

WRITTEN QUESTION E-3807/09  
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to the Commission

Subject: 112 emergency number

In June 2008, the Commission announced, through Commissioner Reding, that it was willing to make sure that 100% of Europeans are informed about the European emergency number 112. The 2009 Eurobarometer survey shows that awareness of 112 as the EU emergency number has increased only by 2 percentage points between 2008 and 2009, and only by 5 percentage points between 2000 and 2009, almost within the margin of error. 76% of Europeans remain unaware of their emergency number which they can dial all over the EU.

Considering the urgent need to inform Europeans and achieve the Commission's objective:

- What is the detailed action plan of the Commission to inform citizens about 112?
- When will an EU-wide information campaign be launched?
- How does the Commission intend to inform citizens at national and regional level?

The universal service directive proposed by the Commission in 2007 intends to target mobile citizens at international railway stations and airports for instance. Does the Commission intend to publish some information material to be displayed in such places?