



Brussels, 29 July 2005.

European Parliament
Members' Activities Division

L-2929 LUXEMBOURG

P E T I T I O N

Subject of the petition: Non- implementation of European legislation concerning the single European emergency call number (112) and failure of the European Commission to act.

Text of the petition:

The single European emergency call number (112), established by decision of the Council (91/396/EEC) on the 29th July 1991, was made available throughout the EU-15 only in 1999, although Member States should have introduced it by the 31st December 1992.

The European Emergency Number Association (EENA), informs the European Parliament that even today, fourteen (14) years after its establishment, and six years after all Member States have reported its introduction, the 112 is not fully implemented according to the letter, much less the spirit, of the relevant Community legislation in force (Universal service directive 2002/22/EC). More specifically:

1. The 112 is still unknown to the majority of European citizens. The European Commission did nothing to promote the number from 1991 to 2003 when it had the responsibility for informing the public. Even after 2003, when this responsibility was transferred to the Member States, the Commission did nothing to control the implementation of this legal obligation by the Member States.
2. Answering and handling of calls is highly problematic in several Member States. Following parliamentary questions and a series of complaints introduced by the EENA against several Member States, the European Commission refuses to act in order to ensure that calls to the 112 are «appropriately answered and handled in a manner best suited to the national organisation of emergency systems and within the technological possibilities of the networks», as provided for in the legislation in force.
3. Caller-localisation is still not implemented. Telephone operators by selling location-based services have proved that the exploitation of caller location is «technically feasible», a pre-condition set by the legislator in view of the transmission of this information to emergency services. However, the Commission has not imposed the implementation of this legal obligation although it issued a recommendation on this subject in 2003.

On the basis of the above, for which a detailed analysis and a CD-ROM with all relevant documents are attached, the European Emergency Number Association (EENA) petitions the European Parliament to:

1. Recognise the importance of the 112 for the everyday life of the citizens of Europe and make its full implementation a matter of the highest priority.

2. Act so that the 112 is not treated in a telecommunications context only but as a horizontal issue in the context of health, safety in the workplace, civil protection, and safety / security in general as well as in particular in the context of road safety, prevention of terrorist attacks, home and leisure accidents, sustainable tourism and the implementation of an Information Society for all.
3. Act to ensure that the overall 112 service-chain becomes subject to commonly agreed quality standards throughout the EU as well as of periodic evaluations of its performances. If citizens using the 112 do not have the guarantee that they will get help of the highest quality, as soon as possible, on the site of the emergency, the EU will be in a certain way putting them in a position less favourable compared with people calling their national emergency call numbers.
4. Act to ensure that the European Commission will verify in a thorough and detailed way the implementation of the relevant legislation in force and is not satisfied only with the replies of national administrations which are often incomplete, inaccurate and misleading.

Olivier PAUL-MORANDINI
Founder - President

Detailed analysis of the current situation concerning the 112

1. LEGISLATIVE HISTORY

- a. **Initial acts**. The creation of a single European emergency call number was an important step towards the provision of a universal service in the field of telecommunications in view of the sector's liberalisation in the late '80s and early '90s in the context of the creation of the Single Market. The first Commission document on the coordination and preparatory work for the introduction of a standard Europe-wide emergency call number by 1992 was published in June 1988¹ and in September 1989 the Commission submitted to the Council a proposal for a Council Decision on the introduction of a standard Europe-wide emergency call number². In July 1991 the Council adopted Decision 91/396/EEC³ setting the 31/12/1992 as the deadline for the introduction of the 112 by Member States. In justified cases Member States could have obtained a derogation until 31/12/1996.

It was evident, even before the adoption of the Council decision, that the implementation of the 112 depended on two components, namely telecommunications and emergency services. This is why, the Commission DGs dealing with Civil Protection, Consumer Protection and Information were associated with the Industry and Telecommunications DGs who drafted the initial proposals. Additionally, the Council and the representatives of the Governments of the Member States, meeting within the Council of 13 February 1989, issued a Resolution on the new developments in Community co-operation on civil protection⁴, stressing the desirability of a standard Community-wide single additional emergency telephone number which would in particular enable the public in an emergency to call the relevant national emergency services, and which should be introduced gradually in the Member States.

- b. **Subsequent improvements**. In the context of the successive reviews and improvements of the telecommunications regulatory framework, legislation concerning the 112 was improved on the following two occasions:
- In the context of the 1998 Regulatory Package, through article 7.2 of Directive 98/10/EC of 26 February 1998 on the application of open network provision (ONP) to voice telephony and on universal service for telecommunications in a competitive environment⁵, which supplemented the 1991 Council Decision.
 - In the context of the New Regulatory Framework for electronic communications infrastructure and associated services proposed after the 1999 Communications Review, Directive 2002/22/EC of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services, the so-called Universal Service Directive⁶, further amended and consolidated older legislation.

¹ COM/1988/312 – Annex 1-001.

² COM/1989/452 – Annex 1-002a; an amended proposal was submitted one year later COM/1990/426 – Annex 1-002b.

³ OJ L 217, 6.8.1991 p. 31 – Annex 1-003.

⁴ Commission Staff Working Document - Council Resolutions in the field of Civil Protection – Developments since their adoptionp SEC/2000/136, 24.01.2000 – Annex 1-other02.

⁵ OJ L 10, 11.4.98, p. 24 – Annex 1-004.

⁶ OJ L 108, 24.4.2002, p. 51 – Annex 1-008.

c. **Current legislative provisions.** Today, EU legislation in force on the 112 stipulates the following (article 26 of Directive 2002/22/EC on the single European emergency call number):

1. *Member States shall ensure that, in addition to any other national emergency call numbers specified by the national regulatory authorities, all end-users of publicly available telephone services, including users of public pay telephones, are able to call the emergency services free of charge, by using the single European emergency call number '112'. (consolidates provisions of Decision 91/396/EEC and Directive 98/10/EC already in force).*
2. *Member States shall ensure that calls to the single European emergency call number '112' are appropriately answered and handled in a manner best suited to the national organisation of emergency systems and within the technological possibilities of the networks (provision of Decision 91/396/EEC already in force since 1991).*
3. *Member States shall ensure that undertakings which operate public telephone networks make caller location information available to authorities handling emergencies, to the extent technically feasible, for all calls to the single European emergency call number '112' (new provision that should have been transposed by Member States by 24/07/2003).*
4. *Member States shall ensure that citizens are adequately informed about the existence and use of the single European emergency call number '112' (new provision that should have been transposed by Member States by 24/07/2003).*

Article 7.1 of the same Directive contains additional provisions for disabled users⁷.

