

The European Emergency Number 112

Analytical report *Wave 3*

Fieldwork: January 2010

Publication: February 2010

This survey was requested by Directorate-General for Information Society and Media and coordinated by Directorate-General Communication

This document does not represent the point of view of the European Commission. The interpretations and opinions contained in it are solely those of the authors.

Flash Eurobarometer Series
#285

The European Emergency Number 112

Survey conducted by The Gallup Organization
Hungary upon the request of Directorate-
General for Information Society and Media



Coordinated by Directorate-General
Communication

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THE GALLUP ORGANIZATION

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Introduction

The single European emergency number 112 was introduced to enable citizens to call the emergency services (such as police, ambulance and fire brigade) by using one and the same number from anywhere in the EU¹. This is especially important as European citizens increasingly travel to other EU countries for work, study or leisure. Since the end of 2008, all EU Member States have ensured that anyone can call the emergency services from fixed and mobile telephones by using the 112 number.

National differences in the availability of emergency numbers

Before 112 became the European emergency number, it had already served for several decades as an emergency number in some EU Member States; for example, for the fire brigade in Germany and for the police in Italy. Nevertheless, for most Member States, 112 was a new emergency number and its introduction led to different situations in the various Member States, as follows:

a) 112 is the sole/main emergency number

In some Member States, 112 has become the main national emergency number, promoted as the number to contact all emergency services (i.e. police, fire and ambulance). Countries where this is the case include Denmark, the Netherlands and Romania. However, some other prior (legacy)² national numbers may still link callers to the emergency services.

b) 112 operates alongside other emergency numbers

Most Member States, however, have decided to introduce 112 as a number that will work alongside their national emergency numbers. Both 112 and such national numbers are presented as the numbers to call in order to contact some or all emergency services. In the UK, for example, citizens can either call 112 or the national number 999 in the case of an emergency.

Purpose of the Flash Eurobarometer survey on “The European Emergency Number 112”

This Flash Eurobarometer survey on “*The European Emergency Number 112*” (N°285), requested by the Directorate-General for Information Society and Media is part of a trend survey. The results of previous waves were published in 2008 and 2009 – Flash Eurobarometer surveys N°228 and N°262. The current report presents comparative data between the three waves.

The objectives of the survey were unchanged, i.e.:

- to measure EU citizens’ knowledge of the European emergency number 112,
- to study their perceptions about the importance, promotion and usage of that number,
- to compare the experience of calling 112 with that of calling other national emergency numbers.

The first chapters of the report deal with the following aspects relating to the European emergency number 112:

- opinions about: a) the usefulness of the European emergency number 112 and b) whether access to 112 for people with disabilities is adequate
- opinions concerning the level of information about the European emergency number 112, and details about the actual information received about 112 and other national emergency numbers

¹ Council Decision of July 29, 1991 (91/396/EEC) and Universal Service Directive of March 7, 2002 (Directive 2002/22/EC), amended by Directive 2009/136/EC, of 25 November 2009.

² It is assumed that these “prior” (legacy) emergency numbers are no longer publicly advertised for that purpose but are only kept in operation for reasons of public safety.

- knowledge of 112 as an emergency number available from within one's own country and when travelling to other EU countries.

The last chapter of the report looks at usage of the European emergency number 112 and compares users' experiences when calling 112 and other emergency numbers. The following characteristics of emergency calls and aspects of the quality of handling the emergency calls are covered, i.e.:

- the type of telephone used to make the emergency call
- difficulties in establishing or maintaining the emergency call
- language barriers when making an emergency call while visiting another EU country
- availability of information to accurately locate the emergency
- follow-up actions to the emergency call.

Methodological note on the survey

The survey's fieldwork was carried out between 7 and 11 January 2010. Over 40,500 randomly selected EU citizens, aged 15 years and above, were interviewed in the EU's 27 Member States. Interviews were predominantly carried out via fixed-line telephones, with approximately 1,500 in each of the Member States.

To correct sampling disparities, a post-stratification weighting of the results was implemented, based on important socio-demographic variables. More details on survey methodology are included in the Annex of this report.

Note that due to rounding, the percentages shown in the charts and tables in the Annex do not always add up exactly to the totals mentioned in the text.

Main findings

Usefulness of the European emergency number 112

- In all EU countries, except for the UK, over 9 out of 10 citizens (93%-98%) *totally agreed*, or *tended to agree*, that it was very useful to have a European emergency number available throughout the EU. As in previous years, British respondents were somewhat less convinced about the usefulness of such a number (89% *totally agreed* or *tended to agree*).
- Eighty seven percent of EU citizens *totally agreed* or *tended to agree* that their country should do more to make it easier for individuals with a disability to contact the emergency services via the 112 number; individual country responses varied from 73% in the Netherlands to 97% in both Greece and Cyprus.
- Comparing the current survey to those of 2008 and 2009, only small differences were observed between the opinions about the usefulness of a European emergency number and about its accessibility for people with disabilities. On both issues, however, respondents were now more likely to *tend to agree*, rather than *totally agree*, with the statements as described above.

Information about the European emergency number 112

- There is still a majority (62%) of EU citizens who *totally disagreed*, or *tended to disagree*, that people in their country were adequately informed about the existence of the European emergency number 112. Compared to 2008, however, this is a decrease of four percentage points.
- As in 2009, Luxembourg (66%), the Czech Republic (62%) and Romania (59%) have majorities of citizens thinking that the available information about 112 was adequate. In 2010, these countries were joined by Slovakia (54%).
- A comparison between 2010 and 2009 showed that, in 10 EU countries, the proportion of respondents who agreed that people in their country were adequately informed about the European emergency number has increased by at least five percentage points. Slovakia (+12 percentage points), the Czech Republic (+11), Poland and Italy (both +10) have seen the largest increases in the proportion of respondents agreeing that information was adequate.
- As in previous years, the vast majority of respondents had not received information about the European emergency number 112 during the past 12 months (78%). Only about one in five interviewees (22%) said they had seen or heard information about 112.
- The proportion of respondents who said they had received information about 112 as the European emergency number in the past 12 months ranged from 9% in the UK, Italy and Denmark to 56% in Slovakia. Slovakia and Slovenia (both +8 percentage points), and Germany (+6) have seen the largest increases, from 2009 to 2010, in the proportion of respondents who claimed to have received information about the European emergency number 112.
- As in 2008 and 2009, of those who have seen/heard about the European emergency number 112, 80% named media outlets (television, radio, newspapers, the Internet) as their source of information. Romanians (96%), Slovaks and Bulgarians (both 94%) were the most likely to select these media outlets as their sources of information about 112. Nine percent of respondents said they had received information from their telecommunications provider.

