileo services to locate calls made to the 112 number?

- Following a request by the European Parliament, the 2015 budget foresees a pilot project on the design, roll-out and implementation of the transfer of global navigation satellite system (GNSS) data during an emergency 112 call to public service answering points (PSAPs). The Commission has subsequently launched an invitation to tender and is in the process of finalising the selection process. The pilot project is expected to start shortly.

The objective of the pilot project is to prepare for the introduction of an effective emergency caller location from a GNSS-enabled mobile phone to the 112 number, building on the GNSS advantages and more specifically, on EGNOS and Galileo for improved accuracy and reliability. The pilot project is expected to help in defining the necessary design, implementation and execution modalities for emergency 112 caller location based on GNSS and the way this location will be transferred to the PSAP. It is also expected to establish best practices, including for privacy and data protection, to facilitate the adoption of the most appropriate means of identification of caller location all across Europe.

11 September 2015: Carlos COELHO (PT/EPP)

European emergency number – caller location

When a call is made to the 112 emergency number, operators in the Member States must provide the emergency services with the caller's approximate location so that they can dispatch assistance immediately.

The ability to locate callers in an emergency may be extremely important if the person concerned is unable to identify their location themselves (which may be the case where calls are made from mobile phones or when abroad).

However, this system is not operational in all the Member States. Where it is in operation, it uses Cell-ID, which is a simple technique that lacks precision.

Article 26(7) of Directive 2009/136/EC stipulates that 'in order to ensure effective access to "112" services in the Member States, the Commission, having consulted BEREC, may adopt technical implementing measures (...) without prejudice to (...) the organisation of emergency services, which remains of the exclusive competence of Member States.'

What measures has the Commission adopted or will it adopt to ensure effective access to the 112 service, in particular as regards caller location?

- The Commission is strongly committed to ensure that caller location for calls to 112 is available to emergency services throughout Europe. This is why in the past it launched a number of infringement proceedings against Member States where this life saving service was not available. As a result caller location is currently operational in all Member States.

As regards the technique used to identify the location of the caller, the Universal Service Directive (Article 26 paragraph 5) provides that competent regulatory authorities shall lay down criteria for the accuracy and reliability of the caller location information provided. Consequently, it is for Member States to impose caller location criteria.

At present the vast majority of undertakings provide cell ID as caller location, while the industry has reported the existence of technological solutions which could provide more accurate positioning. To ensuring effective access to the 112 service, the Commission is currently in discussions with Member States' experts in view of helping to disseminate the best solutions for implementing more stringent caller location criteria.

24 January 2013: Adina-Ioana VALEAN (RO/ALDE)

European Emergency Number 112

With reference to Article 26(5) of Directive 2009/136/EC (Universal Service Directive), concerning the location of calls to the European emergency number 112, it should be noted that several European mobile networks operators are equipped with A-GPS, a system that under certain conditions can improve the start-up performance of a GPS satellite-based positioning system.

Can the Commission indicate the number of Member States in which A-GPS location information is made available to Public Safety Answering Points?

What is the Commission's timeframe for mandating the use of A-GPS so that it can contribute towards saving lives?

- The Universal Service Directive contains the obligation for undertakings providing the call to make caller location available to the authority handling emergency calls. The same paragraph provides that competent regulatory authorities shall lay down criteria for the accuracy and reliability of the caller location information provided. Consequently, it is for Member States to impose caller location criteria. Member States reported in the yearly COCOM implementation report which the Commission published on 11 February that the vast majority of undertakings provide cell ID as caller location.

The Commission does not hold information on the use of A-GPS technology. The use of GNSS data could provide a much more accurate positioning than Cell ID.

The Commission attaches much importance to the delivery of accurate location information to emergency services. Therefore, the Commission services are currently discussing with Member States in the communications Committee the necessity of implementing more stringent caller location criteria.

10 January 2013: Monika FLASIKOVA BENOVA (SK/S&D)

Insufficient localisation of calls on the 112 emergency line

Directive 2009/136/EC on universal service states, among other things, that the competent regulatory bodies shall set criteria for the accuracy and reliability of information relating to the position and precise localisation of callers. The criteria for determining the position of a caller on the 112 emergency line have been specified and set for Turkey, Portugal, the United States and Canada.

Can the Commission clarify in a closer, more detailed way the plan for similarly detailed and precise localisation in Europe in respect of callers on the 112 emergency line?

- The Universal Service Directive (Article 26 paragraph 5) contains the obligation for undertakings providing the call to make caller location available to the authority handling emergency calls. The same paragraph provides that competent regulatory authorities shall lay down criteria for the accuracy and reliability of the caller location information provided. Consequently, it is for Member States to impose caller location criteria. Member States reported in the COCOM implementation report, which is published every year on 11 February, that the vast majority of undertakings provide cell ID as caller location. Meanwhile, the industry reported the existence of technological solutions which could provide more accurate positioning. However, the Commission is not in the position to impose a particular technological solution.

Currently my services are in discussions with Member States' experts in view of helping to disseminate the best solutions for implementing more stringent caller location criteria. The timeframe for defining such accuracy and reliability criteria is dependent on the success of

these discussions and the commitment of Member States to make their emergency services more efficient for the benefit of their citizens.

17 December 2012: Cristian Silviu BUSOI (RO/ALDE)

Caller location information for 112 emergency number

Article 26(5) of Directive 2009/136/EC (the Universal Service Directive) states that 'competent regulatory authorities shall lay down criteria for the accuracy and reliability of the caller location information provided'. Can the Commission indicate which authority will eventually define mandatory accuracy and reliability requirements for 112 calls for each Member State? Does the Commission intend to define unified European requirements, or will it leave it to each Member State draw up its own requirements? What timeframe is envisaged for defining such accuracy and reliability requirements?

- The Universal Service Directive (Article 26 (5)) contains the obligation for undertakings concerned to make caller location available to the authority handling emergency calls. It also provides that competent regulatory authorities lay down criteria for the accuracy and reliability of the caller location information provided. Consequently, it is for Member States to impose caller location criteria and they may allocate this task to the competent authority of their choice. At present, as reported in the annual COCOM implementation report of 11 February, the vast majority of undertakings provide cell ID as caller location. Meanwhile, the industry reported the existence of technological solutions which could provide more accurate positioning.

The Commission is engaged in discussions with Member States with a view to ensuring the available technological solutions are effectively implemented.

13 December 2012: Marc TARABELLA (BE/S&D)

Single European emergency call number 112 – location of calls

With reference to Article 26, paragraph 5 of Directive 2009/136/EC (Universal Service Directive) on the location of calls to the single European emergency call number 112, could the Commission state how location information provided by Galileo will be used by the European emergency services and if there is any legislation planned for using Galileo services to locate calls made to the 112 number?

- The Universal Service Directive (Article 26, paragraph 5) contains the obligation for undertakings providing the call to make caller location available to the authority handling emergency calls. It provides that competent regulatory authorities shall lay down criteria for the accuracy and reliability of the caller location information provided. Consequently, it is for Member States to impose caller location criteria.

Currently my services are involved in discussions with Member States' experts in order to help disseminate the best solutions for implementing more stringent caller location criteria. The use of GNSS (Global Navigation Satellite System) data could provide a much more accurate positioning than Cell ID used by the majority of Member States. However, the Commission is not in the position to opt for a particular technological solution for more accurate positioning.

06 September 2011: Alyn SMITH (GB/GUE/NGL)Location information for 999/112 calls

It has been recognised for many years that the automatic provision of location information is vital in situations where a caller to the emergency services is unable to speak, is prevented from speaking, has language or dialect problems or is disoriented or unaware of his or her location.

It has been brought to my attention that the interpretation of the Universal Service Directive (2002/22/EC), as amended by Directive 2009/136/EC adopted by Ofcom (the regulator and competition authority for the UK's communications industries) places no obligation on the providers of workplace phone systems to ensure that accurate and reliable location information is presented to the operator when a 999 or 112 call is made from their systems.

It is also Ofcom's view that the EU directives place no obligation on the providers of workplace phone systems to ensure that such systems offer end-users access to the emergency services by calling the emergency numbers 999 or 112.

Can the Commission confirm whether Ofcom's interpretation of the Universal Service Directive is correct?

If not, what action will the Commission take to bring Ofcom's position into line with the directive?

- Paragraphs (1) and (2) of Article 26 of the Universal Service Directive 2002/22/EC, as amended by Directive 2009/136/EC, require Member States to ensure that undertakings providing end-users with an electronic communications service for originating national calls to a number or numbers in a national telephone numbering plan provide access to emergency services. Furthermore, paragraph (5) requires Member States to place on these undertakings the obligation to provide caller location information to the emergency services.