2. **IMPLEMENTATION – OFFICIAL DOCUMENTS**

- a. The first three reports⁸ on the implementation of the telecommunications regulatory package (1997 and 1998) contain no mention on the 112.
- b. In its Fourth Report on the Implementation of the Telecommunications Regulatory Package (COM/1998/594) the Commission mentions that: «*The emergency call number 112 is operational in all countries except Greece; it is only partially available in Spain. In six Member States, however, emergency calls may be addressed in one language only (Germany, France, Ireland, Austria, Portugal and United Kingdom). Special measures to raise the awareness of the number have been taken in all Member States but two (France and Austria). Specific facilities for disabled users exist in eight Member States (Denmark, Ireland, Italy, Luxembourg, the Netherlands, Finland, Sweden and United Kingdom)*».
- c. In its answers to Written Questions⁹ E-3345/97 by W.G. van Velzen (PPE) and E-0881/98 by Nikitas Kaklamanis (UPE) the Commission mentions that «*with the exception of the three Member States which have not yet implemented the Council Decision, **the Commission is not aware of any problem concerning implementation of "112" in Europe, in particular concerning mobile communications***».

⁷ Article 7.1 stipulates that «*Member States shall, where appropriate, take specific measures for disabled end-users in order to ensure access to and affordability of publicly available telephone services, including access to emergency services, ... equivalent to that enjoyed by other end-users.*».

⁸ All telecommunication reports are available in electronic form on the attached CD-ROM.

⁹ All parliamentary questions are available in electronic form on the attached CD-ROM.

d. In the context of its Survey on the implementation of the 112 – situation on 01/09/1998¹⁰ the Commission mentions that: «According to the results of this survey, <112> is now widely available in Europe. Several Member States have adopted it as the unique national emergency number and several major information campaigns have been funded with a view to develop its use both nationally and when travelling in the Community. In several Member States, calls are answered in several languages when necessary».

This same document also states that: «in addition, it appears that significant number of detailed implementation issues, such as awareness campaigns, languages, access for disabled users, automatic location of callers including mobile callers and callers from PABX networks, may require further study in order to assess whether the current situation is reasonable from the European citizen's point of view. It may be appropriate to hold a further exchange of information between national administrations on issues such as : (1) Information campaigns, (2) Soft disconnection, (3) Access to 112 for disabled users, (4) Location of the callers; procedures for accessing CLI information for PABX networks or when the information is not provided by the calling party, and other means of location....».

Finally, the document also mentions that: «While the results have been discussed within the (OPN) Committee, no verification of the consistency and accuracy of the data has been done».

e. In its Fifth report on the implementation of the telecommunications regulatory package (COM/1999/537) that: «The 112 European emergency number is available throughout the Union (with the exception of the incumbent in Greece), although in many Member States a response is given only in the language of the country or region in which the call is made. A barrier to free movement resides in the fact that although consumers in most Member States are aware that they can use the number in their own country, many of them are not informed that they can also use it when visiting other Member States. ... A barrier to the single market resides in the fact that the 112 European emergency number, while available in all Member States and largely publicised by operators, is not known by consumers to be available also in other countries of the Union. This problem also can be tackled under the current framework».

f. In its Sixth report on the implementation of the telecommunications regulatory package. (COM/2000/814) the Commission, under the heading «112 pan-European emergency number» mentions that: «The 112 emergency number is in place in all Member States; **no problems relating to its use have been reported.** In the 1999 Review Communication, the Commission considers that geographical location details should be provided by fixed and mobile operators to the emergency authorities when emergency calls are made. The Commission proposes that location information should be made available to emergency authorities by 1 January 2003. In addition, the eEurope Initiative highlights the possibility for all citizens on the move throughout Europe of having full access everywhere to multilingual support, call localisation and fully organised provision of emergency services through the 112 number. The industry is studying the necessary technical solutions».

g. In its answer to Written Question P-1233/00 by Rosemarie Müller (PSE) the Commission mentions that: «Several Member States have adopted “112” as the unique national emergency number and several major information campaigns have been funded with a view to develop its use both nationally and when travelling in the Community».

¹⁰ Annex 1-005

- h. According to the results of the Eurobarometer survey conducted by the Commission in the spring of the year 2000¹¹, **only one in every five European citizens knew about the existence of the 112** and would have called the 112 if facing an emergency outside his/her own country.
- i. In 2000, in the context of a Workshop organised by the Civil Protection Authority of Luxembourg¹² and entitled «Implementing the 112 for the European Citizen», five priorities were identified for the future development of the 112. They included: *«the support of multilingualism; the co-ordination of calls by the different emergency services; the location of the calls; the definition of emergencies (i.e. whatever endangers human life, property and the environment); the citizens' information; the training of operators of the emergency call centres; and the education of the users, especially of the young public on the suitable use of the 112»*.
- j. In the context of its Report entitled «State of implementation of the single European emergency call number «1-1-2», (as of September 2001)»¹³ the Commission mentions that: *«On the basis of the data communicated by Member States, the «1-1-2» is now implemented throughout the territory of the European Union. Furthermore several Member States have adopted the «1-1-2» as their unique national emergency call number and several major information campaigns have been funded with a view to develop its use both nationally and when travelling within the Community. In several Member States, calls are answered in several languages when necessary. It seems clear that a critical mass for the effective use of «1-1-2» has or will be reached in the near future, making it necessary to provide high quality and consistency in the way the emergency number is perceived throughout the Community. However further progress remains to be accomplished in particular with regards to:*
- access to «1-1-2» for consumers who have not paid their bills (soft disconnection) is not possible in a number of Member States (Denmark, Greece, Ireland, Sweden).
 - knowledge of the «1-1-2» by the general public (at EU level only one in every five citizens would call the «1-1-2» in case of distress while in another country).
- In view of the adoption of new legislation concerning the «1-1-2» it appears that a significant number of detailed implementation issues may require further study in order to assess whether the current situation is reasonable from the European citizen's point of view. Such issues may cover awareness campaigns, languages, access for disabled users, automatic location of callers including mobile callers and callers from PABX networks»*.
- k. The seventh, eighth and ninth report on the implementation of the telecommunications regulatory package (2001, 2002 and 2003) contain no mention on the implementation of the 112.
- l. In its answers to Written Questions E-1237/02 by Michl Ebner (PPE-DE) and E-3469/04 by Stavros Arnautakis, the Commission declared that once the call to the 112 is answered, irrespective of the fact that the caller may not be able to communicate with the operator, or that help never arrives, Community legislation on the 112 is considered as well implemented and the EU has no further jurisdiction.

