

EENA Update on Accessibility

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What is EENA

- The European Emergency Number Association
- An NGO dedicated to improving emergency communications, public warning and civil protection.
- Shares best practices, contributes to standardisation and funded projects, and EU advocacy, including in accessibility.

Upcoming Developments – the DNA and video

- The proposal for a Regulation on the Digital Networks Act suggests that an app coupled with the EU Digital Wallet could provide an accessible solution for emergency communications.
- EENA and other accessibility NGOs will call for stronger rules on the availability of sign language relay centres, which can be used to contact emergency services.

EENA Accessibility Report Card

- PSAPs have until 28 June 2027 to implement RTT. As of June 2026, two countries (IE, SE) have fully integrated RTT.
- Out of 22 other Member States who responded, 19 are planning to implement RTT, with most expecting to do so by June 2027. Three do not plan to implement RTT. Many Member States have been delayed in implementing RTT indicating existing deadlines may eventually be pushed back.
- For total conversation, 12 Member States are interested in implementing it, with four hoping to do so by June 2027.
- Conclusion – progress to implement RTT or TC is slow.

Alternative, non-functionally equivalent solutions are converging

- 22 Member States now have SMS based emergency communications, with CY planning to implement this in 2026. Four, (PL, BG, PT, DE), lack SMS.
- Quality of SMS varies across Europe. 5 MS use a long number, 9 require pre-registration, and 8 do not have caller location for SMS. Most reported that SMS does not function well for roamers.
- 18 Member States now have apps, with three more implementing apps. Apps will soon be available for more than 90% of the EU population. Four Member States have web based services.
- Apps can provide rich conversation services, but quality of service ranges from RTT and video in some countries, to simple messaging in others. Roaming remains a key issue due to non-implementation of NG112 or PEMEA – could EUID fix this?

Should RTT replace or co-exist with non-functionally equivalent solutions?

- RTT can be improved further by removing issues for non-emergency communications across devices, networks and when roaming.
- Member States and Accessibility organisations also need to raise awareness of this solution.
- But will RTT be used in emergencies if it is not used in non-emergencies? End users who are hard of hearing/deaf may prefer to (continue) relying on video for person to person communications.

Video in emergency communications – a route to total conversation?

- In the next year, video will likely be integrated into many PSAPs.
- This will not be native, but instead be triggered by call takers.
- It is primarily intended for giving contextual information on fires, medical situation.
- This video may trigger requirements for total conversation in emergencies.