The application of these obligations is therefore dependent on, firstly, whether the organisation running the network in question provides an 'electronic communications service', which is defined in Article 2 of the framework Directive 2002/21/EC as a service 'normally provided for remuneration', and, secondly, whether this service enables calls to national numbers. Depending on the circumstances of the case, the providers of networks, including 'workplace phone systems' as referred to in the present question, may satisfy these two criteria and accordingly be obliged to provide access to emergency services and caller location information.

The Commission will contact the competent UK authorities with a view to seeking clarifications regarding the services at stake and regarding the interpretation given by Ofcom to these provisions of the Universal Service Directive and will inform the Honourable Member of its findings.

01 June 2010: Cristian Silviu BUSOI (RO/ALDE)Caller location for 112 calls

According to the Commission recommendation of 25 July 2003, 'location technology will continue to evolve both within mobile cellular networks and satellite location systems. Therefore, the best effort approach will need to be reviewed after the initial phase.'

In addition, Article 26(5) of the Universal Service Directive (2009/136/EC) stipulates that 'competent regulatory authorities shall lay down criteria for the accuracy and reliability of the caller location information provided'.

Although 49 % of emergency calls are made from mobile phones, identification of their location is still inaccurate (by up to 40 km) and response times can officially be as much as 150 minutes.

What is the Commission's timetable for setting the aforementioned criteria?

What role will the BEREC play?

Which stakeholders will be consulted?

- As stated by the Honourable Member, the revised regulatory framework for electronic communications⁽¹⁾ establishes an obligation on the competent regulatory authorities in each country, who may consult stakeholders as appropriate, to establish criteria for accuracy and reliability.

In addition, the revised regulatory framework provides that 'In order to ensure effective access to "112" services in the Member States, the Commission, having consulted BEREC, may adopt technical implementing measures (...) in accordance with the regulatory procedure with scrutiny referred to in Article 37(2)'. Therefore, where the Commission intends to adopt a technical implementing measure related to caller location information, it must consult BEREC and it may consult relevant stakeholders.

The Commission is currently working with the Member States in order to ensure the swift implementation of the revised provisions, which should be transposed into national law by 25 May 2011, and will evaluate the need and timing for the adoption of any technical implementing measure as appropriate.

(1) Directive 2002/22/EC as amended by Directive 2009/136/EC (OJ L 337, 18.12.2009, p. 11).

6. Public Warning

06 August 2018: Maria SPYRAKI (EL/EPP)

Progress in implementing an early warning system for emergencies

Greece has entered the project entitled: 'Modernising and upgrading the single European emergency number 112 services using ICT for optimal emergency crisis management and early warning for citizens' for funding under the Public Sector Reform Operational Programme.

The physical object of the project includes, inter alia, the possibility of issuing mass warnings to citizens, enterprises and public sector bodies in emergencies.

In the wake of the tragic fires in Attica, in which 91 people died, there are reports(1) which refer to delays in the implementation of the early warning system for citizens in emergencies and to a letter from Commissioner Gabriel on this subject to the Greek Government, which highlights these delays.

In view of the above, can the Commission say:

What progress has been made in implementing this system and to what extent is the system for issuing mass warnings in the event of emergencies operational?

To which delays and operational requirements exactly does the Commissioner's letter refer?

How does the mass early warning system for emergencies with the single European emergency number 112 work in other Member States?

- The Commission monitors the implementation of the European emergency number 112 in all Member States on a regular basis. On the basis of the data available, Greece still has to implement timely caller location for calls to 112 and equivalent access to emergency services for disabled end-users.

In a letter dated 18 July 2018, the Commissioner responsible for Digital Economy and Society urged the Greek authorities to make sure that the effective functioning of the emergency number 112 is ensured in Greece without further delay.

Moreover, Member States have the discretion to organise public warning systems. Currently, either Cell Broadcast or location-based SMS public warning systems have been implemented or are being tested in a few Member States.

In the near future, the regulatory framework will change, as the Electronic Communications Code(1) agreed politically by the EU co-legislators in June 2018 includes an obligation to transmit public warnings to citizens on their mobile phones, when public warning systems are in place.

Such public warnings could enable citizens and travellers to be informed of imminent or developing threats in the area where they are located

7. Direct access

18 July 2013: Phil PRENDERGAST (IE/S&D)

112 emergency calls from private networks

In the context of the handling of emergency calls, what is the Commission's position with respect to the increasing deployment of private networks and the obligation to provide caller location information to the authority handling the calls when such caller location information is not being provided by the private network provider?

What is the Commission's assessment of the risks to the citizen and the impact on the emergency service organisations when caller location information from private networks is not provided or when it is grossly and knowingly inaccurate?

- Article 2 of the framework Directive defines 'end-user' and 'user' as a person using or requesting 'publicly available electronic communications service'. Persons who call within 'private' networks would not qualify as persons who use publicly available electronic communications services. Accordingly, the scope of the Universal Service Directive does not extend to 'private' networks. Therefore the Universal Service Directive does not oblige Member States to ensure the right to access to the 112 emergency number for persons using 'private' networks.

These private networks often have, however, their own emergency numbers and personnel which serve as an interface with the public emergency services.

8. EGEA

30 October 2015: Fabio Massimo CASTALDO (IT/EFDD)

Expert Group on Emergency Access

The Expert Group on Emergency Access (EGEA) has not met since 22 May 2013.

When does the Commission plan to reactivate this working group?

Can the Commission inform the European Parliament of any upcoming meetings planned for 2015 and 2016?

Can the Commission confirm that future EGEA meetings will be organised outside the European Parliament's plenary session weeks so that MEPs can attend?

- In 2013 the Commission aligned its working groups under the communications Committee with the new Comitology rules(1) and subsequently the mandates of several working groups, including EGEA (Expert Group on Emergency Access), were not renewed. As a result of this update the communications Committee remains the forum where issues relating to the implementation of 112 are discussed.

02 July 2013: Marc TARABELLA (BE/S&D)

Access to the 112 Expert Group

Together with several other MEPs, we have twice asked to attend the meetings of the Expert Group on Emergency Access (EGEA) as observers. We have not received any response. We have also noted that your services scheduled the last EGEA meeting during Parliament's last plenary session and at the same time as the biggest worldwide conference on emergency communication was being held in Paris. Consequently, several Member State representatives were unable to attend the EGEA's last meeting.

We were finally invited to the meeting after having communicated with your services, but our invitation was rather mysteriously withdrawn several days later.

1. Does the Commission have something to hide with regard to 112? 2. Can it confirm that the EGEA meetings will from now on be organised outside of the weeks when plenary sessions are being held and that we will be invited to attend?

- The Commission would like to refer the Honourable Member to the answer given in reply to Question [E-006118/2013](#).

30 May 2013: Adina-Ioana VALEAN (RO/ALDE)

112 number: EGEA

Although several attendance requests have been made, Members of the European Parliament are still not invited to attend meetings of the Expert Group on Emergency Access (EGEA), organised to discuss matters concerning the European emergency number 112.

However, Members of the European Parliament are invited to attend European eCall Implementation Platform (EEIP) meetings.

Can the Commission explain the difference in its policy regarding the attendance of Members of the European Parliament at such meetings?

Can the Commission confirm that future EGEA meetings will be organised outside the European Parliament's plenary sessions so that MEPs can attend?

Can the Commission inform the European Parliament of the exact dates of upcoming meetings in 2013 and 2014?

- The Expert Group on Emergency Access (EGEA) is a working group of the communications Committee (CoCom). The communication Committee is a committee in the sense of Regulation (EU) No 182/2011 (1). It is set up by the framework Directive on a common regulatory framework for electronic communications and services (2) to assist the Commission in policy areas where it is empowered to implement legislation. The CoCom members are representatives of the governments of the Member States. The role of CoCom is to give formal opinions on measures the Commission intends to adopt in order to implement EU legislation. EGEA, as a working group of CoCom, is thus subject to the rules and procedures applicable to comitology committees. The role of the European Parliament in these procedures is provided for in Regulation (EU) No 182/2011.

The European eCall implementation Platform (EEIP), on the other hand, to which the Honourable Member also refers, is a Commission Expert Group.

The tasks of EGEA, which has existed for several years already, are currently being reviewed in order to clarify if they fit into the comitology framework established by Regulation (EU) No 182/2011.