¹¹ Annex 1-006

¹² Annex 3 – project-01

¹³ Annex 1-007

- m. In 2003 an evaluation of the 112 service chain was conducted in Portugal in the context of the preparation of this country for the Euro-2004 football championship¹⁴. The evaluation was conducted by the Consumers' Association (DECO) with the involvement of all the emergency services throughout Portugal which are accessible via the 112. A similar evaluation for Greece, Italy and Spain was discontinued although a contract was signed – the Commission never gave the reasons for this breach of contract. Among other shortcomings, **the evaluation revealed that help never arrived in 20% of calls in French, 29% of calls in English, and in 15% of calls in Spanish or Portuguese.**
- n. In 2003 the Commission issued a Recommendation on the processing of caller location information in electronic communication networks for the purpose of location-enhanced emergency call services¹⁵. The main elements of this recommendation, for which the Commission announced the submission of a report by the end of 2004, were that Member States should have implemented the following: *«harmonised conditions and principles for the provision of caller location information to emergency services for all calls to the 112; detailed rules for public network operators; transmission of location information initiated by the network (push) with an intermediate period of transmission of location information on request (pull); transmission of the installation address of the line by fixed public telephone network operators; provision of location information in a non-discriminatory way; transmission with all location information of an identification of the network on which the call originates; possibility of renewing the location information through a call back functionality (pulling) for the purpose of handling emergencies».*

In particular the Recommendation mentioned that *«Member States should encourage the use of a common open interface standard, and in particular for a common data transfer protocol, adopted by the European Telecommunications Standards Institute (ETSI), where available».*

It also mentioned that *«Member States should provide adequate information to their citizens about the existence, use and benefits of E112 services. Citizens should be informed that 112 connects them to emergency services all across the European Union and that their location will be forwarded. They should also be informed about the identity of the emergency services that will receive their location information and of other necessary details to guarantee fair processing of their personal data.*

In the context of the continuous evolution of concepts and technologies, Member States are encouraged to foster and support the development of services for emergency assistance, for instance to tourists and travellers and for the transport of dangerous goods by road or rail, including handling procedures for forwarding location and other emergency or accident related information to public safety answering points; to support the development and implementation of common interface specifications in ensuring Europe-wide interoperability of such services; and to encourage the use of location technologies with high precision such as third generation cellular network location technologies and Global Navigation Satellite Systems.

Member States should require their national authorities to report to the Commission on the situation of E112 implementation by the end of 2004 so that the Commission can undertake a review taking into account the emerging requirements from public safety answering points and emergency services and the evolutions and availability of technological capabilities for location determination».

¹⁴ Annex 3 – project-03

¹⁵ OJ L 189, 29.7.2003, p. 49 – Annex 1-009.

- o. In its Tenth report on the implementation of the telecommunications regulatory package. (COM/2004/759) the Commission mentions that: «*Accessing the single European emergency number free of charge is possible in 23 Member States. Cyprus has not provided data for the Commission's questionnaire on the issue, but, according to information available to the Commission, this possibility exists. In Poland, access to '112' appears to be possible only through mobile networks. The Commission services are examining whether access to the single European emergency number ("112") free of charge is ensured in Poland for fixed network subscribers, and whether access is only possible for mobile end users*». An additional report was also published on the implementation of the 112 (Working Document DG INFSO/B2, COCOM04-62¹⁶).

3. IMPLEMENTATION - REAL SITUATION

- a. **The 112 is still unknown to the majority of European citizens.** On the basis of the above reports, EENA draws the attention of the European Parliament on the following:
- From 1991 to 2003, when the responsibility for informing the European public lied with the European Commission, nothing practical and useful was done to promote the number¹⁷, although on several occasions the Commission was urged to act in this direction (written questions, expert meetings, etc.). In 2001 the Commission even launched a call for proposals in the field of information to the public and the 112, in the context of the Community action programme for Civil Protection. Member States rejected all the proposed projects but one claiming that the programme was only to fund governmental projects but in the following years no such projects for the 112 were introduced.
 - EENA underlines the fact that after the Commission reported that several major information campaigns have been funded with a view to develop its use both nationally and when travelling within the Community, the Eurobarometer survey of 2000 showed that the situation was far from ideal, especially in some countries. And this in spite of the Commission's repeated declarations that it was not aware of any problem concerning the implementation of the '112' in Europe.
 - Additionally on the basis of the 2000 Eurobarometer's results, the Commission proposed, in the context of the new regulatory framework for telecommunications, that Member States should have the responsibility for informing their citizens about the 112 (article 26.4 of the Universal Service Directive 2002/22/EC¹⁸), but until today, the Commission has done nothing to control the real extent of the implementation of this legal provision, although EENA has introduced a formal complaint on this in 2004 (see below).
 - On the basis of the previous official declarations and the ensuing reality on the field, EENA questions the validity of the Commission publications¹⁹ and declarations concerning the information campaigns conducted by Member States²⁰ and believes

¹⁶ Annex 1-010

¹⁷ Except maybe the financing of a very small campaign in Belgium in 2001 and 2002; see Annex 3-project-04.

¹⁸ Annex 1-008.

¹⁹ See internet page on Europa (http://europa.eu.int/comm/environment/civil/prote/112/112_en.htm) entitled State of implementation within the EU of the single European emergency call number - 112 – Annex 1-011.

²⁰ In the chapter «*Awareness*» of the Working Document DG INFSO/B2, COCOM04-62 (Annex 1-010) the Commission maintains that «*Estonia, Greece Spain, Latvia, Portugal, Slovakia, Finland and Sweden have organised information campaigns to inform their citizens of the existence of the 112 emergency number. Finland has created a "112 day", whereas Latvia has a special weekly TV programme called "Rescue Service 112". In the other Member States, 112 is advertised in payphone kiosks as well as in the telephone directories under emergency numbers*».

that the only way to evaluate the real knowledge of the 112 by European citizens is to conduct periodic Eurobarometer surveys similar with the one conducted in 2000.

