Basic information	
2011/2299(DCE) DCE - Written declaration (historic)	Procedure completed
Declaration on the need for accessible 112 emergency services **Subject** 4.20.06 Health services, medical institutions	

Key events			
Date	Event	Reference	Summary
17/11/2011	Decision by Parliament	T7-0519/2011	Summary
17/11/2011	End of procedure in Parliament		

Technical information	
Procedure reference	2011/2299(DCE)
Procedure type	DCE - Written declaration (historic)
Legal basis	Rules of Procedure EP 136_
Stage reached in procedure	Procedure completed

Documentation gateway				
European Parliament				
Document type	Committee	Reference	Date	Summary
Written declaration		T7-0519/2011	17/11/2011	Summary

Declaration on the need for accessible 112 emergency services

2011/2299(DCE) - 17/11/2011 - Written declaration

The European Parliament adopted a declaration on the need for accessible 112 emergency services.

Members recall that 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.

Consequently, Parliament 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**. It also 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.