

**Question for written answer E-007734/2016  
to the Commission**  
Rule 130  
**Birgit Collin-Langen (PPE)**

Subject: 112 emergency number in border areas

In August 2016, a request for assistance following a car accident in my constituency was received in the constituency of the author. 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?