- Furthermore, data of the 2000 Eurobarometer survey for Germany (40% of intra-EU tourists annually or some 32 million) and the UK (20% of intra-EU tourists annually or some 16 million²¹), seem to indicate that the citizens of these countries in particular, are in greater risk compared with the citizens of countries who are better informed about the 112, a fact which introduces a negative discrimination against a big percentage of the population of the EU.
 - Finally, data made available in the context of the CGALIES group²² and one of the main issues raised by emergency services repeatedly, is the percentage of «false» calls to the 112. In fact, it appears that only $\pm 40\%$ of the calls to PSAPs are «real» emergency calls and generate a response. The rest come from people seeking information, people testing their mobile phones, children playing etc. EENA strongly believes that if Member States had correctly implemented article 26.4 of the Universal Service Directive, citizens would have been informed about the proper use of the 112 and the number of «false» calls would have been strongly reduced.
- b. **Answering and handling of calls is highly problematic in several Member States.** In this context, EENA is sorry to report the following:
- Implementation of the 112 in the different Member States has not been ensured on the basis of common standards, especially for answering calls in several languages. According to the declarations of Member States, in many EU countries calls to the 112 are answered in several languages, either as a standard service or upon request. However, in Belgium calls are only answered in the language of the region of the call centre, and in France and Italy, complaints received by EENA and transmitted to the Commission indicate that answering in several languages is not always the case²³. Data are missing for Austria and Cyprus. As the Commission has never conducted an independent verification of this point, EENA has serious doubts about the exactness of the data published by the Commission.
 - Handling of calls poses another problem. The 112 has been implemented as the single national emergency call number in Finland, Sweden, Denmark, the Netherlands, Luxembourg, Portugal and Spain²⁴. It is no accident that the citizens of these countries are the better informed about the 112 as the 2000 Eurobarometer survey showed. In fact in the above countries calls are handled by unique multidisciplinary 112 call centres. By contrast, in some other countries, calls are routed to the call centres of one of the emergency services which may not be always able to transfer the calls to the appropriate emergency service. Handling of calls in these countries, which have somewhat «faked» the implementation of the 112, is quite problematic as complaints received by EENA and transmitted to the Commission show²⁵. Additionally, for Portugal, where the implementation of the 112 was considered almost ideal, the evaluation of the 112 service chain conducted in

²¹ For tourism statistics see «Stability of tourism flows in the European Union» by Hans-Werner SCHMIDT, Statistics in Focus, Industry, Trade and Services, Theme 4 - 28/2002, Eurostat, Luxembourg.

²² CGALIES Final report - Annex 1-other-06

²³ See also Written Question E-1237/02 by Michl Ebner (PPE-DE) to the Commission.

²⁴ In the United Kingdom and Ireland calls to the 112 are automatically transferred to the 999, the single national emergency call number.

²⁵ See also Written Question E-3469/04 by Stavros Arnautakis (PSE) to the Commission.

2003 (see above) showed that help never arrived in 20% of calls in made French, 29% of calls made in English, and in 15% of calls made in Spanish or Portuguese.

- With the exception of the Portuguese evaluation, which was funded through the Community Action Programme in the field of Civil Protection²⁶, the Commission has never verified the implementation of the legal provision about calls being «*appropriately answered and handled*». On the contrary, each time MEPs denounced the bad implementation of this legal provision, the Commission replied that emergency services are the responsibility of national authorities on the basis of the subsidiarity principle and refused to take further action. However, if the call to the 112 does not guarantee that help arrives on the spot of the accident, this represents an additional risk for the caller who finds him/her-self in a position less favourable compared with the caller who uses other emergency call numbers. EENA finds this attitude of the Commission unacceptable from the point of view of the European citizen.
- c. **Caller-localisation is still not implemented.** In this context, EENA draws the attention of the European Parliament on the following:
- Caller localisation came up in the context of the 1999 review of the telecommunications package as one of the elements that could enhance the performances of emergency services²⁷. Data made available in the context of the CGALIES report²⁸ show that emergency call-centres in the EU (the so called Public Safety Answering Points or PSAPs), receive yearly some 200 million calls from citizens in distress. As mentioned above only ±40% of the calls to the PSAPs are “real” emergency calls, half of which originate from mobile telephones (this proportion may be much higher in some countries). For 15% of mobile calls, emergency services have difficulty or are incapable of sending help because they lack, partially (8,75%) or totally (6,25%) relevant information about the location of the caller. Estimates indicated that implementing caller location information could save some 5.000 lives annually and ensure economies of approximately 5 billion euros for emergency services²⁹.
 - In the context of the work of CGALIES, it became evident that mobile network operators were planning to introduce location based services on a commercial basis, and that emergency services were not ready to invest for the technological upgrading of their PSAPs in order to be able to fully exploit the benefits of caller location information. Today, several location-based services are offered on a commercial basis in various EU countries and this proves that caller location is «*technically feasible*». However, although this is the legal pre-condition for operators to transmit caller location data to emergency services (article 26.3 of the Universal Service Directive) very few – if any – emergency services are capable of using these data in actual emergency situations and are taking real advantage of this.
 - Furthermore, the Commission did not commit resources for controlling neither the implementation of article 26.3 of the Universal Service Directive, nor its own Recommendation of 2003. Even the repeatedly announced common interface to be

²⁶ OJ L 327, 21. 12. 1999 p. 53 – Annex 1-other-01.

²⁷ See surveys on the implementation of the 112 of 1998 and 2001, the Sixth report (COM/2000/814) and the proposals for the new telecommunications regulatory framework (Annex 1-008).

²⁸ Annex 1-other-06.

²⁹ «EU aims to pinpoint emergency phone calls», by Chris NUTTALL, Financial Times 23/07/2003 (Annex 3-storyFT).

developed by ETSI³⁰ that could facilitate the communication between emergency services and telecommunication operators is still awaited for.

- As a result, EENA believes that the Commission did not act to fulfil the expectations of European citizens who wonder why location based commercial services are available while caller location for emergencies in the context of the universal service is not. Again by not acting in this field the Commission is in a certain way implicitly responsible for the deaths, injuries and economic losses that could have been avoided every year – on the basis of its own estimates – if caller localisation has been implemented.