Knowledge of the European emergency number 112

- The current survey results showed that EU citizens remained relatively unfamiliar with the European emergency number 112: one out of four respondents could spontaneously identify 112 as the number to call for emergency services from anywhere in the EU. Awareness of 112 as an EU-wide emergency number has slowly increased over the past two years: from 22% in 2008 to 25% in 2010.
- Knowledge of 112, as the number to call in an emergency situation from anywhere in the EU, differed significantly across EU countries. As in 2008 and 2009, Czech (61%), Luxembourgish (59%) and Polish (56%) respondents were the most likely to know that they could use 112 to reach emergency services from anywhere in the EU; the European emergency number, however, was practically unknown to respondents in Italy (4%), Greece (7%) and the UK (8%).
- Slovakia and Belgium have seen the largest increases, from 2009 to 2010, in the proportion of respondents who spontaneously identified 112 as the number to call the emergency services from anywhere in the EU (both +9 percentage points).
- Respondents who knew that 112 was a national emergency number to call for urgent situations *in their own country* did not necessarily know that this number was the European emergency number to call from anywhere in the EU. Just 4 in 10 respondents who answered that they would call 112 in the event of an emergency in their own country also knew that this number could be used in all other EU countries.
- There was a strong correlation at a country level between the proportion of respondents who knew that 112 could be used to reach the emergency services from anywhere in the EU and the proportion of respondents who had received information about the EU-wide emergency number.

Experiences of calling emergency numbers – making the call

- As revealed in previous waves, about a quarter of EU citizens (27%) called an emergency number in the past five years. Although EU citizens who had only called national emergency numbers still outnumbered those who had only called the European emergency number, the gap between the two appears to be reducing: from seven percentage points in 2008 to four percentage points in 2010.
- The current survey showed an increase in the proportion of EU citizens who called the EU-wide emergency number 112 during the most recent emergency situation (+8 percentage points compared to 2008). In 2010, the last time respondents needed assistance in their own country, 45% of them called 112 and 53% called a national emergency number.
- More than 9 in 10 respondents in Sweden (95%), Romania and the Netherlands (both 94%), and Finland (93%) had called the EU-wide emergency number 112 during the most recent emergency situation in their own country. In the UK, Greece, Austria, France and Ireland, on the other hand, less than 10% of respondents had called this number (between 2% and 8%).
- In previous years, a majority of the respondents' most recent emergency calls had been made from a fixed-line telephone, as opposed to a mobile phone. In 2010, however, an equal number of the most recent emergency calls were made from mobile and fixed-line telephones (both 49%). For mobile phones, this was a seven percentage point increase compared to 2008.

Experiences of calling emergency numbers – problems encountered and the end result

- As in previous years, a minority of respondents (6%) who called the emergency services experienced difficulties in establishing or maintaining the communication. As in 2009, Portugal and Poland were the countries where respondents were the most likely to have experienced such difficulties when contacting the emergency services (15% and 13%, respectively).
- There was a very low proportion of problems attributable to telecommunications providers (0.5%); in addition, as in previous waves, 3% of respondents got a busy tone or got no reply from the emergency services, and another 3% reported other problems.
- Such technical problems were reported more frequently by mobile phone users (8%) than by fixed-line phone users or by people using a public payphone (both 4%).
- While 12% of respondents who last called a national emergency number while visiting another EU country reported technical difficulties, virtually no respondents who called 112 reported such problems. However, given the small number of respondents who reported this situation, caution is advised when analysing these results.
- Slightly more than 1 in 10 (12%) respondents who called the European emergency number 112 when visiting another EU country said they had encountered language-related problems; 69% of the most recent calls to 112 made in another EU country were handled in a language of the visited country. The current results show an improvement in the proportion of language problems encountered, as 28% of respondents had had language-related problems in 2009. Once again, caution should be exercised when interpreting these numbers.
- As in previous years, almost 9 in 10 (88%) respondents provided the emergency services operator with the exact location and address of the emergency during their most recent call to the emergency services and 5% gave some information about the location but not the exact address. Respondents who made an emergency call while visiting another EU country were slightly less likely to be able to provide the emergency services with an exact address (84% for calls to 112 and 85% for calls to national emergency numbers).
- Regarding the follow-up given to the call, in a large majority of cases an emergency unit arrived on the spot (81%). Across all countries, in not more than 3% of cases an emergency unit had reportedly been dispatched but had not arrived.

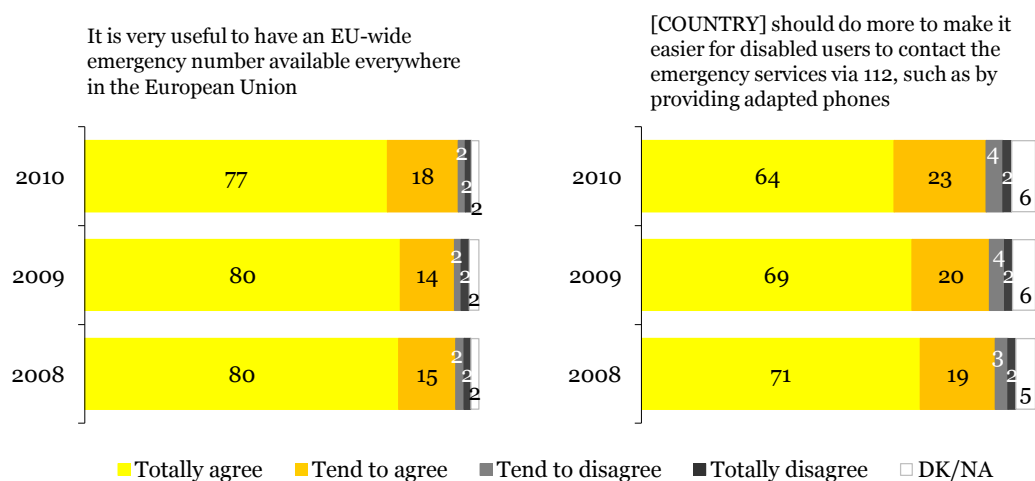
1. Usefulness of the European emergency number 112

This first chapter analyses the opinions of EU citizens about the usefulness of a European emergency number and about its accessibility for people with disabilities. In order to do this, two statements about the 112 number were presented to interviewees asking them whether they agreed or disagreed with each one.

More than 9 in 10 (95%) EU citizens agreed that it was very useful to have a European emergency number available throughout the EU: 77% *totally agreed* that it was very useful to have such a number, while 18% *tended to agree*.

A significant majority of respondents also thought that their country should do more to make it easier for individuals with a disability to contact the emergency services via the 112 number, for instance by providing adapted phones. Around two-thirds (64%) respondents *totally agreed*, and about a quarter (23%) *tended to agree*, that accessibility of 112 for disabled users should be improved.

Opinions about the European emergency number 112



Q4 a/c. Please tell me to what extent you agree or disagree with the following statements...
%, Base: all respondents, EU27

Comparing the results of the current survey with those in 2008 and 2009, it was noted that the overall level of agreement (i.e. the sum of *totally agree* and *tend to agree* responses) was similar across the three waves; respondents in the current survey, however, were somewhat less likely to express strong agreement. For example, while in 2008 and 2009, about 7 in 10 respondents *totally agreed* that their country should do more to make it easier for disabled users to contact the emergency services via 112; this proportion was just 64% in 2010.