(1) Regulation (EU) No 182/2011 of the European Parliament and of the Council of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by Member States of the Commission's exercise of implementing powers (OJ L55, 28.2.2011, p. 13).

(2) Directive 2002/21/EC of the European Parliament and of the Council of 7 March 2002 Directive on a common regulatory framework for electronic communications and services (OJ L108, 24.4.2002, p. 33).

9. eCall

27 February 2019: Dimitrios PAPANIMOU (EL/GUE)

eCall and road safety

The Commission's report(1) on the use of the Single European Emergency Number (112) shows that 140 million calls were made in 2018 — up 5% in one year. 23 out of the 27 Member States reported that less than 10 seconds are required to identify the caller's location in an emergency (e.g. road accidents), and the Commission considers that the effective implementation of the measure could save 2 500 lives annually in the EU. Unfortunately, longer waiting times were recorded in Greece (261 seconds).

Given its commitment to addressing the outstanding issues in cooperation with the national authorities, will the Commission say:

How will it promote this cooperation — and over which period of time — to mitigate the negative consequences of accidents, especially in Member States experiencing difficulties in using tools such as the 112 emergency number?

Since April 2018, eCall, the emergency call system, is mandatory for new vehicles. What data does it have on the implementation of the system, but also the response time of the relevant security and rescue services per Member State?

How does it assess, and how does it intend to expedite, the proposals set out in the European Parliament resolution(2) on new safety features in vehicles and general pedestrian safety?

- The Commission monitors the implementation of the European emergency number 112 in all Member States and issues yearly reports including on the response time of the relevant emergency services.

Where implementation failure is identified, the Commission engages with the relevant Member States to address the outstanding issues in the shortest possible timeframe. The Commission is also in close contact with the Greek authorities to ensure full compliance with EU rules.

The figures on response times referred to in the question are not related to eCall, but to 112 calls in general. eCall benefits from the parallel transmission of the position data to the emergency call centres, which solves the issue of the caller location. According to the final report of the I_HeERO project(1), the conformity assessment of the eCall implementation in the Greek Public Service Answering Point (PSAP) system has been successfully executed in March 2018 by the accredited test laboratory.(2)

It is too early to report on the implementation of Regulation (EU) 2015/758 which made eCall mandatory for the new type of vehicles from 31 March 2018. In accordance with this regulation, the Commission will present an evaluation report by 31 March 2021, including the penetration rate.

The Commission welcomes the agreement reached by the EU institutions on the new vehicle Safety Regulation on 26 March 2019 which will make mandatory a number of new safety features. The regulation will subsequently be published in the Official Journal and be fully applicable from mid-2022.

3 April 2018: Doru-Claudian FRUNZULICĂ (RO/S&D)

eCall emergency technology

All newly built cars and light commercial vehicles registered in the EU after 31 March 2018 must be equipped with GPS-enabled eCall emergency call technology. The technology aims to speed up emergency service operations and reduce the number of fatal road accidents. In the event of a crash, it automatically sends accident-related data to the emergency phone number 112. It is estimated that the technology will lead to an estimated reduction in fatalities of up to 1 500 lives per year.

When does the Commission plan to deliver the first assessment of the implementation of the eCall system?

Does the Commission envisage making the eCall system available for used cars too?

- The requirements for eCall are laid down in Regulation (EU) 2015/758 of the European Parliament and of the Council of 29 April 2015 concerning the type-approval for the deployment of eCall in-vehicles systems based on the 112 service and amending Directive 2007/46/EC (1).

Article 12 of this regulation sets out an obligation for the Commission to prepare an evaluation report by 31 March 2021 on the achievements of the 112-based eCall in-vehicle system, including its penetration rate. The Commission shall investigate whether the scope of this regulation should be extended to other categories of vehicles, such as heavy duty vehicles, buses and coaches, powered two-wheelers and agricultural tractors. If appropriate, the Commission shall present a legislative proposal to that effect.

Since 31 March 2018, the 112-based eCall in-vehicle system has been mandatory for all new vehicle types. At the time the measure was adopted, the co-legislators indicated(2) that the installation of the system should be promoted in order to cover all types of vehicles.

As far as used cars are concerned, the system can be retrofitted on a voluntary basis.

17 December 2014: Nicola CAPUTO (IT/S&D)

eCall and the IoT

Whereas:

- *During the hearings for the Juncker Commission, the Vice-President for the Digital Single Market, Andrus Ansip, stated, with regard to public e-services: 'The eCall system is an absolute priority';*
- *The Barroso Commission had already stated, in the Digital Agenda, which has subsequently been updated, the issues of the ITC in Europe and the new digital public services;*
- *In specific resolutions, the European Parliament has addressed the issue of digitalisation of the public sector and the cloud, while the European Council has tackled the digital economy, digital and online technologies;*
- *The reform of the interoperability of public administrations, a means of modernising the public sector, awaits its first reading by the EP;*
- *eCall (a black box installed in vehicles, which uses the Galileo system and calls 112) is an assistance programme for European drivers involved in accidents (28 000 Europeans die every year in accidents, which costs EUR 130 billion).*

Therefore, how does the Commission intend to promote:

1. *Research into standardising wireless data transmission protocols, while ensuring maximum protection of privacy;*
2. *Interoperability between traffic systems (Internet of Things) to achieve driverless driving;*
3. *The public/private partnership in research with car manufacturers who have already introduced the eCall SMS-based system?*

- The pan-European eCall system is based on standards (1).

An eCall is comprised of a voice call and the transmission of data (MSD); both voice and data are carried by public 2G/3G mobile networks which comply with the relevant telecommunications standards.

Regarding automated driving, there are six ongoing research projects funded by the European Union under FP7 (2) as well as international cooperation activities with US and Japan aiming to accelerate the deployment of automation in road transport for the sake of transport safety, efficiency and sustainability.

As the eCall in-vehicle system will become mandatory for new types of vehicles of categories M1 and N1, no other regulatory measures to accelerate the market introduction are foreseen. Dissemination and awareness actions are already taking place and will continue in the coming years.

(1) Most notably: EN 16072:2011 'PanEuropean eCall-Operating requirements'; EN 16062:2011 'eCall high level application requirements (HLAP)'; EN 15722:2011 'eCall minimum set of data (MSD)'; EN 16102:2011 'Operating requirements for third party support'.

(2) www.adaptive-ip.eu — www.citymobil2.eu — www.autonet2030.eu — www.companion-project.eu — <http://vra-net.eu>; <http://gcdc.net>

27 November 2014: UJHELYI Istvan (HU/S&D)

eCall: expansion and experiences

The European Parliament has decided that the 112 emergency call system, which has been functioning for decades in several Member States, will be standard throughout Europe beginning in 2015. The European Commission estimates that the system could save a minimum of 2 500 lives a year, not to mention the more rapid care that will be provided to accident victims. The European Parliament's Committee on Transport and Tourism has decided that every new passenger car and light commercial vehicle will have to be equipped with an eCall device beginning in October 2015. A later law will concern buses, motorcycles and heavy commercial vehicles, but it is not expected to enter into force until 2020. As for used cars, each owner will make their own decision as to whether they can and want to take advantage of this safety solution. Many people will obviously have to consider the costs.

I look forward to the Commission's response to the following questions:

1. *How can the number of eCall users be increased? How, that is, can car owners be motivated to use the system?*
2. *What solution does the Commission have in mind to make it possible for (used) car owners who cannot afford the cost of installation to participate in the system? That is, how can it be guaranteed that the protection provided by eCall will not be merely a privilege for affluent car owners?*

3. *What are the results of the eCall system in Member States where it is already completely or partially functioning? What are the experiences?*

- The Commission proposal for a regulation concerning the type-approval of eCall in-vehicle system set a time limit for its implementation for 1 October 2015 (1). However, in the final compromise between the European Parliament and the Council, this time limit was postponed to 31 March 2018. As the eCall in-vehicle system will become mandatory, no other regulatory measures to accelerate the market introduction are foreseen. Dissemination and awareness actions are already taking place in some Member States and will continue in the coming years.

Retrofitting of legacy vehicles is out of scope of this regulation; such issues are discussed among stakeholders in the EeIP (2). The cost of the eCall in-vehicle system for vehicle manufacturers is expected to be less than EUR 50; in case of retrofitting, prices may vary according to the competition in the free market. It should be noted that in case of a collision between two vehicles where only one is equipped with eCall, the passengers of the other vehicle would also -indirectly- benefit from the eCall service. Thus, 100% coverage is not needed to achieve the claimed results.