4. APPROPRIATE ANSWERING AND HANDLING OF CALLS ALSO MEANS.

- a. **Response times and Quality standards.** To the knowledge of EENA only The Netherlands and the United Kingdom have rules concerning the obligation of emergency services to intervene within a minimal time (10 minutes in urban and 20 minutes in rural areas) following a call to the emergency services. The Commission has never considered it an issue in view of implementing a common standard all over the EU. EENA and the medical community strongly support such a development in the mid- to long-term.

In addition to the quality of answering and handling the calls, which was evaluated, as mentioned above only in Portugal, quality of the emergency services provided to European citizens has never been considered an issue by the Commission. For both these issues, citizens (especially from the north of the EU) are accustomed to a level of service that is not always what they get when travelling around in the EU. EENA strongly believes that a European Union closer to its citizens should seriously address these additional issues as a matter of priority.

- b. **Training of operators.** This issue was repeatedly raised in workshops (Luxembourg in 2000, Sweden in 2002)³¹ funded in the context of the Community action programme for Civil Protection. However, no further action was undertaken at Community level to ensure the elaboration of common standards for the training of 112 operators and their implementation by the competent authorities. Today the training requirements of 112 operators vary from country to country (with Finland the best example with 57 weeks of training for a fully operational operator).
- c. **Relation with other Community policies.** This is especially true for Health and Safety in the workplace, for Road Safety and for the introduction of the Health Insurance card. In the context of the 1st and 2nd European 112 conferences organised by EENA, all these issues and their relation with the implementation of the 112 were analysed and debated. However, the Commission only deemed necessary to announce the deployment of the eCall system in all new cars for 2009 at the latest³², while the existing quality of the 112 service cannot guarantee that the intelligent cars with the eCall gadgets will be of real value to citizens in distress, especially in countries with major problems in the implementation of the 112³³.

³⁰ COM/2001/0503 (Annex 1-other-03), SEC/2001/1407 (Annex 1-other-03), GCALIES final report, etc.

³¹ Annex 3-project-01, Annex 3-project-02

³² IP/05/134 of 03/02/2005 (Annex 3)

³³ «Support safety not the gadgets», European Voice, Vol. 11 No. 23 : 16 June 2005 (Annex 3)

5. COMPLAINTS INTRODUCED³⁴

- a. **Complaints against several Member States lodged with the Commission.** On the basis of available data communicated by EENA members and a thorough analysis of the existing situation as it emerges from the publicly available documents in this field, EENA introduced on the 12th January 2004 a series of complaints against Austria, Belgium, France, Germany, Greece, Ireland, Italy, Spain, United Kingdom for failure to comply with Community law in the field of the 112.

On the 25th May 2005, and only after EENA lodged a complaint on the Commission's non-reply with the European Ombudsman, the Commission replied that it has decided to postpone the examination on the substance because it needs supplementary information before opening up an infringement procedure.

EENA considers this an unacceptable reply, given the fact that the Commission persists in following a biased methodology for collecting evidence, based only on the replies of Member States and ignoring the numerous complaints by MEPs and citizens.

- b. **Complaints against the Commission lodged with the European Ombudsman.** Following several exchanges of letter with the European Commission, on the implementation of the 112 – especially the component concerning emergency services – and given the rather «wooden» replies of the Commissioner in charge, as well as of the responsible Head of Unit, EENA lodged a formal complaint for maladministration with the European Ombudsman.

Following the complaint, the Commission took some steps to correct its internet site, but on several of the allegations the Ombudsman suggested that EENA introduces a petition with the European Parliament, as the issues raised were outside his own sphere of competence.

Most importantly the Ombudsman did not address a fundamental element of the complaint, i.e. the fact that the Commission never acted on a major priority initially announced in its work-programme for 2002³⁵ according to which it was going to «*recommend an integrated EU strategy on prevention, preparedness and response to natural, man-made and other risks*». EENA thought that the issue of the 112 was to be taken care of in this context and submitted comments in this direction during the relevant public consultation organised by the Commission. No recommendation or other document was adopted on this issue in 2002 and the Commission repeated this announcement in its work-programme for 2003³⁶ and 2004³⁷. Again no such document has been adopted, only some communications on major disasters and the need to reinforce the Community Civil Protection mechanism. Then for 2005 the Commission declared that it needs «*to focus on consolidating the right of everyone to protection (from natural or environmental disasters - through the enhancement and extension of the civil protection response capacity in the enlarged Union- and crises relating to health or nuclear energy) and access to basic public services (health, food safety, education, transport, consumer safety and a clean and healthy environment)*».

³⁴ All complaints lodged and replies received are available in electronic form on the attached CD-ROM.

³⁵ COM/2001/0620, point 4, 3rd key action, page 10 – not included in the annexes.

³⁶ COM/2002/0590 Annex 2, List of legislative proposals and non-legislative acts corresponding to the political priorities for 2003, page 6, point 2003/ENV/77 – not included in the annexes.

³⁷ COM/2004/133, point 3.2. Security and European Citizenship, page 8, mentions that «*the enlargement of the Union's territory and the increased population will require a greater effort and better coordination from the point of view of managing the new common borders, dealing with the increased mobility of individuals within this area and the need to ensure their security. ...*» – not included in the annexes.

- c. **Other complaints.** EENA is aware of complaints concerning the bad implementation of legislation about the 112 lodged with the national telecommunications regulatory authorities. In its answer to the Written Question E-2091/02 by Michl Ebner (PPE-DE) the Commission also mentions two complaints in this context.

However, EENA draws the attention of the European Parliament that by repeating its declaration over the years that it « *is not aware of any problem concerning implementation of “112” in Europe*» (see above), the Commission has proven not only badly informed but also arrogant and cynical.

How is it possible for European citizens who are unaware of the 112 (see Eurobarometer 2000) to introduce a complaint for an issue they do not know about? Furthermore, bad implementation of the 112 results in delayed interventions or worse, in the absence of interventions, and this in turn results in deaths or severe disabilities. How is it possible for the Commission to expect dead or heavily disabled people to lodge complaints?

6. THE GENERAL ISSUE OF EMERGENCY TELECOMMUNICATIONS

- a. **Other components of emergency telecommunications for European Citizens.** Communication from citizens to authorities in case of accidents through the 112 is not the only component of emergency telecommunications that needs urgent political action. Communication between emergency services during emergencies and disasters is in a similar bad shape. In several cases, even in the context of the same country, emergency services cannot communicate between them. Communication from authorities to citizens in anticipation of major accidents or disasters is also fragmented and unavailable at EU level in spite of several pieces of EU legislation dealing with the issue (in the context of several policy areas).