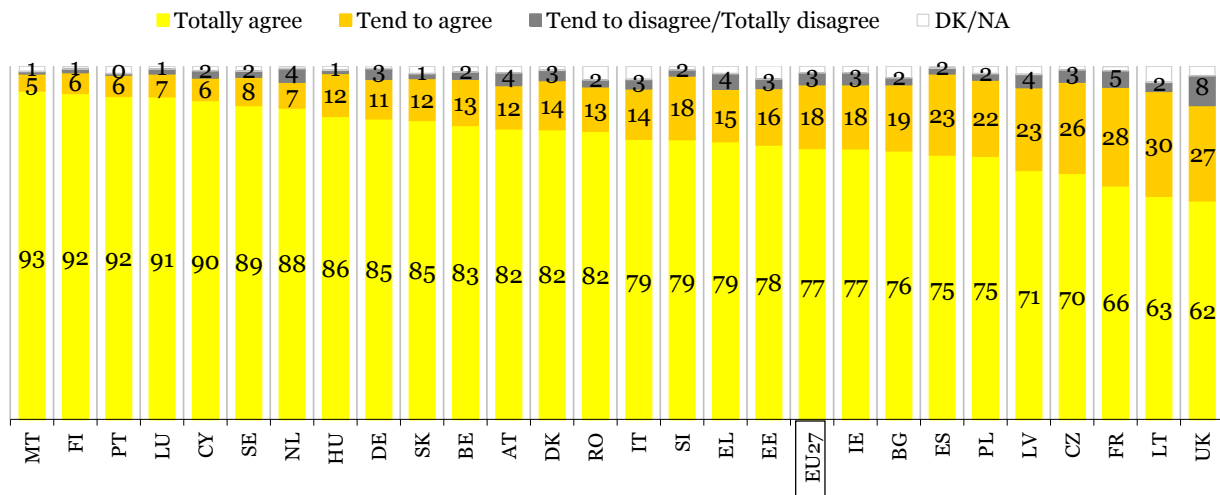
1.1 Usefulness of the European emergency number 112

The individual country results showed that in all but one of the EU countries more than 9 in 10 respondents *tended to agree* or *totally agreed* that it was very useful to have an EU-wide emergency number. As in previous surveys, the UK was the only EU country where people were somewhat less convinced about the usefulness of such a number (89% vs. an EU average of 95%; in 2009, 87% of British respondents had agreed with this statement, and in 2008, this proportion had been 86%).

Maltese, Finnish, Portuguese and Luxembourgish interviewees were the most likely to *totally agree* that having a European emergency number was very useful (between 91% and 93%). At the lower end of the distribution, 62% of British respondents, 63% of Lithuanians and 66% of French interviewees *totally agreed* with the statement. British respondents were also the most sceptical about the advantages of a single emergency number being available everywhere in the EU: 8% either *tended to disagree* or *totally disagreed* that such a number was very useful.

Opinions about the European emergency number 112:

It is very useful to have an EU-wide emergency number available everywhere in the EU



Q4 a. Please tell me to what extent you agree or disagree with the following statements...
%, Base: all respondents, by country

A comparison of the results of the current survey with those of 2008 and 2009 showed virtually no differences in the overall level of agreement about the usefulness of having a single emergency number available throughout the EU. Nonetheless, in some countries – such as Spain, Slovenia and Italy – a decrease was seen in the proportion of respondents who *totally agreed* with the statement. For example, while in 2009, 85% of Spanish respondents *totally agreed* that it was very useful to have an EU-wide emergency number, in 2010 this proportion decreased to 75% (-10 percentage points).

Socio-demographic considerations






When comparing perceptions about the usefulness of having a European emergency number, only small differences between socio-demographic groups were seen. Furthermore, they exactly mirrored the ones observed in previous surveys.

Older respondents (over 54) were less likely than their younger counterparts to *tend to agree* or *totally agree* that the introduction of an EU-wide emergency number has been very useful (91% vs. 96%-97%). Similarly, inactive EU citizens were slightly less likely to agree with this statement than self-employed respondents, employees and manual workers (94% vs. 96%-97%).

Finally, comparing those EU citizens with or without an impairment³, members of the latter group were seen to be less likely to agree that it was very useful to have an EU-wide emergency number (96% vs. 91% of respondents without a disability).

Opinions about 112: It is very useful to have an EU-wide emergency number available everywhere in the EU

By socio-demographics

		% Totally agree	% Tend to agree	% Agree (total)	% Tend to disagree	% Totally disagree	% Disagree (total)	% DK/NA
	SEX							
	Male	77	18	95	2	2	4	1
	Female	76	18	94	2	1	3	2
	AGE							
	15 - 24	76	21	97	1	1	2	1
	25 - 39	79	18	97	1	1	2	1
	40 - 54	79	17	96	2	1	3	1
	55 +	74	17	91	3	3	6	4
	URBANISATION							
	Metropolitan	78	18	96	2	1	3	2
	Urban	77	18	95	2	2	4	2
	Rural	76	19	95	2	2	4	2
	OCCUPATION							
	Self-employed	81	15	96	1	2	3	1
	Employee	80	17	97	2	1	3	1
	Manual worker	76	21	97	2	1	3	1
	Not working	75	19	94	2	2	4	3
	IMPAIRMENT							
	Any impairment	72	19	91	2	2	4	5
	No impairment	78	18	96	2	1	3	1

Q4a. Please tell me to what extent you agree or disagree with the following statements...

%, Base: all respondents, by socio-demographics

³ Respondents were asked if they had an impairment that had a substantial effect on their ability to carry out normal day-to-day activities.

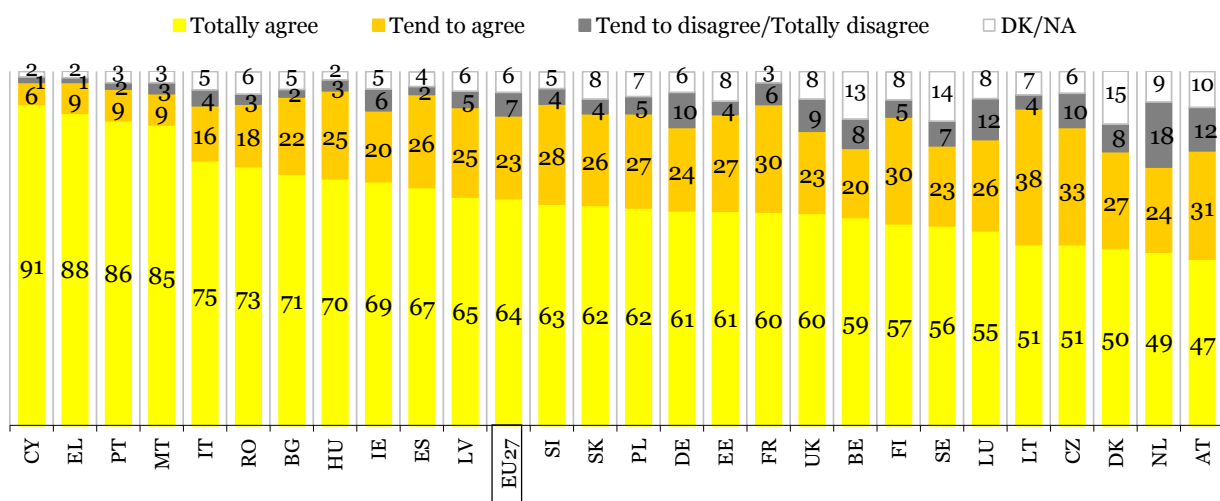
1.2 Access to emergency services via 112 for users with a disability

