

Digital Single Market

EU Actions on 112

Currently 48% of EU citizens are aware that the European emergency number 112 can be used across the EU in case of emergency. The European Commission takes specific actions to increase this awareness.



Communication and awareness-raising campaigns

- [2017 News release](#) ^[1] of the European Commission on caller location
- [2016 Letter](#) ^[2] to [Erasmus+](#) ^[3] National Agencies
- [2014](#) ^[4] EU wide launch of [promotional videos](#) ^[5] and Letter of Vicepresident Neelie Kroes to 112 National Authorities
- [2013 campaign](#) ^[6] with tour operators and travel agents.
- [2012 campaign](#) ^[7] with transport companies.

February 11 is the European 112 Day. On this day, different awareness and networking activities are organised throughout the EU in order to promote the existence and use of Europe's single emergency

number.

The latest [E-communications household survey](#) [8] shows how much people know about 112 across the EU.

Monitoring the implementation of 112

The 2017 [Implementation report](#) [9] shows how Member States have implemented the emergency number 112.

Previous Reports

- [2016 Implementation of the European emergency number 112](#) [10] - Results of the ninth data-gathering round
- [2015 Implementation of the European emergency number 112](#) [11] - Results of the eighth data-gathering round
- [2014 Implementation of the European emergency number 112](#) [12] - Results of the seventh data-gathering round
- [2013 Implementation of the European emergency number 112](#) [13] - Results of the sixth data-gathering round
- [2012 Implementation of the European emergency number 112](#) [14] - Results of the fifth data-gathering round
- [2011 Implementation of the European emergency number 112](#) [15] - Results of the fourth data-gathering round

Supporting 112 projects

The European Commission, as part of its research activities, is financing different projects related to the European emergency number 112, such as:

- [HELP 112](#) [16] pilot project on the design, implementation and execution of the transfer of GNSS (Global Navigation Satellite System) data during an E112 call to the Public Service Answering Point
- A pan-European in-vehicle eCall which, in case of car crashes, calls 112;
- Project [Reach 112](#) [17] looks at alternative ways of communication to traditional voice telephony (such as real-time text conversation), which will improve access to emergency services for people with hearing or speech impairments or people with serious injuries;
- A [project](#) [18] run by the World Health Organisation (WHO), which assessed Emergency Medical Services' (EMS) systems.

Team responsible

[DG CONNECT](#) [19]

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Links

- [1] <http://ec.europa.eu/digital-single-market/news-redirect/53805>
- [2] https://ec.europa.eu/digital-single-market/sites/digital-agenda/files/112letter_0.pdf
- [3] http://ec.europa.eu/programmes/erasmus-plus/discover/index_en.htm
- [4] <https://ec.europa.eu/digital-single-market/en/news/european-travellers-face-risks-abroad-%E2%80%93-half-unaware-they-can-call-%E2%80%93-112-emergencies-all-eu>
- [5] <https://ec.europa.eu/digital-single-market/en/112-promotional-material>
- [6] <https://ec.europa.eu/digital-single-market/en/2013-promotional-campaign>
- [7] <https://ec.europa.eu/digital-single-market/companies-participating-112-promotional-campaign>
- [8] <http://ec.europa.eu/digital-single-market/en/news/awareness-single-european-emergency-service-number-112>
- [9] <http://ec.europa.eu/digital-single-market/news-redirect/53764>
- [10] <http://ec.europa.eu/digital-single-market/en/news/implementation-european-emergency-number-112-results-ninth-data-gathering-round>
- [11] <https://ec.europa.eu/digital-single-market/news-redirect/20242>
- [12] <https://ec.europa.eu/digital-single-market/en/news/implementation-european-emergency-number-112-%E2%80%93-results-seventh-data-gathering-round>
- [13] <http://ec.europa.eu/digital-single-market/en/news/implementation-european-emergency-number-112-%E2%80%93-results-sixth-data-gathering-round>
- [14] <http://ec.europa.eu/digital-single-market/en/news/implementation-european-emergency-number-112-%E2%80%93-results-fifth-data-gathering-round>
- [15] <http://ec.europa.eu/digital-single-market/en/news/implementation-european-emergency-number-112-%E2%80%93-results-fourth-data-gathering-round>
- [16] <http://help-112.eu/>
- [17] <http://www.reach112.eu/>
- [18] <https://ec.europa.eu/digital-single-market/sites/digital-agenda/files/WHO.pdf>
- [19] https://ec.europa.eu/info/departments/communications-networks-content-and-technology_en