EENA has been active in this field also and Annex 3 contains several documents dealing with the subject and containing practical proposals. EENA draws the attention of the European Parliament to the review article on Emergency Telecommunications for the European Citizen and its position paper about warning and informing the public in case of imminent emergencies or disasters. Furthermore, EENA believes that a major effort needs to be made at EU and national level to modernise the often antiquated telecommunications and computer equipment of emergency services in order to ensure their full participation in the European Information Society.

- b. **Corporate culture of emergency services.** On the basis of its contacts with emergency services from various EU countries, EENA has realised that a culture of competition is common amongst them. Ambulance services, fire-fighters and police all try (and some time fight hard) to obtain the administrative responsibility of handling emergencies and have control over the others. Emergency doctors in several countries refuse to have police participating in common 112 call centres on the basis of allegations that medical secrets can be compromised. They even support the creation of a single European number for medical emergencies – as if the 112 has been a full success! Fire-fighters refuse extensive co-operation with emergency medical services especially in countries where fire-brigades also operate ambulances and are responsible for emergency medical services.

EENA strongly believes that dealing with the issue of emergency telecommunications should not be left to individual emergency services that very often act with a corporatist spirit and ignore what is best and easier for the citizen in distress. This is why the issue should be dealt with at political level in a coordinated and non partisan way.

- c. **The role of national industries.** Another issue that comes up during contacts with emergency services is their close links with their national industries and telecommunications operators. For years, emergency services were served by their

national telecommunication operator who was assimilated to a national monopoly. Furthermore, industries in Spain, France, Germany, the Scandinavian countries and the UK have been developing systems for the emergency services through direct negotiated procedures. Several of these systems have been subsequently sold to other countries following successful promotion campaigns of the national emergency services involved. This has created a certain culture within the emergency services who feel obliged to favour their national industries at all costs, often using the specific exceptions included for security in the public procurement community legislation in force.

However, this attitude benefits non-EU industry with markets big enough to justify the development and deployment of products for the emergency services when EU industries still rely, in a certain extend, on their close links and special relation with their national emergency services.

EENA strongly believes that a pan-European approach in the field of emergency telecommunications in general and in the field of the receiving end of the 112 calls in particular can lead to a new European success story, similar to the introduction of the GSM mobile telephony system, Galileo, the Airbus etc.

7. ANNEXES

All annexes are included in the attached CD-ROM in electronic form (Acrobat .pdf files).

- Annexes 1 Implementation of the 112 (Preparatory acts, Legislation and Implementation reports)
- Annexes 2 EENA complaints and related correspondence
- Annexes 3 Other related documents (Parliamentary questions, reports, articles, position papers, etc.)

Annexes 1 – Implementation of the 112

Preparatory acts, Legislation and Implementation reports (important acts are highlighted)

Preparatory acts

06/06/1988
Annex 1-001 Communication from the Commission, concerning coordination and preparatory work in the telecommunications field towards the introduction of a standard Europe-wide emergency call number by 1992 - COM(88)312 final.

13/02/1989 Resolution of the Council and the representatives of the Governments of the Member States, meeting within the Council of 13 February 1989 on the new developments in Community co-operation on civil protection - Official journal No. C 44, 23/02/1989 p. 3 (*see Annex 1-other-02*)
The Council stressed the desirability of a standard Community-wide single additional emergency telephone number which will in particular enable the public in an emergency to call the relevant national emergency services, and which should be introduced gradually in the Member States.

27/09/1989
Annex 1-002a Commission Proposal for a Council Decision on the introduction of a standard Europe-wide emergency call number - COM(89)452 final.

05/10/1990
Annex 1-002b Amended proposal for a Council Decision on the introduction of a standard Europe-wide emergency call number - COM(90)426 final.

Legislation and Implementation reports

29/07/1991
Annex 1-003 **Council Decision of 29 July 1991 on the introduction of a single European emergency call number (91/396/EEC) OJ L 217, 06/08/1991 p. 31.**

31/12/1992 *Deadline for the introduction of the 112 by Member States.*
31/12/1996 *Deadline in case of derogation.*

22/05/1997 First report. Communication from the Commission to the Council, the European Parliament, the Economic and Social Committee and the Committee of the Regions on the implementation of the telecommunications regulatory package COM(97)236.
No mention of 112 implementation status.

08/10/1997 Second report. Communication from the Commission to the Council, the European Parliament, the Economic and Social Committee and the Committee of the Regions on the implementation of the telecommunications regulatory package: first update, COM(1997)0504 final.
No mention of 112 implementation status.

18/02/1998 Communication from the Commission to the Council, the European Parliament, the Economic and Social Committee and the Committee of the Regions - Third report on the implementation of the telecommunications regulatory package. COM(1998)80 final.
No mention of 112 implementation status.

26/02/1998
Annex 1-004 **Directive 98/10/EC of the European Parliament and of the Council of 26 February 1998 on the application of open network provision (ONP) to voice telephony and on universal service for telecommunications in a competitive environment OJ L 101, 01/04/1998 p. 24.**
Legislation in force supplemented by Article 7.2.

25/11/1998 Communication from the Commission to the Council, the European Parliament, the Economic and Social Committee and the Committee of the Regions. Fourth Report on the Implementation of the Telecommunications Regulatory Package COM(1998)594.

The emergency call number 112 is operational in all countries except Greece; it is only partially available in Spain. In six Member States, however, emergency calls may be addressed in one language only (Germany, France, Ireland, Austria, Portugal and United Kingdom). Special measures to raise the awareness of the number have been taken in all Member States but two (France and Austria). Specific facilities for disabled users exist in

eight Member States (Denmark, Ireland, Italy, Luxembourg, the Netherlands, Finland, Sweden and United Kingdom).

06/01/1999 Survey on the implementation of the 112 – situation on 01/09/1998.
Published on Europa (Civil Protection site).

Annex 1-005

While the results have been discussed within the (OPN) Committee, no verification of the consistency and accuracy of the data has been done.

10/11/1999 Communication from the Commission to the European Parliament, the Council, the Economic and Social Committee and the Committee of the Regions - Fifth report on the implementation of the telecommunications regulatory package. COM(1999)0537final.

The 112 European emergency number is available throughout the Union (with the exception of the incumbent in Greece), although in many Member States a response is given only in the language of the country or region in which the call is made. A barrier to free movement resides in the fact that although consumers in most Member States are aware that they can use the number in their own country, many of them are not informed that they can also use it when visiting other Member States. ...