In most EU countries, more than three-quarters of interviewees *totally agreed* or *tended to agree* that their country's authorities should do more to make it easier for disabled users to contact the emergency services by calling 112; the total level of agreement ranged from 73% in the Netherlands to 97% in Cyprus and Greece. Respondents in the latter countries were also the most likely to *totally agree* that it should be made easier for people with a disability to call 112 in case of an emergency (91% and 88%, respectively); in Austria and the Netherlands, less than half of interviewees *totally agreed* (47% and 49%, respectively).

Dutch (18%), Austrian and Luxembourgish (both 12%) respondents were the most likely to *totally disagree*, or *tend to disagree*, that accessibility of 112 for disabled users should be improved in their country; in all other countries, no more than 1 in 10 respondents disagreed with this proposition.

Opinions about the European emergency number 112:

[COUNTRY] should do more to make it easier for disabled users to contact the emergency services via 112



Q4 c. Please tell me to what extent you agree or disagree with the following statements...
%, Base: all respondents, by country

A comparison across the three surveys primarily showed minor differences in the proportion of respondents who agreed that there was a need for improved access to the European emergency number 112 for disabled users. Nevertheless, as with the previous statement, in some countries, respondents were now more likely to *tend to agree*, rather than *totally agree*, that such an improvement was required.

For example, in 2008, 84% of Spanish respondents *totally agreed*, and 10% *tended to agree*, that accessibility to 112 in Spain should be improved for disabled users. In 2009, these proportions had changed to 79% and 17%, respectively. This trend continued in 2010, when just 67% of Spaniards *totally agreed* and 26% *tended to agree* that such efforts were needed.

Socio-demographic considerations






The table on the next page – once again – shows mostly small differences between the various socio-demographic groups; across all groups, between 84% and 90% of respondents *tended to agree* or *totally agreed* that their country's authorities should do more to make it easier for users with disabilities to contact the emergency services by calling 112.

The largest differences were seen between occupational groups; 84% of self-employed respondents agreed with the statement compared to 90% of manual workers, 88% of non-working respondents and 87% of employees. These differences were somewhat more pronounced than those observed in 2009.

It was also noticed, in 2009 and in 2010, that women were more likely than men to *totally agree* that it should be made easier for disabled users to call 112 in case of an emergency (2010: 67% vs. 61%). Interestingly, some of the smallest differences in the levels of agreement were found when comparing respondents with and without an impairment.

Opinions about 112: [COUNTRY] should do more to make it easier for disabled users to contact the emergency services via 112, such as by providing adapted phones

By socio-demographics

		% Totally agree	% Tend to agree	% Agree (total)	% Tend to disagree	% Totally disagree	% Disagree (total)	% DK/NA
	SEX							
	Male	61	25	86	5	3	8	6
	Female	67	22	89	3	2	5	6
	AGE							
	15 - 24	63	26	89	5	1	6	4
	25 - 39	63	25	88	4	2	6	6
	40 - 54	63	24	87	4	3	7	6
	55 +	66	21	87	4	2	6	7
	URBANISATION							
	Metropolitan	61	24	85	5	3	8	7
	Urban	66	23	89	4	2	6	6
	Rural	64	24	88	4	3	7	6
	OCCUPATION							
	Self-employed	61	23	84	6	3	9	7
	Employee	61	26	87	5	2	7	6
	Manual worker	66	24	90	4	2	6	5
	Not working	66	22	88	4	2	6	6
	IMPAIRMENT							
	Any impairment	68	21	89	4	2	6	6
	No impairment	64	24	88	4	2	6	6

Q4a. Please tell me to what extent you agree or disagree with the following statements...
%, Base: all respondents, by socio-demographics

2. Information about the European emergency number 112

According to EU legislation, it is the responsibility of individual Member States to inform citizens about the existence and usage of the European emergency number 112. Moreover, as from July 2009, telecommunications providers should send a text message with information about 112 to people using their mobile phones while visiting another EU country⁴.

As in 2008 and 2009, this survey investigated opinions about the adequacy of information about the existence of this EU-wide number. In addition, it asked whether respondents had seen any information or heard about 112 during the last 12 months, and about the sources of such information in those cases.

2.1 Adequacy of information about the European emergency number 112

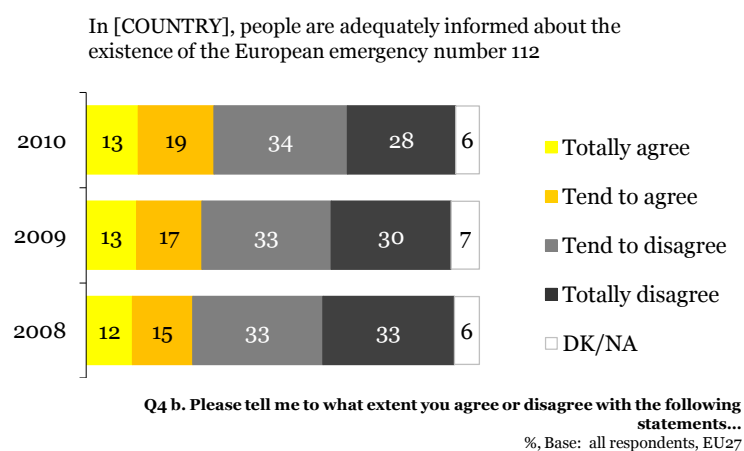
About one-third of EU citizens agreed that people in their country were adequately informed about the existence of the European emergency number 112 (13% *totally agreed* and 19% *tended to agree*). Agreement with this statement has increased by five percentage points since 2008 (from 27% in 2008, to 30% in 2009 and 32% in 2010).

Nevertheless, a majority (62%) of interviewees still disagreed that people in their country were adequately informed about the existence of 112.

Individual country results showed a large variation in the proportions of respondents who agreed or, alternatively, disagreed that people in their country were adequately informed about the European emergency number 112. As in previous years, Luxembourgish respondents were the most likely *to totally agree* or *tend to agree* with the statement (66%); they were followed by Czechs (62%), Romanians (59%) and Slovaks (54%). The highest proportion of respondents who *totally agreed* was seen in Romania (36%).

In the remaining 23 EU countries, less than half of respondents agreed that people in their country were adequately informed about the 112 number. The highest levels of disagreement were seen in Hungary (75%), the UK, Greece and Cyprus (all 74%), and France (73%). Cypriots were the most prone to *totally disagree* that such information was adequate (50%).

