

Question for written answer E-015505/2015
to the Commission
Rule 130
Luigi Morgano (S&D)

Subject: Problems with the implementation in Italy of Directive 2002/22/EC with regard to the single European emergency call number 112.

The single European emergency call number 112, first mooted by Decision 91/396/EEC, was successfully introduced through Directive 2002/22/EC in all Member States with the exception of Italy, where it is still in the 'pilot phase'.

Regrettably, the solutions adopted there not only cover a limited percentage of the population and territory but also extend call times.

In fact this directive would be more effectively implemented if the solution were to incorporate all national services in inter-service operations centres overseen jointly by the police, fire and health services.

Such inter-service centres would provide the citizen with a single point of contact and thus a more timely response and shorter call times, as required by Article 26(3) of Directive 2009/136/EC.

Such structures would offer economic and operational benefits by using already trained operators, redistributing resources and harmonising procedures stemming from the synergies gained by bringing differently skilled professionals together under the same roof. Integrating the professions in this way will surely add value to the overall citizen protection service.

In the light of this, can the Commission tell us whether it intends to promote the exchange of good practices as further guidance for countries like Italy which are instead moving towards systems that add an extra civilian layer between the population and operations centres?