A barrier to the single market resides in the fact that the 112 European emergency number, while available in all Member States and largely publicised by operators, is not known by consumers to be available also in other countries of the Union. This problem also can be tackled under the current framework.

09/12/1999 COUNCIL DECISION of 9 December 1999 establishing a Community action programme in the field of civil protection (1999/847/EC), OJ No. L 327 , 21/12/1999 p. 53.

Annex 1-other01

Initially established for five years the programme was subsequently extended until the end of 2006 (see Council Decision of 20 December 2004 amending Decision 1999/847/EC as regards the extension of the Community action programme in the field of civil protection (2005/12/EC), OJ L L 6, 8.1.2005, p. 7.

07/12/2000 Sixth report on the implementation of the telecommunications regulatory package. COM(2000)0814final.

112 pan-European emergency number: The 112 emergency number is in place in all Member States; no problems relating to its use have been reported.

In the 1999 Review Communication, the Commission considers that geographical location details should be provided by fixed and mobile operators to the emergency authorities when emergency calls are made. The Commission proposes that location information should be made available to emergency authorities by 1 January 2003. In addition, the eEurope Initiative highlights the possibility for all citizens on the move throughout Europe of having full access everywhere to multilingual support, call localisation and fully organised provision of emergency services through the 112 number. The industry is studying the necessary technical solutions.

24/01/2000 Commission Staff Working Document - Council Resolutions in the field of Civil Protection – Developments since their adoption SEC(2000)136

10/05/2000 Knowledge of the single European emergency call number 1-1-2.

Annex 1-006

In the spring of 2000, the European Commission in the context of its regular Eurobarometer surveys asked a question with the purpose of evaluating the knowledge of the 1-1-2 amongst European citizens.

18/10/2001 State of implementation of the single European emergency call number «1-1-2», (as of September 2001).

Annex 1-007

In view of the adoption of new legislation concerning the «1-1-2» it appears that a significant number of detailed implementation issues may require further study in order to assess whether the current situation is reasonable from the European citizen's point of view. Such issues may cover awareness campaigns, languages, access for disabled users, automatic location of callers including mobile callers and callers from PABX networks.

- 26/11/2001 Communication from the Commission to the Council, the European Parliament, the Economic and Social Committee and the Committee of the Regions - Seventh Report on the Implementation of the Telecommunications Regulatory Package [SEC(2001)1922]. COM(2001)0706final.
Limited reference to the 112 in the annexes only as regards issues related to costs and data protection.
- 19/02/2002 *Final report CGALIES (Annex 1 other-06).*
- 07/03/2002 **Directive 2002/22/EC of the European Parliament and of the Council of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive)** OJ L 108, 24/04/2002 p. 51.
*Amends and consolidates older legislation.
See also Annex 1 other-03, other-04 and other-05.*
- Annex 1-008
- 03/12/2002 Eighth Report from the Commission on the Implementation of the Telecommunications Regulatory Package - European telecoms regulation and markets 2002 [SEC(2002) 1329]. COM(2002)0695final.
No mention of 112 implementation status
- 24/07/2003 *Deadline for transposition of Directive 2002/22/EC.*
- 25/07/2003 **Commission Recommendation** of 25 July 2003 on the processing of caller location information in electronic communication networks for the purpose of location-enhanced emergency call services (notified under document number C(2003) 2657) OJ L 189 , 29/07/2003 p. 49.
- Annex 1-009
- 19/11/2003 Ninth Report. Communication from the Commission to the Council, the European Parliament, the Economic and Social Committee and the Committee of the Regions - European Electronic Communications Regulation and Markets 2003. Report on the Implementation of the EU Electronic Communications Regulatory Package [SEC(2003) 1342].COM(2003)0715final.
No mention of 112 implementation status.
- 29/09/2004 Questionnaire on 112 – results and analysis of replies from the Member States.
Working Document DG INFSO/B2, COCOM04-62.
- Annex 1-010
- 02/12/2004 Tenth Report. Communication from the Commission to the Council, the European Parliament, the Economic and Social Committee and the Committee of the Regions - European Electronic Communications Regulation and Markets 2004 [SEC(2004)1535]. COM(2004)0759final.
Accessing the single European emergency number free of charge is possible in 23 Member States. Cyprus has not provided data for the Commission's questionnaire on the issue, but, according to information available to the Commission, this possibility exists. In Poland, access to '112' appears to be possible only through mobile networks. The Commission services are examining whether access to the single European emergency number ("112") free of charge is ensured in Poland for fixed network subscribers, and whether access is only possible for mobile end users.
- 24/5/2005 Communication from the Commission to the Council, the European Parliament, the Economic and Social Committee and the Committee of the Regions on the Review of the Scope of Universal Service in accordance with Article 15 of Directive 2002/22/EC. COM(2005)203
- Annex 1-012
- No mention of 112.*

Annexes 2 – EENA complaints and related correspondence

11/01/2004	Letter to Ms. Wallström Commissioner for the Environment and Civil Protection.
12/01/2004	Letter to Ms. Bucella, Head of the Civil Protection Unit.
12/01/2004	Complaint against Austria, Belgium, France, Germany, Greece, Ireland, Italy, Spain, United Kingdom for failure to comply with Community law concerning the single European emergency call number (112).
30/01/2004	Complaints registered by the Commission.
31/01/2004	Reply by Commissioner Wallström.
05/02/2004	Reply by Ms. Bucella.
07/04/2004	Complaint to the European Ombudsman against the Commission
20/04/2004	Complaint registered by the Ombudsman.
15/06/2004	Ombudsman opens the procedure.
20/08/2004	Additional elements concerning the complaint against Greece transmitted to the Commission.
14/10/2004	Opinion of the Commission on the complaint to the Ombudsman. Request for EENA's comments.
08/11/2004	EENA submits observations to the European Ombudsman.
24/11/2004	Commission acknowledges receipt of additional elements.
12/12/2004	Further additional elements concerning the evaluation methodology of the Commission for the complaints against Austria, Belgium, France, Germany, Greece, Ireland, Italy, Spain, United Kingdom, transmitted to the Commission.
21/12/2004	Following a meeting with Mr. Quinn, member of the private office of Commissioner Dimas, EENA submits an action plan as requested.
07/03/2005	New complaint against the Commission to the European Ombudsman.
23/03/2005	Decision of the European Ombudsman on EENA's complaint.
04/04/2005	Letter to the European Ombudsman with clarifications on his decision of 23/03/2005.
05/04/2005	New complaint registered by the Ombudsman.
04/05/2005	Reply of the European Ombudsman on the clarifications concerning his decision of 23/03/2005.
25/05/2005	Reply by the European Commission announcing the postponement of its decision on the complaints against Austria, Belgium, France, Germany, Greece, Ireland, Italy, Spain, United Kingdom.