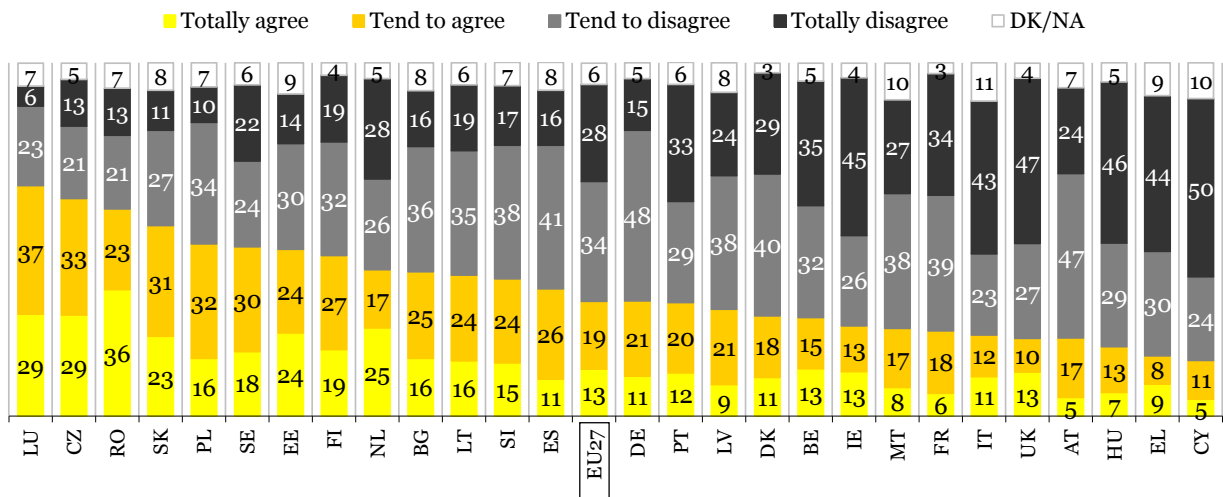
Opinions about the European emergency number 112



⁴ Regulation (EC) No 544/2009 of the European Parliament and the Council of 18 June 2009

Opinions about the European emergency number 112:

In [COUNTRY], people are adequately informed about the existence of the European emergency number 112



Q4b. Please tell me to what extent you agree or disagree with the following statements...
%, Base: all respondents, by country

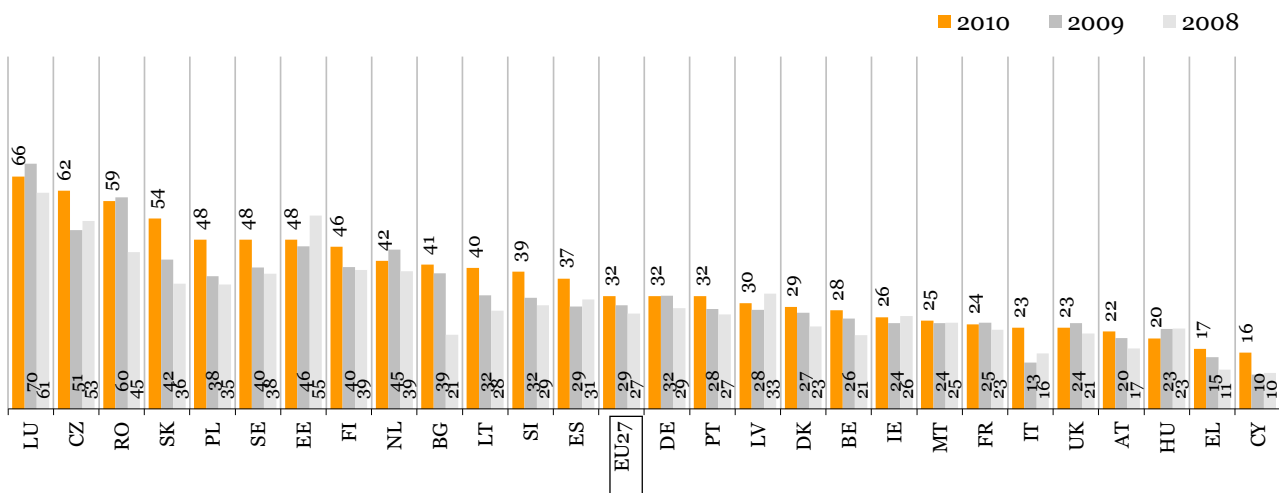
A comparison between 2010 and 2009 showed that, in 10 EU countries, the proportion of respondents who agreed that people in their country were adequately informed about the European emergency number increased by at least five percentage points.

Slovakia has seen the largest increase in the proportion of respondents agreeing that information was adequate. In 2009, 42% of Slovak respondents agreed that people in their country were adequately informed about the 112 number; in 2010, this proportion has increased to 54% (+12 percentage points).

The proportion of interviewees who agreed that people in their country were adequately informed about the European emergency number has also increased by at least 10 percentage points in the Czech Republic (from 51% in 2009 to 62% in 2010; +11 percentage points), Poland (from 38% to 48%; +10) and Italy (from 13% to 23%; +10).

Opinions about the European emergency number 112:

In [COUNTRY], people are adequately informed about the existence of the European emergency number 112



Q4b. Please tell me to what extent you agree or disagree with the following statements...
% "totally agree" and "tend to agree", Base: all respondents, by country

Socio-demographic considerations

As in previous surveys, the current one found that younger respondents (15-24 year-olds) were more likely to agree that people in their country were adequately informed about the European emergency number 112 (38% vs. 31%-33% in other age groups). Respondents between 25 and 54 years-of-age most frequently disagreed with this statement (65%-66% vs. 59% of 15-24 year-olds and 57% of the over 54s; note that the latter were more likely to give a “don’t know” response).






About 3 in 10 employees (28%) and self-employed respondents (30%) *tended to agree* or *totally agreed* that people in their country were adequately informed about the EU-wide emergency number. The level of agreement increased to 34% for non-working respondents and to 40% for manual workers.

The differences in agreement for respondents with and without an impairment were more pronounced than in previous years: 38% of respondents with an impairment, compared to 32% without one, agreed that people in their country were adequately informed about the EU-wide emergency number.

Finally, respondents living in metropolitan areas were somewhat less likely than their counterparts in urban and rural areas to agree that information about 112 was adequate in their country (30% vs. 33%-34%).

