

**Question for written answer E-004140/2017
to the Commission**

Rule 130

Maria Lidia Senra Rodríguez (GUE/NGL)

Subject: 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?