Public free 112 eCall is not currently operated in the Member States; there are some private systems similar to eCall that are not interoperable across the Union, and are charging the vehicle owner for the provided service. Nonetheless, even these private initiatives have demonstrated the value of eCall. Public free 112 eCall has been pre-deployed in 15 Member States, co-funded by the Union under the CIP HeERO (3) pilots. These pilots proved the effectiveness of the technical solution and gave valuable recommendations in light of the full deployment (4). The deployment of 112 eCall in the Public Safety Answering Points is eligible for funding under CEF (5).

(1) COM(2013)0316 final (<http://eur-lex.europa.eu/legal-content/en/TXT/?uri=CELEX:52013PC0316>).

(2) European eCall Implementation Platform (www.imobilitysupport.eu/about-ecall/european-ecall-implementation-platform-eeip).

(3) www.heero-pilot.eu/

(4) D4.5 Final results of the tests with lessons learnt, conclusions and recommendations (www.heero-pilot.eu/ressource/static/files/heero_wp4_del_d4-5-results_v1.0.pdf).

(5) eCall is one of the priorities for telematics applications in 2014 CEF-T Annual Call Funding Objective 3 'Telematic application systems other than those covered by the Multi-annual Work Programme' – Annex 7.

04 March 2014: Claudette ABELA BALDACCHINO (MT/S&D)

eCall system

The Commission has adopted a proposal to ensure that by October 2015, motor vehicles will automatically call emergency services in the event of a serious accident. It has been estimated that through this technology, up to 2 500 lives could be saved every year. The draft legislation stipulates that from October 2015, all new models of passenger cars and light duty vehicles must be fitted with the 112 eCall system, and that the necessary infrastructure must be created for the proper receipt and handling of ecalls in emergency response centres, ensuring the compatibility, interoperability and continuity of the EU-wide eCall service.

1. *How does the Commission expect to ensure that all newly manufactured vehicles are equipped with the eCall system by 1 October 2015?*

2. *How are consumers protected against additional expenses when purchasing a new vehicle equipped with the eCall system?*

- The purpose of the proposed Regulation is to introduce in the EC motor vehicle type-approval system a requirement for fitting an eCall in-vehicle system. This forms part of a set of EU legal acts for ensuring the deployment of the 112-based eCall service by 1 October 2015, as requested by the European Parliament in its resolution of 3 July 2012. However, it is ultimately up to the co-legislators to agree on the date of application. Such an agreement has not been reached yet. It should be noted that it is not the intention of the Commission to require 'all newly manufactured vehicles' to be equipped with eCall. The Commission's proposal would impose this requirement only on new vehicle types of category M1 (passenger cars) and category N1 (light commercial vehicles).

The proposed Regulation would require the manufacturer to offer eCall as standard equipment. It will, therefore, not be possible to sell eCall as optional equipment and at an additional cost in these vehicles. However, the Commission cannot exclude the possibility that manufacturers increase the overall sales price of their products in reaction to this new regulatory requirement.

(1) Proposal for a REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL concerning type-approval requirements for the deployment of the eCall in-vehicle system and amending Directive 2007/46/EC 2013/0165 (COD) of 13 June 2013.

18 September 2013: Marc TARABELLA (BE/S&D)

Data protection within the framework of eCall

eCall's task is to alert the emergency services at the very second an accident takes place. As one of the Commission's projects, the system makes it possible to make automatic calls to police and ambulance services in the event of a vehicle collision or roadside accident. When the airbag is released or sudden braking is detected, a call can be made to 112, the general emergency number. From 2015, all new vehicles registered in the European Union will have to be fitted with such a system. Generally speaking, eCall's effectiveness is welcomed by all. According to the Commission, it means that many lives will be saved by reducing response times by at least 50%. Touring Club Suisse (TCS) also highlights these advantages. 'eCall enables a faster and more targeted response as it transmits data about the vehicle, including its position in the event of an accident', according to spokesperson Laurent Pignot. Rescue operations are therefore faster, particularly in isolated areas. In addition, eCall enables voice communication between passengers inside the vehicle and the response centre. Finally, the system calls the response centre even if the passengers are unconscious. However, like any GPS system, it raises doubts and concerns with regard to data protection.

1. What provisions are planned with regard to recording private data and the nature of these data? Who will be able to access them?

2. In the event of a trial following an accident, could the system that saved your life subsequently make your life unliveable?

- When an accident occurs, location data are transmitted, as in any other 112 call. All requirements as set out in the relevant legislative acts (1), (2), (3) also apply to these data. Additionally, more accurate location data (the current and two previous positions of the vehicle as determined by the satellite navigation system) are transmitted through the Minimum Set of Data (4) (MSD). These data are transmitted to the Public Safety Answering Point (PSAP) and stored in compliance with the relevant legislation (5); in the case of emergency calls the consent of the user is not needed for the processing of location data by organisations dealing with emergency calls and recognised as such by the Member States, including law enforcement agencies, ambulance services and fire brigades, for the purpose

of responding to such calls. No intermediate parties have access to the MSD that is transmitted from the IVS to the PSAPs.

The mandatory fields of the MSD include the triggering mode (automatic or manual), vehicle identification, vehicle type and propulsion, timestamp, vehicle direction, current and two previous positions, and number of passengers. No other data is collected or transmitted by the eCall in-vehicle system (IVS); the IVS is only active when an accident occurs or if it is manually triggered, thus there is no privacy issue related to tracking.

(1) Directive 2002/22/EC of the European Parliament and of the Council of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive).

(2) 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.

(3) Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data.

(4) CEN EN 15722 'Road transport and traffic telematics — ESafety — eCall minimum set of data'.

(5) 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.

03 July 2013: Marc TARABELLA (BE/S&D)

eCall: automatic 112 call

This measure has been approved thanks to two proposals adopted by the Commission. It aims to enable vehicles, within the European Union, to call the emergency services automatically in the event of a serious accident.

In the event of a serious accident, the system, known as eCall, will be able automatically to call 112, Europe's single emergency number, indicating the exact location of the vehicle involved in the accident.

1. How many lives is this system expected to save?

2. Can the Commission confirm that it will speed up response times by 50% in rural areas and 40% in urban areas?

- With eCall, the response time of emergency services may be reduced by 50% in rural areas and 40% in urban areas(1), leading to a reduction of fatalities estimated to be between 1% and 10%, and reduction of severity of injuries(2) between 2% and 15%, depending on the country considered. When fully deployed, eCall can save up to 2500 lives a year and alleviate severity of road injuries.

(1) eCall Impact assessment, <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2013:0316:FIN:EN:PDF>

(2) 'Impact assessment on the introduction of the eCall service in all new type-approved vehicles in Europe, including liability/ legal issues', SMART 2008/55, http://www.esafetysupport.info/download/ecall_final_report.pdf

21 June 2013: Nuno MELO (PT/EPP)

New emergency system in European cars

The Commission recently adopted legislative proposals to ensure that, by October 2015, all new models of passenger cars and commercial vehicles are fitted with the '112 eCall' system, which will automatically call the emergency services in the event of a serious crash.

By 2015 the necessary infrastructure should also be in place for duly receiving and handling these calls in emergency call response centres, 'ensuring the compatibility, interoperability and continuity of the EU-wide eCall service.'

The 'eCall' system automatically dials 112 — Europe's single emergency number — in the event of a serious accident and sends details of the accident, including the time of the incident and the exact position of the crashed vehicle.

1. Does the Commission think that this system could save up to 2 500 lives per year, given that 'eCall' could speed up the emergency services' response time by 40% in urban areas and by 50% in rural areas? 2. What additional cost will this system involve for the abovementioned vehicles?

- With eCall, the response time of emergency services may be reduced up to 50% in rural areas and 40% in urban areas(1), leading to a reduction of fatalities estimated to be between 1% and 10%, and reduction of severity of injuries(2) between 2% and 15%, depending on the country considered. When fully deployed, eCall could save up to 2500 lives a year and alleviate the severity of road injuries.

The basic pan-European eCall service, based on 112, is a public service that must be offered for free. Taking into account economies of scale, installation of the eCall in-vehicle system is estimated to cost much less than EUR 100 per new car(3).

(1) eCall Impact assessment, . <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2013:0316:FIN:EN:PDF>.

(2) 'Impact assessment on the introduction of the eCall service in all new type-approved vehicles in Europe, including liability/ legal issues', SMART 2008/55, http://www.esafetysupport.info/download/ecall_final_report.pdf

(3) MEMO/13/547, http://europa.eu/rapid/press-release_MEMO-13-547_en.htm

18 December 2012: Bernadette VERGNAUD (FR/S&D)

Activities promoting and developing 112 and the 'eCall' project

With regard to the introduction of the European emergency number 112 and the 'eCall' project (based on 112), it would seem that much has been done to facilitate the development of eCall. However, it seems that much less has been done to improve the way that 112 works.