Opinions about 112: In [COUNTRY], people are adequately informed about the existence of the European emergency number 112

By socio-demographics

		% Totally agree	% Tend to agree	% Agree (total)	% Tend to disagree	% Totally disagree	% Disagree (total)	% DK/NA
	SEX							
	Male	14	19	33	34	27	61	5
	Female	13	19	32	33	28	61	7
	AGE							
	15 - 24	15	23	38	36	23	59	3
	25 - 39	13	18	31	37	29	66	3
	40 - 54	12	19	31	36	29	65	5
	55 +	14	19	33	30	27	57	10
	URBANISATION							
	Metropolitan	12	18	30	35	29	64	6
	Urban	14	19	33	33	29	62	6
	Rural	14	20	34	35	26	61	6
	OCCUPATION							
	Self-employed	13	17	30	33	32	65	6
	Employee	11	17	28	38	31	69	3
	Manual worker	16	24	40	33	22	55	5
	Not working	14	20	34	32	26	58	8
	IMPAIRMENT							
	Any impairment	17	21	38	30	24	54	9
	No impairment	13	19	32	34	28	62	6

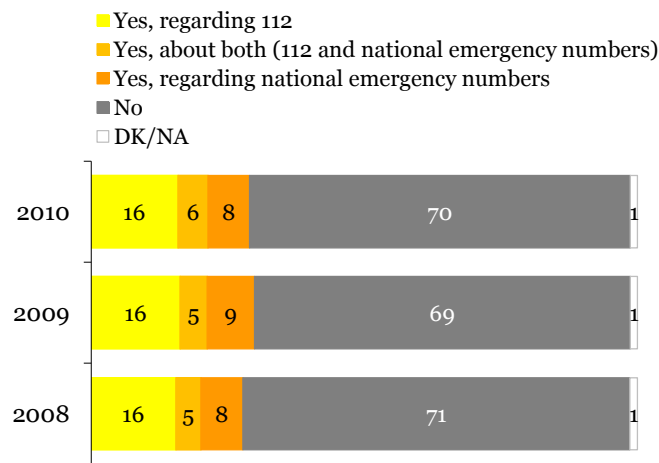
Q4a. Please tell me to what extent you agree or disagree with the following statements...
%, Base: all respondents, by socio-demographics

2.2 Receiving information about the European emergency number 112

Despite the fact that individual Member States are obliged to inform their citizens about the existence of the European emergency number 112, this survey – once again – showed that a large majority of EU citizens (78%) had not heard about or seen information regarding the 112 number during the last 12 months.

Slightly more than a fifth of interviewees said they had received information about 112 being the European emergency number in the past 12 months: 16% had received information about 112 and an additional 6% reported having received information about this EU-wide number and other national emergency numbers.

Information about the European emergency number 112 and national emergency numbers



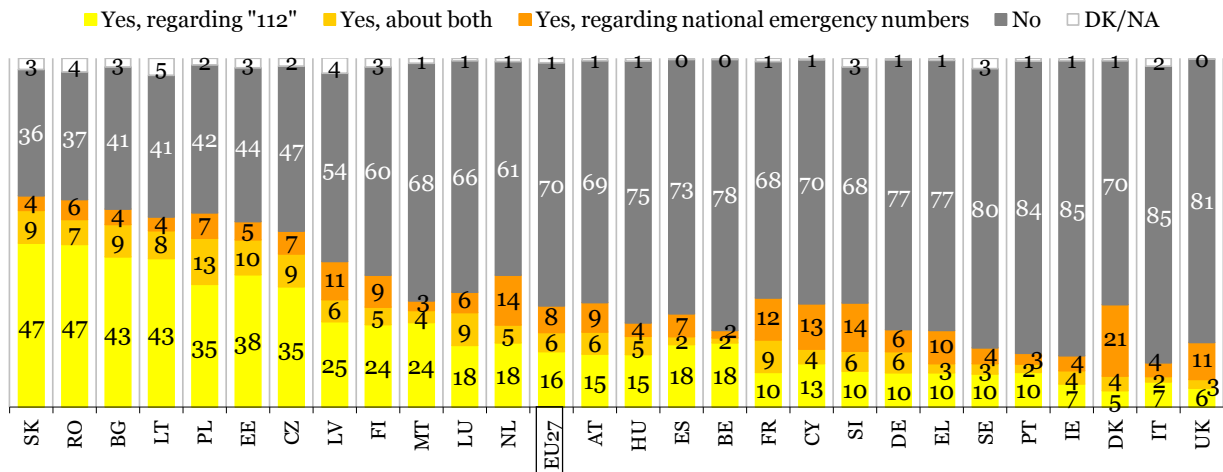
Q3. During the last 12 months, have you seen or heard any information regarding the European emergency number "112"? And have you seen or heard any information about the national emergency number(s)?
%, Base: all respondents, EU27

Once again, large variations were observed between EU countries in the proportion of respondents who said they had received information about the European emergency number 112. While a majority of respondents in Slovakia (56%), Romania (54%), Bulgaria (52%) and Lithuania (51%) had received information about this number in the past 12 months, this proportion was 9% in the UK, Italy and Denmark.

Nonetheless, in almost all countries, respondents were more likely to have received information about the European emergency number than they were to have received information about national emergency numbers. For example, in Latvia, 25% of respondents had received information about 112 and an additional 6% had received information about this EU-wide number and other national emergency numbers; however, just 11% had only seen or heard information about national emergency numbers.

The most notable exception to these results was Denmark: 9% of respondents said they had received information about the European emergency number 112 and 21% had only received information about the national emergency number. As 112 is the main emergency number in use *in one's own country* does not necessarily imply knowledge of the number as the *European emergency number*. This topic will be discussed in more detail in the next chapter.

Information about the European number 112 and national emergency numbers



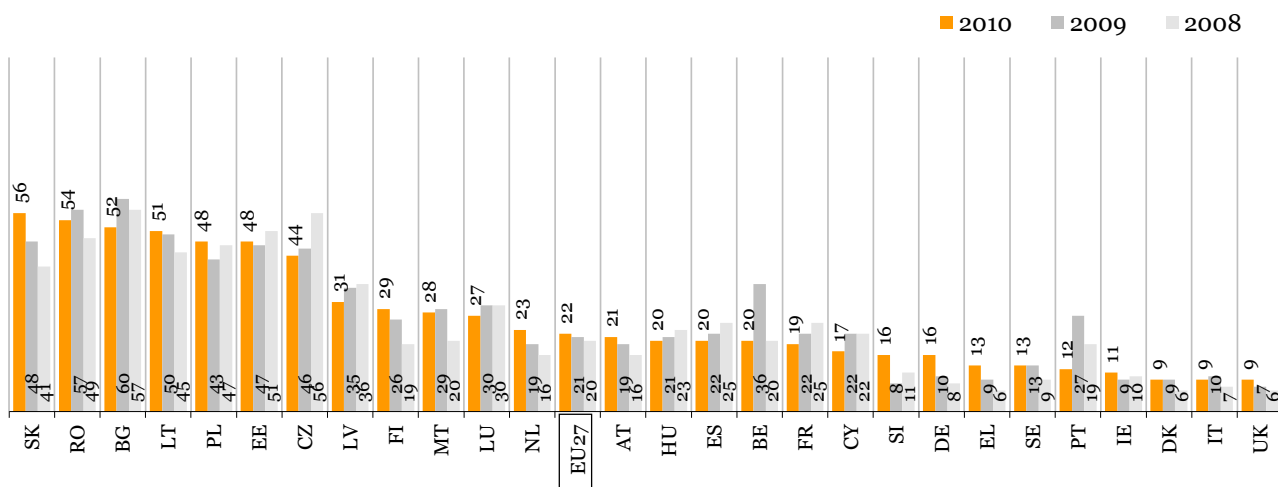
Q3. During the last 12 months, have you seen or heard any information regarding the European emergency number "112"? And have you seen or heard any information about the national emergency number(s)?
%, Base: all respondents, by country

In most countries, minor differences were observed between the 2009 and 2010 results; this was also the case when comparing the results of 2008 and 2009. However, once more, there were exceptions.

