

**Question for oral answer O-000064/2013  
to the Commission**

Rule 115

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**Subject:** European emergency number 112: Non-implementation of resolution of Parliament of 5 July 2011 and Article 26 of Directive 2009/136/EC

On 5 July 2011 Parliament adopted a resolution on universal service and the 112 emergency number (P7\_TA(2011)0306). This resolution emphasised the need for greater efforts in implementing and promoting 112, the EU-wide emergency number, and called on the Commission to take a number of specific measures under Directive 2009/136/EC.

Achievements in the implementation of Directive 2009/136/EC by the Commission have been insufficient thus far. For example, no accuracy or reliability criteria for caller location have been defined as requested in Article 26(5) of Directive 2009/136/EC. In addition, despite the very low and stagnating awareness of 112 (only 27 % of EU citizens are aware of its existence), no noteworthy efforts have been made to address the issue of deficient information to our citizens. 112 also remains inaccessible to a majority of people with disabilities, although accessibility was requested in Directive 2009/136/EC, in the resolution of 5 July 2011 and in Written Declaration 0035/2011 of 12 September 2011 on the need for accessible 112 emergency services.

With regard to the request of Parliament as expressed in its abovementioned resolution, when will the Commission provide Parliament with a detailed action plan (including resources and timetable)?

In particular, attention should be paid to:

- provision of impactful information to citizens about 112 and of support measures to Member States for advertising and awareness-raising campaigns (Article 26(6)),
- the development of mandatory accuracy and reliability criteria for providing caller location information to the emergency services (Articles 26(5) and 26(7)),
- the setting of meaningful reliability and quality requirements as well as Key Performance Indicators (KPI) for the entire 112 service chain (resolution of 5 July 2011),
- accessibility of 112 for people with disabilities using Next Generation 112 technologies (Article 26(4) and resolution of 5 July 2011),
- implementation of a ‘reverse 112’ system for alerting citizens concerning impending major incidents (resolution of 5 July 2011).

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