



## Action Plan for a better 112

1. Nomination of one person within the Commission who will be responsible for coordinating all work about the 112 and who will act as a single point at horizontal level with adequate political support. The existing situation where several services try to deal with the issue is not really very helpful.
2. Establishment of a group of national experts to deal with the 112. In this context involvement of doctors in all the discussions about the improvement of the 112 service chain and the establishment of quality criteria and minimal response times. In parallel information of national emergency services about the 112. EENA is currently setting up National 112 Champions in order to better inform national emergency services that seem not (so well) informed by their national representatives in the context of the Civil Protection Committee.
3. Establishment of quality standards for the 112 service chain. They involve several aspects, namely:
  - a. Percentage of population knowing the 112 that may be considered adequate for the implementation of Article 26.4 of the Universal Service Directive. EENA believes that given the fact that 30% of EU citizens never travel abroad, a 70% of the population knowing about the 112 could be a good measure.
  - b. Percentage of calls served by emergency services. EENA believes that this indicator should be close to 100%.
  - c. Total response time between reception of call and intervention at the place of the caller. Several Member States have established a total of 10' for urban areas and 15' for rural areas.
2. Periodic evaluations of the following:
  - a. Knowledge of the 112 by EU citizens. This can be done through a Eurobarometer question, the same as the one asked in 2000 (see question and results at [http://europa.eu.int/comm/environment/civil/prote/112/112-knowledge\\_en.htm](http://europa.eu.int/comm/environment/civil/prote/112/112-knowledge_en.htm)). The evaluation will permit to establish in an objective and independent way the implementation of Article 26, paragraph 4 of Directive 2002/22/EC. Priority for countries with large populations of tourists travelling abroad (UK, Germany, France).
  - b. Implementation of the 112 service chain. Evaluation of the complete 112 service chain on the basis of the methodology established by the Portuguese consumer association DECO in the context of a project co-financed by the Commission (see [http://europa.eu.int/comm/environment/civil/prote/pdfdocs/deco\\_report\\_final.pdf](http://europa.eu.int/comm/environment/civil/prote/pdfdocs/deco_report_final.pdf)) . Because the methodology was paid by the European Commission it could be used for free by other consumer associations. The evaluation will permit to establish in an objective and independent way the implementation of Article 26, paragraphs 1



and 2 of Directive 2002/22/EC. Priority for countries accepting large populations of tourists (Spain, Italy, Greece, France).

The above evaluations could be used as the basis for launching legal proceedings against Member States which do not implement the 112 legislation correctly.

3. Information actions. They may be of several types as follows:
  - a. Infrastructure to help relays and concerned national authorities. Establishment of a database of re-usable information and communication elements for the written and audiovisual promotion of the 112. To cover this need EENA has prepared the e-Mergency project and is willing to make available for free re-transmission over the Commission's Europe by Satellite service some of the information elements to be used in the above context. EENA can present relevant ideas in a meeting of all the interested parties at your best convenience.
  - b. The 112 day. The establishment of a pan-European 112-day will ensure important visibility and does not necessarily require a Council decision (compare with the Car Free Day). In this respect EENA is ready to ensure visibility of the Commissioner in the context of future European 112 Conferences and Exhibitions. The best candidates are the 1<sup>st</sup> of December, the 11<sup>th</sup> of February.
  - c. Mention of the 112 in all European films. EENA has already written to Commissioner Reding about this proposal.
4. Other elements:
  - a. Evaluation of the important financial implications linked with the upgrading and proper use of the 112 and the other components of emergency telecommunications (call and communication centers, improvement of response times, economies of scale for emergency services, costs linked with insurance, etc.). This can be done through an appropriate study.
  - b. Possibility to finance the infrastructure and the operational costs of emergency telecommunications of Member States by exploiting the recent Judgments of the Court of Justice of the EU (C-544/03 and C-545/03), as well as the provisions of the Authorization Directive concerning the use of telecommunication networks (Annex, Chapter A - Conditions which may be attached to a general authorization, Point 12 - Terms of use during major disasters to ensure communications between emergency services and authorities and broadcasts to the general public).