Can the Commission forward a detailed list of the activities organised for each of these projects, and explain why these activities have been undertaken?

- The 112 emergency number and eCall initiatives have the same goal, bringing effective relief to European citizens in distress. ECall is financed through the ICT Policy Support Programme in the HeERO project to promote an electronic safety system automatically calling emergency services in case of a serious accident. This call will be directed, like any other emergency call, to the 112 number. EU financing contributed to ensure that by 2015 the eCall system will be deployed by the industry and implemented in all Member States. In eCall the inbuilt modem of the car would provide accurate caller location based on GNSS data.

Regarding the 112 emergency number, the Commission continuously promotes the usage of the number. Last year the Commission called on transport companies to promote this life-saving number amongst tourists. This year the Commission would like to see Tour Operators coming on-board. In addition each year the yearly Eurobarometer report and the 112 implementation report to facilitate the exchange of best practice between Member States is

published. In order to make emergency calls more efficient, the Commission is in discussions with Member States' experts in view of helping to disseminate the best solutions for implementing more stringent caller location criteria. Up-to-date information on 112 initiatives is available on the website <http://ec.europa.eu/digital-agenda/en/112>.

22 March 2011: Anne Elisabet JENSEN (DK/ALDE)

eCall project

The Commission's eCall project intends to bring rapid assistance to motorists involved in a collision anywhere in the European Union. The system is based on a black box sending information from a vehicles involved in a collision to the nearest emergency centre. The eCall system builds on the European 112 calling system.

1. Does the eCall system differentiate between collisions involving personal injuries and collisions involving only material damage? Furthermore, will the system always activate a full emergency call-out or will it be able to activate a 'light', less extensive call-out where there is only material damage?

2. Is it possible to begin implementation of the eCall system in 2014 or does the Commission expect implementation to be delayed?

3. Could the Commission explain to what extent the 112 system is implemented in the EU Member States, and to what extent does the eCall system depend on a well-functioning 112 system across the EU Member States?

- 1. The eCall service does not differentiate automatically between material only damage collisions and those involving personal injuries. However, the triggering mechanism for the eCalls should be designed in such a way that it is only activated in severe accidents with high probability of injury. The voice link with the public safety answering point may also allow the emergency response centre operators to verify whether there are injured people in the vehicle. In addition, breakdown services could be added on top of eCall services, for example by means of a different trigger to call a private service provider for material damage accidents only.

2. The Commission expects that the first vehicles equipped with the harmonised EU-wide eCall system based on the single European emergency number '112' could appear on the market in 2014, although their mandatory introduction in new type-approved vehicles may be later, depending on the adoption of the necessary legislative measures.

3. The 112 service is currently operational in all Member States, although the quality of the implementation of the service varies depending on the country. It is clear that in those Member States that have advanced state-of-the-art 112 call centres (e.g. receiving and displaying automatically the position of the call) it will be easier to upgrade the emergency call infrastructure to handle the eCalls (1).

(1) See www.112.eu for more information.

03 May 2010: Georgios PAPANIKOLAOU (EL/EPP)

eCall

1. Can the Commission say what progress has been made in implementing the eCall system?

2. Has there been any response from the Member States with the strongest reservations, particularly as regards the cost of the undertaking?

3. If so, does the Commission believe that all new vehicles in Europe will be equipped with the eCall system by 2014?

4. If not, what kind of regulatory measures will the Commission propose to make the installation of the eCall system in all new cars financially worthwhile and attractive even to the Member States with the strongest reservations?

- There have been significant steps in the last months towards the implementation of the pan-European eCall. The communication 'eCall: Time for Deployment' (1), adopted on 21 August 2009, has been followed by concrete actions. In detail:
 - The proposed Directive for the deployment of Intelligent Transport Systems (ITS) in the field of road transport (2), whose adoption is foreseen by July 2010, includes eCall among its six priority actions;
 - eCall related standards, developed by the European Standardisation Organisations (ETSI, CEN) are reaching the final approval stage;
 - The European eCall Implementation Platform (EeIP) was launched in February 2009 to boost eCall deployment across Europe. This coordination body brings together all major stakeholders to harmonise their activities in order to accelerate the implementation of eCall at national and European level. Participants include representatives of Member States' national platforms and associations of relevant stakeholders involved in the eCall value chain (eg. associations of vehicle manufacturers, Ertico (3), GSMA (4) Europe, EENA (5), etc);
 - On 4 May 2010 the 'eCall awareness day' took place, during which the Vice-President of the Commission for Digital Agenda welcomed the signature of the memorandum of understanding (MoU) by five additional Member States and 14 organisations. The MoU has therefore been signed by 20 Member States, three associated States and more than 90 organisations;
 - The Commission has allocated EUR 5 million for funding predeployment eCall pilots within the Competitiveness and Innovation Programme, which will be conducted during the period 2010-13.

To date 20 Member States have signed the eCall MoU and another three (Poland, Bulgaria, Latvia) are expected to sign in the near future. Of the remaining four: Ireland is supportive of the mandatory implementation of eCall; Hungary could not commit at this stage due to its current internal electoral process; the UK has created a Task Force chaired by the Department of Transport with the relevant UK stakeholders to revisit the case and study the way forward towards eCall deployment; and France is concerned about the costs, mainly to upgrade their Public Safety Answering Points (PSAPs), and supports the deployment of private solutions that are not based on the single European Emergency number, 112.

On 4 May 2010 the Vice-President of the Commission for Digital Agenda re-iterated that the Commission aims to ensure implementation of eCall across Europe. Despite the complexity of the process and the considerable number of involved actors, 2014 remains the realistic target date for the implementation of eCall in all new type-approved vehicles.

As indicated in the eCall Communication, the regulatory measures foreseen for a mandatory implementation of eCall would be the following:

- A Recommendation to the Member States targeting Mobile Network Operators to support the transmission of the eCalls, including the Minimum Set of Data (MSD) from the in-vehicle systems to the PSAPs;

- A proposal for a regulation under the vehicle type-approval legislation for the mandatory introduction of the in-vehicle part of the eCall service in new type-approved vehicles in Europe;
- The adoption of common specifications for the harmonised introduction of the EU-wide service, and the assessment of a potential regulatory measure for the necessary upgrading of the PSAP infrastructure required for proper receipt and handling of eCalls, in the framework of the proposed Directive on the deployment of ITS in Europe.

(1) *COM(2009)434 final.*

(2) *COM(2008)887 final.*

(3) *European Road Transport Telematics Implementation Coordination Organisation.*

(4) *The GSM Association.*

(5) *European Emergency Number Association.*

10. 112 in third countries

09 September 2015: Claudia TAPARDEL (RO/S&D)

Use of the 112 emergency number in neighbouring third countries

According to Directive 2009/136/EC (the Universal Service Directive), Member States shall ensure that citizens are able to call the emergency services free of charge by using the single European emergency call number 112.

Travelling within Europe often involves visits to neighbouring third countries and, in some cases, the need to use the European Emergency Number 112. Many of these neighbouring third countries have embarked on the accession process for joining the EU.

Taking this into consideration:

1. *Does the Commission consider that implementation of the European Emergency Number 112 in the neighbouring third countries could contribute to the overarching goal of ensuring road safety for EU citizens?*
2. *Has the Commission taken action towards implementing the European Emergency Number 112 in the neighbouring third countries?*
 - *112 is currently used in Montenegro, Kosovo and in Turkey — in part of the provinces for all the emergency services — , while Serbia and Moldova are currently introducing 112. In Bosnia and Herzegovina and Former Yugoslav Republic of Macedonia other national numbers are being used for access to emergency services that are free of charge for callers. 112 is also available in Armenia, Belarus, Georgia and Ukraine.*

The Commission follows the implementation of the 112 emergency number in the EU candidate and potential candidate countries, as reported in the annual enlargement progress reports. The 2015 'Enlargement package' is to be published in November (1).

Support for the activities in this field is available through the accession instruments (IPA, TAIEX, Twinning) the use of which the Commission encourages, especially when specific needs for approximation, application and enforcement of EU legislation arise. Taix interventions related to 112 have taken place in Georgia (2013) and Ukraine (2011).