Slovakia has seen the largest increase in the proportion of respondents who claimed to have received information about the European emergency number 112 in the past year: 56% in 2010 compared to 48% in 2009 (+8 percentage points). The proportion of interviewees who said they had received information about 112 has also increased by more than five percentage points in Slovenia (16% in 2010 vs. 8% in 2009) and Germany (16% in 2010 vs. 10% in 2009). However, while Slovakia now ranks highest in the EU in terms of providing information to its citizens about the existence of the EU-wide emergency number, Slovenia and Germany remain below the EU average despite last year's increase.

An opposite trend, however, was particularly noticeable in Portugal and Belgium. In 2009, 27% of Portuguese citizens and 36% of Belgian respondents said they had received information about the EU-wide emergency number; however, in the current survey these proportions have decreased to 12% and 20%, respectively (-15 and -16 percentage point decreases). These countries' current results were again closer to those observed in 2008: 19% of Portuguese citizens and 20% of Belgians had received information about 112.

Information about the European emergency number 112 – 2008-2010



Q3. During the last 12 months, have you seen or heard any information regarding the European emergency number "112"? And have you seen or heard any information about the national emergency number(s)?
Base: all respondents
% "Yes, regarding 112" and "Yes, about both", by country






Socio-demographic considerations

Only small differences between socio-demographic groups were seen when respondents were asked whether they had received information about the European emergency number 112; this was in line with earlier findings in 2008 and 2009.

The largest differences were once more seen when comparing manual workers with those in other occupational groups: 27% of manual workers claimed to have heard about or seen information about the European emergency number 112 in the past year, compared to 20% of non-working respondents and 22%-23% of self-employed respondents and employees.

Information about the European emergency number 112 and national emergency numbers

By socio-demographics

		% Yes, regarding 112	% Yes, regarding national emergency numbers	% Yes, about both	% Yes, regarding 112	% Yes, regarding national emergency numbers	% No
	SEX						
	Male	17	8	6	23	14	67
	Female	15	7	5	20	12	72
	AGE						
	15 - 24	15	8	6	21	14	70
	25 - 39	17	8	6	23	14	68
	40 - 54	17	9	6	23	15	68
	55 +	15	6	5	20	11	72
	URBANISATION						
	Metropolitan	17	10	5	22	15	68
	Urban	17	7	6	23	13	69
	Rural	15	7	6	21	13	72
	OCCUPATION						
	Self-employed	17	7	5	22	12	71
	Employee	16	11	7	23	18	66
	Manual worker	21	4	6	27	10	67
	Not working	15	7	5	20	12	72
	IMPAIRMENT						
	Any impairment	15	6	6	21	12	72
	No impairment	16	8	6	22	14	70

Q3, During the last 12 months, have you seen or heard any information regarding the European emergency number '112'? And have you seen or heard any information about the national emergency number(s)?

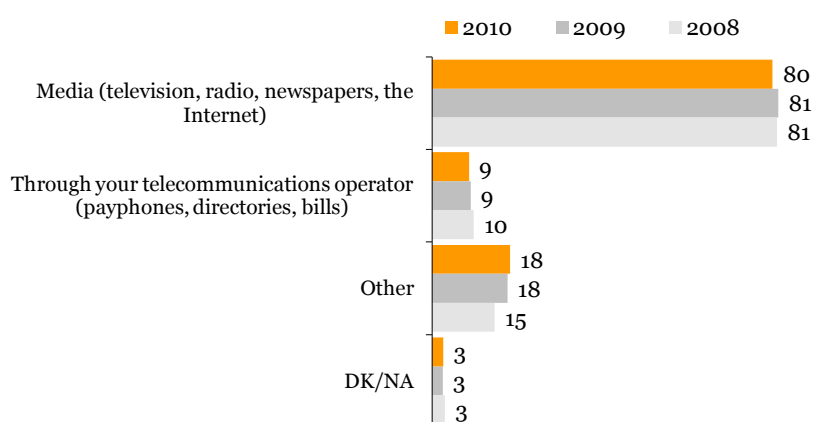
%, Base: those who have seen/heard information regarding the European emergency number 112, by socio-demographics (1-2% DK/NA)

2.3 Information sources about the European emergency number 112

Eight out of 10 EU citizens, who said they had received information about the European emergency number in the last 12 months, said that they had been informed via a media outlet – by watching television, listening to the radio, reading newspapers or surfing the Internet.

Slightly less than 1 in 10 (9%) interviewees said that they had been informed by their telecommunications provider – for example, they saw the number when using a payphone, read information about 112 on a telephone bill or received a text message with information about this number. Other sources of information than the ones listed in the survey were mentioned by 18% of respondents. As the chart on the next page illustrates, no significant changes have taken place over the past year in this regard.

Source of information regarding the European emergency number 112



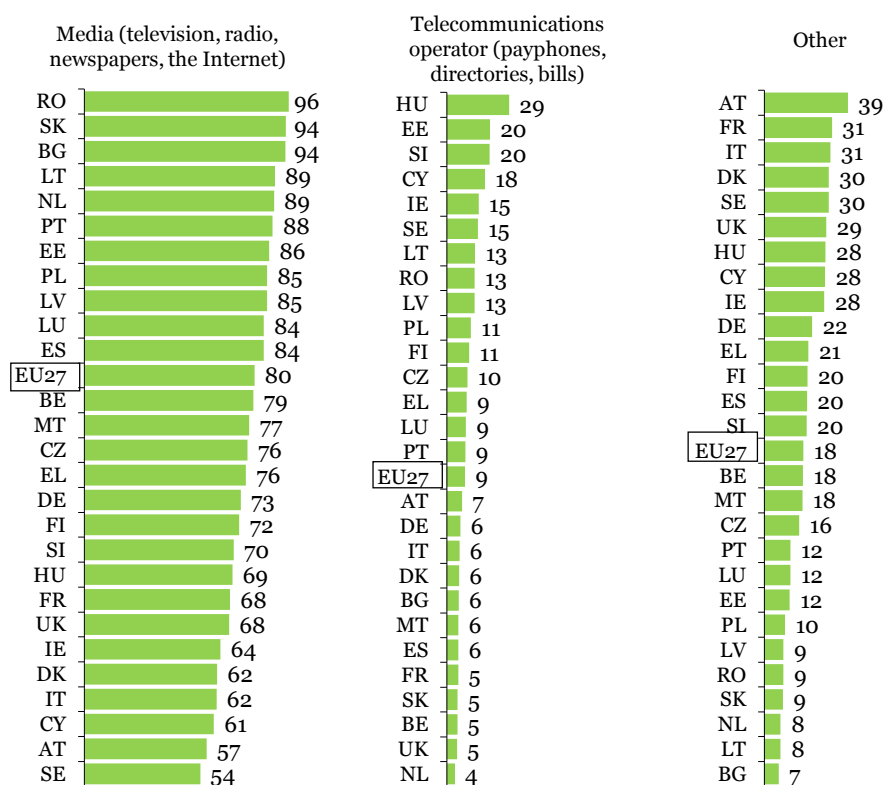
Q3a. Where did you see/hear information regarding the European emergency number “112”?
%, Base: those who have seen/heard information regarding the European emergency number 112. EU27

In all EU countries, different media outlets (television, radio, newspapers and the Internet) continued to be the most important source of information concerning the European emergency number 112. This source was mentioned by a majority of respondents in each country. Romanians (96%), Slovaks and Bulgarians (both 94%) were the most likely to select the media as their source of information about 112, while Swedes and Austrians were the least likely to mention the media (54% and 57%, respectively).

