Ensuring equivalent access to 112

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About EENA

- European Emergency Number Association
- Mission is to contribute to the safety of the people in Europe.
- Discussion platform gathering public safety professionals representing emergency services, solution providers, public authorities, international organisations, researchers...
EU legislations on accessibility to 112

- European Electronic Communications Code
  - Supplemented by Delegated Regulation 2023/444
- European Accessibility Act
- EU Roaming Regulation
EU legislations on accessibility to 112

Main goal: ensuring equal access to 112 for all

Main legal requirements:
• Extension of main 112 requirements to all types of emergency communications.
• Access for people with disabilities travelling to other EU Member States, where feasible without pre-registration.
• Deployment of Real Time Text by 2025
Main elements still to be addressed

- European Electronic Communications Code to be properly enforced, particularly for people travelling to other MSs.

Source:
European Commission, COM(2022)724, "Report from the Commission to the European Parliament and the Council on the effectiveness of the implementation of the single European emergency number ‘112’", 16,12,2022
Main elements still to be addressed

- European Electronic Communications Code to be properly enforced
- PSAPs deployments should be coordinated with other developments (e.g. transition to IP-based emergency communications)
- Real Time Text to be provided as a native solution
Ongoing work on Real Time Text

- Standardisation work
- Sharing of best practices
  - Webinar “lessons learnt from the First end-to-end native RTT to PSAP deployment in the World”
- Bringing together all stakeholders
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