

Thursday 17 November 2011

The need for accessible 112 emergency services

P7_TA(2011)0519

Declaration of the European Parliament of 17 November 2011 on the need for accessible 112 emergency services

(2013/C 153 E/23)

The European Parliament,

- having regard to the 112 single European emergency phone number for the European Union, established by Council Decision of 29 July 1991 (91/396/EEC), reinforced by Directive 98/10/EC on the application of open network provision (ONP) to voice telephony and on universal service for telecommunications in a competitive environment,
 - having regard to Directive 2009/136/EC, amending Directive 2002/22/EC on universal service and users' rights relating to electronic communications networks and services,
 - having regard to Rule 123 of its Rules of Procedure,
- A. whereas most EU emergency services remain accessible only using voice, excluding millions of citizens from a life-saving service, such as deaf, hard-of-hearing and speech-disabled users and in situations where discretion is needed in relation to the call,
- B. whereas the European Union has ratified the UN Convention on the Rights of Persons with Disabilities and adopted its Disability Strategy 2010-2020, as well as the Digital Agenda, promoting the principle of Universal Design,
1. Calls on the Commission to put forward legislative and standardisation proposals to make 112 services fully accessible to all citizens, giving priority to sign language services using video technologies and text-based services to ensure the inclusion of deaf, hard-of-hearing and speech-disabled users;
 2. Calls on the Commission to promote the development of fully accessible and reliable Next Generation 112 services independent from devices and networks, using the Total Conversation concept;
 3. Instructs its President to forward this declaration, together with the names of the signatories⁽¹⁾, to the Council, the Commission and the Governments of the Member States.

⁽¹⁾ The list of signatories is published in Annex 1 to the Minutes of 17 November 2011 (P7_PV(2011)11-17(ANN1)).