(1) See: http://ec.europa.eu/enlargement/countries/strategy-and-progress-report/index_en.htm

07 September 2015: Ruza TOMASIC (HR/ECR)

Single European emergency call number in Bosnia and Herzegovina

The fact that almost all European countries have backed the 112 emergency call number marks a great success in practical and symbolic terms. Bosnia and Herzegovina is, unfortunately, one of the rare countries in Europe where the 112 number does not yet work.

As a potential candidate for EU membership Bosnia and Herzegovina is taking part in the Stabilisation and Association Process. By adopting the 112 number it could take a constructive step on the path of European integration.

How will the Commission help Bosnia and Herzegovina to introduce the European emergency call number?

- The Commission monitors the implementation of the 112 emergency number in EU candidate countries and potential candidates, including Bosnia and Herzegovina.

At this moment, Bosnia and Herzegovina has not yet introduced the 112 emergency call number. Other national numbers (122, 123 and 124, depending on the service) are therefore used to access emergency services that are free of charge for callers. The Commission stands ready to support Bosnia and Herzegovina through the accession instruments (policy expertise, IPA, TAIEX, Twinning) should support for activities in this field be required by the country authorities.

The Commission will report on developments in the area of information society and media, including as regards the state of play of the introduction of the 112 emergency call number, in the framework of the 2015 'Enlargement package' and its annual report on Bosnia and Herzegovina.

11. Others

31 October 2018: Ivo BELET (BE/EPP)

Harmonisation of 112 apps in the EU

In all EU Member States, European citizens can reach the emergency number 112 by phone. In addition, more and more mobile applications are being developed that can be used to contact the 112 emergency switchboard digitally. There are hundreds of different apps in the EU, many of which only work in a given Member State or even just in a particular region.

There are initiatives to harmonise these apps so that apps from one Member State can also be used in another Member State. Several initiatives, such as NEXES and EMYNOS, have also received financial support from the Commission. However, in practice, there is still no app that can be used throughout the Union.

Does the Commission agree that European citizens should also be able to use the emergency switchboard app from their home Member State when they are in other Member States?

What action is the Commission currently taking to facilitate the harmonisation of such apps, and what support can be expected in the future?

Will the Commission arrange for the development of a European app that can be used to reach the 112 emergency switchboard in any Member State?

- The Commission is aware of the current technical difficulties concerning the cross-border use of emergency applications. Applications that are based on SMS communication do not allow the correct cross-border routing of the SMS to the right Public Safety Answering Point (PSAP). Similarly, emergency applications that use a fully IP based platform are routed to the application server of the Member State that deploys the emergency application.

Therefore the main technical issue for the cross border use of emergency applications is the current technical impossibility to route the communication to the most appropriate PSAP.

The directive establishing the European Electronic Communications Code soon to be published mandates the Commission to adopt measures necessary to ensure the compatibility, interoperability, quality, reliability and continuity of emergency communications in the Union with regard to caller location information solutions, access for end-users with disabilities and routing to the most appropriate PSAP.

Accordingly, the Commission will analyse the potential of emergency applications to ensure effective access to emergency services through emergency communications to the single European emergency '112' number.

13 October 2016: Birgit COLLIN-LANGEN (DE/EPP)

112 emergency number in border areas

In August 2016, I received a request for assistance following a car accident in my constituency. The accident occurred in the French/German border area. The person involved in the accident chose to call the 112 European emergency number and was connected to the French emergency services, as the phone being used had already automatically switched to the French network. The individual in question speaks no French and, as the French emergency services only spoke French, they were unable to provide further help. Fortunately, another car came past shortly afterwards and was able to help.

In order to connect to the German control centre it would have been necessary to switch to the German network manually. That does not seem practical to the author. In an emergency situation, 112 should be reachable without callers first having to change the network of their mobile telephones in order to reach the correct service.

1. The 112 European emergency number initiative can only function effectively if it is not scuppered by language barriers. Are specific measures planned to deal with calls in a foreign language?
2. Are technical measures planned to solve the language barrier problem?
3. How can the effective functioning of the European emergency line be ensured in border regions?
 - In the current implementation of access to 112 services the network operator will route the call to the Public Safety Answering Point that is based on the national territory served by the network. In cross border areas where the presence of commuters is higher, multilingual handling of the calls would ensure the effective access to emergency services for all EU citizens from both sides of the border. Recital 36 of the Universal Service Directive(1) foresees the possibility that 'steady information technology improvements will progressively support the simultaneous handling of several languages over the networks at reasonable costs'. However, the Regulatory Framework for Electronic Communication does not include obligations concerning this matter.

Language barriers in border areas could be overcome through cooperation of regional Public Safety Answering Points by using translation relay services or putting translation cooperation protocols in place. According to information provided by Member States some touristic areas like Paris or London already benefit from such services. Member States and regions are best placed to address effective access to emergency services and implement the necessary technical solutions.

The Commission services will raise this issue, as appropriate, when discussing 112 implementation issues with Member States.

29 January 2016: Philippe JUVIN (FR/EPP)

Smartphone app for the 112 single European number

The 112 emergency number can be dialled free of charge in all Member States. The Commission has run a number of campaigns to promote the use of this number. However, Neelie Kroes, the former Commissioner with responsibility for the digital society, bemoaned the fact that 49% of Europeans are not familiar with the 112 number. Consequently, she suggested that a smartphone app be developed for the 112 number which could be downloaded from the App Store and preinstalled on phones.

1. *What progress has been made with the development of this app?*
2. *When will it be available in all the Member States?*
 - As called for in the European Parliament's Resolution of 5 July 2011 on universal service and the 112 emergency number, the Commission launched within the Horizon 2020 program calls for the development of Next Generation emergency services. The two successful tenders are NEXES (NEXt generation Emergency Services) and EMYNOS (nEXt generation eMergencY commuNicatiOnS). The combined budget of these projects exceeds Eur 10 million. These projects were launched in May and September 2015, respectively, and will have a 3 year lifespan. The objective of these research projects is to research, test and validate the integration of IP-based communication technologies and interoperability within the next generation emergency services, so that they attain increased effectiveness and performance. The projects will also pilot 112 Apps.

22 December 2015: Charles GOERENS (LU/ALDE), Nathalie GRIESBECK (FR/ALDE)European emergency number 112 in cross-border areas

In a cross-border area, mobile phones are often connected to the network of a neighbouring country.

If an accident occurs at the border between two Member States, insufficient precision on the location of the caller may lead to inappropriate call routing which can dramatically delay the arrival of emergency services. Thus, better collaboration between the Member States and neighbouring emergency services is of utmost importance.

Does the Commission intend to discuss this issue with the Member States?

Does the Commission plan to foster the implementation of a creative call-handling process in order to ensure that people in border areas are correctly located and answered in their national language?

- According to the regulatory framework for electronic communications, it is for the electronic communication service provider to provide caller location information to the competent authorities. Member States have to ensure that accurate caller location is provided in the cross border areas in order to correctly route the emergency calls to competent emergency service. Where the technical solutions for providing caller location cannot provide reliable positioning of the caller, Member States need to take the necessary steps to ensure cooperation between competent authorities in order to address the incorrect routing of caller location. The Commission services will raise this issue, as appropriate, when discussing 112 implementation issues with Member States.

On 11 September 2015, the Commission launched a public consultation on the evaluation and review of the regulatory framework for electronic communications which allowed all stakeholders to express their opinion by 7 December 2015, including also on 112. Based on the consultation and subsequent evaluation, the Commission will make concrete proposals to reform the framework, if appropriate.

11 July 2013 : Marlene MIZZI (MT/S&D)Common animal welfare number

The welfare of animals is something which is close to the heart of many European citizens. Member States offer different kinds of services in order to provide adequate help and support to animal owners. However, most of these services are difficult to access for a variety of reasons such as a lack of awareness.

In light of all this, does the Commission agree with the idea of having a single emergency number for animal emergencies throughout the European Union?

What kind of funding would the European Union be willing to provide with a view to the setting-up of such an initiative?

- The Commission has not considered having a single emergency number for animal emergencies throughout the European Union. However, there are different services to contact in an emergency as offered by the Member States.

It is the Member States that are primarily responsible for the daily implementation of legislation. The Food and Veterinary Office of the Commission's Health and Consumers

Directorate General (FVO) supervises the work of the Member State authorities but the Commission would intervene only in the event of systematic failure.

The Commission does not intend to set up a number for animal emergencies throughout the European Union.

26 June 2013: Claudette ABELA BALDACCHINO (MT/S&D)

116 emergency number for people in urgent emotional distress

In 2007, the Commission launched an initiative requiring Member States to implement free of charge telephone hotlines and helplines for services of social value. These free telephone services have a six-digit number range starting with 116, and one of them is the 116 123 number for people in need of emotional support.