Annexes 3 – Other related documents

Parliamentary questions, reports, articles, position papers, etc.

<u>EENA documents</u>	
05/03/2003	Memorandum on the Working Document presented by the Commission at the Consultation Meeting with Interested Parties of 28 February 2003 concerning the working document entitled "Civil Protection : improvement of public awareness and safety in the face of natural and man-made hazards" issued by DG Environment
11/12/2003	Proposal for a STOA study on «European citizens and emergencies», submitter to Ms. F. Ries, MEP.
18/01/2005	EENA position paper «Establishing common alarm signals in the EU - Current situation and proposed solution»
30/05/2005	Emergency Telecommunications for European Citizens. Existing situation, major challenges and some proposals for future action. EENA review article.
16/06/2005	«Support safety, not the gadgets», European Voice, Vol. 11 No 23.
<u>Relevant Commission Press Releases</u>	
03/02/2005	IP/05/134 - Cars that can dial 112: Commission and industry target 2009
14/04/2005	IP/05/430 - EU rules on electronic communications - Commission launches infringement proceedings against ten Member States (mainly opening the procedure against Poland for not implementing the 112 for fixed telephones)
<u>European Parliament documents</u>	
04/03/1996	Legislative resolution embodying Parliament' s opinion on the proposal for a European Parliament and Council Directive on interconnection in telecommunications with regard to ensuring universal service and interoperability through application of the principles of open network provision (ONP) (COM(95)0379 - C4-0365/95 - 95/0207(COD)) (Codecision procedure: first reading), OJ C 065 , 04/03/1996 p. 69
17/03/1997	Legislative resolution embodying Parliament's opinion on the proposal for a European Parliament and Council Directive on the application of open network provision (ONP) to voice telephony and on universal service for telecommunications in a competitive environment (COM(96) 0419 C4-0581/96 96/0226(COD)), OJ C 085 , 17/03/1997 P. 117
31/03/1998	A4-0071/98 - Resolution on improving safety, consumers' rights and trading standards in the tourism sector
30/05/2001	FINAL A5-0202/2001 - REPORT on the proposal for a European Parliament and Council directive on universal service and users' rights relating to electronic communications networks and services (COM(2000) 392 - C5-0429/2000 - 2000/0183(COD)), Rapporteur: Malcolm Harbour
21/10/2004	Draft amendment 0527 (BUDG/4325) Budget reference line : 07 03 06 01 - BUDG/4325 Compromise amendment between ADLE/7421 , ENVI/5302 - << Tabled by Committee on Budgets >> - Volume 4 (section 3) — Commission - Item 07 03 06 01 Community action programme in the field of civil protection
<u>Parliamentary Questions</u>	
2136/94	WRITTEN QUESTION No. 2136/94 by Eryl McNALLY to the Commission. Access to 112 emergency number for the deaf, OJ No. C 075, 27/03/95 p. 20

3345/97	WRITTEN QUESTION No. 3345/97 by W.G. van VELZEN to the Commission. Problems encountered by users of mobile telecommunications services in using the European emergency number 112, OJ C 174, 08/06/1998 p. 46
0881/98	WRITTEN QUESTION No. 881/98 by Nikitas KAKLAMANIS to the Commission. Telephone numbers of police, fire and ambulance services in the Member States, OJ C 354, 19/11/1998 p. 33
3773/98	WRITTEN QUESTION No. 3773/98 by W.G. van VELZEN Telecommunications and universal service, OJ C 325, 12/11/1999 p. 25
E-1982/99	WRITTEN QUESTION E-1982/99 by Cristiana Muscardini (UEN) to the Commission. Safety in the city. OJ C 203E, 18/07/2000 p. 103
P-1233/00	WRITTEN QUESTION P-1233/00 by Rosemarie Müller (PSE) to the Commission. Emergency phone number in the EU. OJ C 046E, 13/02/2001 p. 150
E-0176/02	WRITTEN QUESTION E-0176/02 by Bart Staes (Verts/ALE) to the Commission. European emergency telephone number 112. OJ C 172E, 18/07/2002 p. 164
E-1237/02	WRITTEN QUESTION E-1237/02 by Michl Ebner (PPE-DE) to the Commission. Emergency phone number in the EU. OJ C 277E, 14/11/2002 p. 165
E-2091/02	WRITTEN QUESTION E-2091/02 by Michl Ebner (PPE-DE) to the Commission. Emergency phone number in the EU. OJ C 028E, 06/02/2003 p. 178
E-2761/02	WRITTEN QUESTION E-2761/02 by Bart Staes (Verts/ALE) to the Commission. Languages used to answer 112 calls. OJ C 222E, 18/09/2003 p. 16
E-3469/04	WRITTEN QUESTION E-3469/04 by Stavros Arnautakis (PSE) to the Commission. Death of five-year old boy through negligence in handling an emergency call and the European emergency call number '112'
E-3470/04	WRITTEN QUESTION E-3470/04 by Stavros Arnautakis (PSE) to the Commission. Making caller location information available for calls to the single European emergency call number '112' and notifying the public of the existence of this number.
<u>Project reports etc.</u>	
11/05/2000	«Implementing the 112 for the European Citizen»: conclusions of the workshop organised in Luxembourg, by the «Service Nationale de la Protection Civile».
09/03/2002	Report from the workshop on «Effective Handling of Emergency Calls», 8-9 March 2002 Rosersberg, Sweden, organized by the Swedish Rescue Services Agency, Fire & Rescue Services Department
28/04/2004	112 SERVICE SURVEY, FINAL OVERALL REPORT of the project conducted by DECO
06/07/2004	Rapport final d'évaluation de la Campagne de sensibilisation à l'utilisation du numéro d'urgence européenne 112 du Service Public Fédéral Intérieur, Direction générale de la Sécurité civile
23/07/2003	EU aims to pinpoint emergency phone calls, By Chris Nuttall, Financial Times