The recent implementation report, published by the Commission on 6 May 2013, showed that there is slight progress in implementing these numbers in the Member States. The same report, however, shows that there is scant awareness among the general public of these helplines.

In fact, the latest survey on this, dating from 2011, showed that only 13% of European citizens had heard of the 116 numbers, and there is no reason to assume that this has increased over the past few years.

People in acute emotional distress are not helped by a number comprising six digits. The purpose of emergency hotlines is that they form an easily accessible and immediate refuge in case of need. Resolution 2010/2274(INI) of the European Parliament, adopted on 5 July 2011, called on the Commission to examine the feasibility of a future 116 service, similar to the 112 service, for citizens in emotional distress or suffering from depression or other mental health problems.

1. In light of the above, what level of public awareness does the Commission consider would be sufficient to indicate that the implementation of this initiative had been successful?

2. What action is the Commission considering taking to raise public awareness of the existing numbers for people in social and/or emotional distress more quickly, and what specific measures, and within what time frames, does the Commission propose to achieve this goal?

3. Does the Commission agree that implementing a simple, Europe-wide, three-digit emergency number — 116 — is a more appropriate measure for people in urgent emotional distress or suffering from depression or other mental health problems than the initiatives taken so far? What is the Commission's view on the feasibility of creating such an emergency hotline?

- The issue of public awareness of the 116 123 harmonised number for emotional support helplines is closely linked to the issue of availability of the service, as an awareness campaign can only be effective when the number becomes operational in a Member State. The number has been assigned in 16 Member States (1) and made operational in ten of those Member States (2). Rather than setting a specific level of public awareness to indicate successful implantation of the initiative, it is more important to continue to ensure further availability of the service across the EU Member States, and to support the service via adequate awareness raising measures.

The Universal Service Directive (3) requires Member States to encourage the provision of the 116 services within their territory, including the services provided over number 116 123. It also places the responsibility on Member States to ensure that citizens are adequately informed of these services. The Commission is carefully monitoring the implementation,

engaging in the process not only the national authorities but also the national 116 service providers, in order to promote an exchange of best practices and to assist the Member States in the implementation process. As a part of its own awareness raising campaign, the Commission launched a new 116 website to boost awareness of 116 services (4).

The Commission does not consider the suggestion to introduce a three-digit number (116) for emotional support helplines feasible, not least because such an arrangement would render all other 116 numbers inaccessible to services of social value including, for example, the 116000 missing children hotline.

(1) Austria, Cyprus, Czech Republic, Germany, Greece, Hungary, Ireland, Lithuania, Luxembourg, Malta, Netherlands, Poland, Romania, Sweden, Slovenia and the United Kingdom.

(2) Austria, Germany, Greece, Hungary, Lithuania, Malta, Slovenia, Poland, Sweden, and the United Kingdom.

(3) See Article 27a (1,3) of the directive 2002/22/EC on universal service and users' rights relating to electronic communications networks and services.

(4) <http://ec.europa.eu/digital-agenda/en/116-helplines>, launched in April 2012.

28 February 2013: Franz OBERMAYR (AT/NA)

Public safety answering point and emergency call numbers

For a number of years there have been EU-wide rules stipulating that the single emergency call number 112 must direct calls to the public safety answering point. The emergency calls must be taken and the important emergency information forwarded to the appropriate emergency service. The public safety answering point is either part of one of the vital emergency services (ambulance, fire service, police, etc.) or an interface between callers and the emergency service.

In Austria, the emergency call number 122 acts as a direct means of access to the fire service, whereas calls to 112 are directed straight to the police. Concerns are now being raised about the fact that, in Austria too, the fire service will soon be integrated into the central coordination centre via the emergency number 112 and use of the number 112 [sic] will cease. Clarity is needed here for the purposes of the current planning work, and therefore the following questions arise:

1. *Are any efforts being made by the Commission to introduce the mandatory use of the emergency call number 112 for the emergency services at the level of the Member States — as is the case in Germany, for example?*

2. *Is the Commission planning to make it mandatory in the Member States for the police to manage the 112 emergency call number?*

3. *Is permitting the other blue light organisations to continue to use the other emergency call numbers — for example, in Austria the numbers 112 [sic], 133 and 144 — currently being considered?*

4. *What other possible changes with regard to the public safety answering point is the Commission currently considering?*

- EU rules and in particular, the Universal Service Directive obliges Member States to ensure free call access to emergency services using the European Emergency Number 112 as well as any national emergency call number specified by Member States. These provisions contain obligations on the Member States to achieve a result but leave it to them to determine how best to organise their emergency services. In response to your questions, therefore:

1. The Commission monitors the application by the Member States of this obligation under EC law, and takes action where necessary to ensure that access to the Single European Emergency Number 112 is available in all Member States. At present, all

Member States report that their emergency services are accessible through the 112 number, including by means of redirecting the call. However, the regulatory framework allows Member States to maintain national emergency numbers besides 112.

2. Under the current rules no one type of management system for emergency calls to the 112 number is mandated. Therefore, a centralised system of call dispatching could be operated by any agency determined by the Member State, provided that all emergency calls are adequately handled.
3. The current regulatory framework allows for the use of other emergency numbers in parallel with the Single European Emergency Number 112.
4. The regulatory framework does not mandate the Commission to engage in regulatory action concerning the organisation of emergency services, including the Public Safety Answering Points.

20 February 2013: Ivo BELET (BE/EPP)

Coding of emergency contact numbers in mobile telephones

In its answer to Question [E-011142/2012](#), the Commission confirms that intervention by ambulance services can become even quicker and more efficient: 'The possibility for emergency services to contact the patient's family quickly may indeed improve the efficiency of emergency intervention. However, the implementation of ITU Recommendation E.123 falls within the competence of Member States.'

In addition to Recommendation E.123, alternative codings of emergency contact numbers are circulating in various Member States, such as the ICE code (In Case of Emergency), which is also used in a number of mobile applications. The existence of multiple coding systems is confusing and could delay emergency intervention.

Can the Commission draw up a proposal for a uniform European system of coding of emergency contact numbers in mobile telephones?

- As mentioned in the previous answer [E-0011142/2012](#), it is not clear at this point to what extent the lack of a unitary coding system is hampering the efficient provision of emergency relief throughout the European Union. In fact, Member States and their emergency services have so far not signalled in their contacts with Commission services that action is required at EU level given that interventions typically occur within Member States. Consequently, the Commission does not have immediate plans to make proposals to this effect.

However, the Commission will consult the Expert Group on Emergency Access, which is a working group of the communications Committee, to gather evidence on the real need of such uniform European ICE coding system, and will keep the Parliament informed of developments.

16 June 2010: Georgios STAVRAKAKIS (EL/S&D)

Protection of citizens in the event of everyday emergencies

With the recent restructuring of the Commission services, civil protection has been transferred to the DG responsible for humanitarian aid (ECHO). In the past, action programmes in the field of civil protection also funded some measures for dealing with everyday emergencies (i.e. 112 calls). The existing financial instrument for civil protection is more geared towards actions to improve capacity to respond to major emergencies and disasters both within and outside the EU.

However, EU citizens face everyday threats to their health (heart attacks, acute respiratory problems, injuries, etc), safety (fires) and security (e.g. crime) which claim many more human casualties and cause far greater material losses than major disasters and require intervention by the emergency services (ambulances, fire brigades and the police). Emergency services in the EU receive over 200 million calls annually involving such cases on 112 or other national emergency numbers. Organising interventions to address these situations often requires exchanges of experience between emergency services at EU level, the establishment of joint and/or best practices and the adoption of quality standards regarding services provided to citizens. Representatives of the emergency services have repeatedly expressed the need to create structures and procedures at EU level to address these matters, without calling into question the principle of subsidiarity and ruling out any harmonisation of the legislation and laws of Member States.

Given that the above matters concern public health and internal affairs, does the Commission plan coordinated actions to address everyday emergencies in the EU?

- The EU Civil Protection Mechanism can intervene to assist with major emergencies that overwhelm national capacities. Any country affected by major emergencies may request civil protection assistance through the EU Monitoring and Information Centre, which facilitates and supports the deployment and coordination of Member States' in kind assistance.

However, daily threats to which EU citizens are exposed within their own country are dealt by national emergency services (fire-fighters, ambulance and police) and are national responsibilities.

At the same time the EU can through the Civil Protection Financial Instrument (2007/162/EC, Euratom) support actions in Member States that help prevent and prepare for all kinds of emergencies. These include training courses, simulation exercises, exchange of experts and cooperation projects. These aim at improving personal response competencies and ensuring compatibility among intervention teams from different participating states. Amongst these activities the EU co-finances awareness raising projects on 112. The Commission would refer the Honourable Member to its answer to written questions E-5970/09 and E-1441/10 (1).

The Commission also gathers data and publishes annual reports on the implementation of 112 at national level through the communications Committee (COCOM). One of the aims of these reports is to promote best practice concerning the implementation of 112. The last COCOM Report (2) covers issues such as access to 112, call handling, caller location and promotion of 112.

Concerning public health threats due to communicable diseases, current provisions under Decision 2119/98/EC (3) provide mechanisms to coordinate the response to outbreaks with cross border implications through rapid risk assessment and management. The objective of these mechanisms is to support the Member States in implementing a coordinated approach and they have proved successful in managing the public health response to events, such as the recent Pandemic (H1N1) 2009 and the SARS outbreak in the past.

Concerning the public health threats from chemical, radiological and nuclear substances, coordination mechanisms are also implemented under the Health Security Committee, which is composed of senior representatives of the Member States and the Commission.

(1) <http://www.europarl.europa.eu/QP-WEB/home.jsp>

(2) http://circa.europa.eu/Public/irc/infso/cocom1/library?l=/public_documents_2010/cocom10-09_112pdf_EN_1.0_&a=d

(3) Decision 2119/98/EC of the Parliament and of the Council of 24 September 1998 setting up a network for the epidemiological surveillance and control of communicable diseases in the Community; OJ L 268/1; 3.10.1998.

25 May 2010: Adina-Ioana VALEAN (RO/ALDE)

112 number: early warning systems for citizens

Communication of authorities with citizens in case of imminent and/or developing major emergencies or disasters (i.e. early warning or citizens alert) is provided for in several existing directives and has been repeatedly requested by Parliament (see Written declaration 0100/2007, the Parliament reports on the Civil Protection Mechanism and the Civil Protection Financial Instrument, as well as numerous resolutions).

Early warning systems for citizens should be distinguished from various early warning systems for authorities which depend on the hazard involved (floods, landslides, avalanches, fires, tidal waves, etc.). When the establishment of an early warning for citizens was clearly proposed by Parliament in the context of the recasting of the Civil Protection Mechanism, it was not accepted by the Commission and the Council because it was considered as falling within the scope of telecommunications. A similar amendment proposal was then made in the context of the revision of the Universal Service Directive but was not accepted because it was considered as falling within the scope of Civil Protection.

When will the Commission present the 'appropriate legislative proposals for the establishment of a general, multilingual, simplified and efficient system for alerting citizens about imminent or developing emergencies in the EU, by taking into account all the risks and policies involved' as requested in Written Declaration 0100/2007 on early warning for citizens in major emergencies (signed by 432 MEPs)?

- The Commission attaches high priority to the development of detection and early warning systems for disasters that may affect the territory of the Member States. The Commission also considers the efficient implementation of the European emergency number 112 as essential and is contributing and supporting Member States to increase awareness of 112.

As a follow up of the 2004 tsunami disaster in the Indian Ocean, the Commission, in close cooperation with Member States, has stepped up its activities in the area of early warning systems. It established a Member State expert group on early warning systems focusing, in an initial phase, on improving the efficacy of existing detection systems.

Early warning systems to alert populations are a crucial and sensitive issue for Member States due to the often local or regional character of specific hazards. They have repeatedly insisted that alerting the population does not fall within the remit of the European Civil Protection Mechanism, since the large majority of Member States have multi-hazard systems in place to warn the population, based on sirens, radio, TV and other means. Some Member States have started or are considering multilingual alert messages, including transmission via the cell broadcast service of mobile telephony. The Commission agrees that this approach needs to be encouraged.

It has, therefore, launched a number of initiatives to support existing alert systems, such as Meteoalarm, an Internet-based alert platform established by the European meteorological services, which issues European weather warnings through a multilingual interface. The Commission also cooperates with United Nations Educational, Scientific and Cultural Organisation/Intergovernmental Oceanographic Commission (Unesco/ IOC) on the establishment of a tsunami warning system for the North Atlantic and Mediterranean region.

The Commission is currently undertaking an evaluation of its actions, including early warning systems, under the decision on the creation of the European Civil Protection Mechanism (Recast) and its Financial Instrument. This will give further insight on the appropriateness of the current approach.

Questions per MEP

ABELA BALDACCHINO Claudette, 62, 74
ANDROULAKIS Nikos, 21
ANGOURAKIS Charalambos, 45
ARMAND Clotilde, 47
BALCYTIS Zigmantas, 25, 26
BELET Ivo, 71, 76
BENIFEI Brando, 23
BILBAO BARANDICA Izaskun, 3, 38, 48
BOTOS Vlad-Marius, 47
BRESSO Mercedes, 28
BUSOI Cristian Silviu, 52, 54
BUSUTTIL Simon, 35
CADEC Alain, 8
CAPUTO Nicola, 60
CASTALDO Fabio Massimo, 57
CHRISTOFOROU Lefteris, 37
CIOLOS Dacian, 47
COELHO Carlos, 19, 50
COLLIN-LANGEN Birgit, 71
COMI Lara, 30
CRAMER Michael, 2
CZESAK Edward, 2
DELI Andor, 10
DONSKIS Leonidas, 28
ESTARAS FERRAGUT Rosa, 37
FERREIRA João, 17
FIGUEIREDO Ilda, 33
FLASIKOVA BENOVA Monika, 19, 51
FRUNZULICĂ Doru-Claudian, 59
GAMBUS Francisc, 48
GARDIAZABAL RUBIAL Eider, 48
GHINEA Cristian, 47
GIRAUTA VIDAL Juan Carlos, 25
GOERENS Charles, 73
GRECH Louis, 33
GRIESBECK Nathalie, 6, 73
GUILLAUME Sylvie, 8
HIGGINS Jim, 15
ITURGAIZ Carlos, 48
JAKOVČIĆ Ivan, 27
JAUREGUI ATONDO Ramon, 48
JENSEN Anne Elisabet, 66
JUARISTI ABAUNZ Josu, 48
JUVIN Philippe, 72
KOCH Dieter-Lebrecht, 7
KORHOLA Eija-Riitta, 31
KOSA Adam, 37, 43
KYMPOUROPOULOS Stelios, 37
LEGA David, 37
MACOVEI Monica Luisa, 11
MARINESCU Marian-Jean, 3, 42, 47
MARTUSCIELLO Fulvio, 22
MAURA BARANDIARAN Fernando, 25
MELO Nuno, 64

METSOLA Roberta, 18, 40
MEYER Willy, 40
MIZZI Marlene, 73
MORGANO Luigi, 24
NART Javier, 48
NEGRESCU Victor, 39
OBERMAYR Franz, 75
PAGAZAURTUNDUA RUIZ Maite, 49
PAPADIMOULIS Dimitrios, 59
PAPANIKOLAOU Georgios, 66
PATRICIELLO Aldo, 14
PIETIKÄINEN Sirpa, 31
PISLARU Dragos, 47
PRENDERGAST Phil, 56
PROUST Franck, 4
ROCHFORT Robert, 13
ROPE Bronis, 49
ROZIERE Virginie, 18
SARVAMAA Petri, 31
SEHNALOVA Olga, 5, 37
SENRA RODRIGUEZ Maria Lidia, 22
SMITH Alyn, 53
SOJDROVA Michaela, 37
SPYRAKI Maria, 55
STAES Bart, 32
STAVRAKAKIS Georgios, 34, 76
STEFANUTA Niculae, 47
STEVENS Helga, 37
STIHLER Catherine, 49
STRUGARIU Ramona, 47
TANASESCU Claudiu-Ciprian, 42
TAPARDEL Claudia, 69
TARABELLA Marc, 29, 52, 57, 63, 64
TERRICABRAS Josep-Maria, 48
THUN UND HOHENSTEIN Roza Gräfin Von, 8
TOMASIC Ruza, 69
TREMOPOULOS Michail, 44
TREMOSA I BARCELLS Ramon, 48
TUDORACHE Dragos, 47
UJHELYI Istvan, 61
VALEAN Adina-Ioana, 51, 57, 78
VAN DE CAMP Wim, 5
VERGNAUD Bernadette, 65
YANNAKOUDAKIS Marina, 12
ZALBA BIDEGAIN Pablo, 49
ZVER Milan, 9