As in 2009, respondents in Hungary and Estonia were seen at the high end of the country ranking in terms of having received information about the EU-wide emergency number from a telecommunications provider: 29% of Hungarians and 20% of Estonians selected this source. In Slovenia and Cyprus, about a fifth of respondents said they had received information through a telecommunications provider (20% and 18%, respectively); in 16 countries, however, 1 in 10 or less named this source.

The proportion of respondents selecting a source of information other than the media or a telecommunications provider ranged from less than 7%-8% in Bulgaria, Lithuania and the Netherlands to 39% in Austria. France, Italy, Denmark, Sweden and the UK were also seen at the higher end of this distribution with roughly 30% of respondents naming an alternative source of information.

Source of information regarding the European emergency number 112



Q3a. Where did you see/hear information regarding the European emergency number "112"?
%, Base: those who have seen/heard information regarding the European emergency number 112, by country






Socio-demographic considerations

Across all age groups, the media was by far the principal source of information about the emergency number 112. Nonetheless, older respondents were most likely to mention the media: 85% of over 54 year-olds compared to 71% of 15-24 year-olds. Younger respondents, on the other hand, were more likely to have heard about 112 through a telecommunications provider (15% of 15-24 year-olds vs. 7% of over 39s) or via an alternative source of information (26% of 15-24 year-olds vs. 13% of the over 54s).

Employees were the least likely to have read or heard about the EU-wide emergency number via the media (75% vs. 80%-82% across other occupational groups), but they were more likely to mention some other source of information (23% vs. 15%-18%). Self-employed respondents were somewhat less likely to say they had received information about 112 through a telecommunications provider (7% vs. 9%-10% across other occupational groups).

Finally, respondents with an impairment were more likely to mention the media as their source of information regarding the European emergency number 112 (84% vs. 79% of respondents with a disability). A small difference was seen in the proportion who mentioned an alternative source of information: 15% for respondents with an impairment vs. 18% for those without one.

Source of information regarding the European emergency number 112*By socio-demographics*

		<i>% Media (television, radio, newspapers, the Internet)</i>	<i>% Through your telecommunications operator (payphones, directories, bills)</i>	<i>% Other</i>
	SEX			
	Male	79	9	19
	Female	80	9	18
	AGE			
	15 - 24	71	15	26
	25 - 39	78	10	18
	40 - 54	78	7	21
	55 +	85	7	13
	URBANISATION			
	Metropolitan	81	8	16
	Urban	78	9	19
	Rural	81	9	19
	OCCUPATION			
	Self-employed	81	7	15
	Employee	75	9	23
	Manual worker	80	10	18
	Not working	82	9	15
	IMPAIRMENT			
	Any impairment	84	8	15
	No impairment	79	9	18

Q3A. Where did you see/hear information regarding the European emergency number '112'?

Base: those who have seen/heard information regarding the European emergency number 112, by socio-demographics (1%-4% DK/NA)

3. Knowledge of the European emergency number 112

One of the aims of the survey was to find out how familiar EU citizens were with the European emergency number 112, both as an emergency number in use in their own country and as an EU-wide number (available throughout the EU).

Respondents were first asked:

- to identify the telephone number they would call in the event of an emergency in their own country (e.g. if someone needed urgent medical assistance or in case they needed to contact the police or fire brigade)
- to specify the telephone number that enabled them to call emergency services from anywhere in the EU.

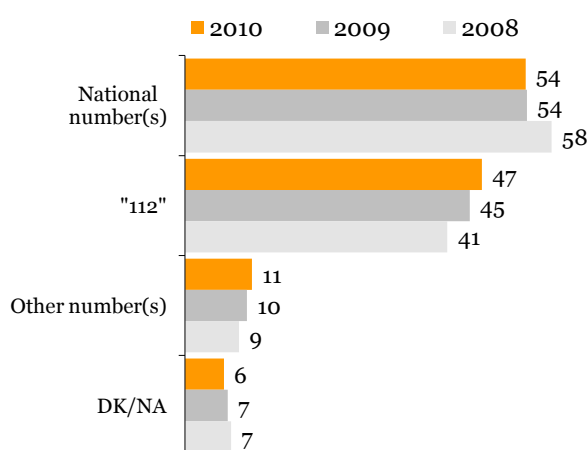
3.1 Calling the emergency services from within one's own country

EU citizens were asked about the number they would call in the event of an emergency in their own country⁵; for example, if someone needed urgent medical assistance or in case they needed to contact the police or fire brigade. As several countries have several different numbers for specific emergency services, respondents were allowed to give several numbers.

Nearly half (47%) of EU citizens said they would call the European emergency number 112 in case of an emergency in their own country; awareness of 112 as a number to call in a national context has gradually increased since the first wave of the survey, from 41% in 2008 to 47% in 2010. Nonetheless, there was still a slim majority (54%) of respondents who thought of calling national emergency numbers.

About 1 in 10 (11%) respondents mentioned a number that was not an emergency number in their country and 6% were not able to provide details of any emergency number. These figures have hardly changed since 2008.

Telephone number(s) to call in the event of emergencies in one's own country



Q1. Can you tell me what telephone number you would call in the event of an emergency in [COUNTRY]?
%, Base: all respondents, EU27

⁵ In chapter 4, these calls are referred to as “hypothetical calls” and are compared to “actual” experiences of calling 112.

Country variations

As in previous years, the proportion of respondents who would call the emergency number 112 when facing an emergency situation in their country varied a great deal between different EU countries. This variation is, of course, partly caused by differences across countries in terms of the number of emergency numbers that are available.

Group 1: where 112 is the sole/main emergency number⁶

In the Netherlands, Sweden, Denmark and Finland, 96% of interviewees thought of calling the emergency number 112 when confronted with an emergency situation in their own country. High proportions of respondents who would call the 112 number were also recorded in Romania and Portugal (86% and 81%, respectively). In all of these countries, 112 is the sole/main emergency number.

Although 112 is also presented as the sole emergency number in Malta⁷, just 42% of Maltese respondents thought of calling 112 in case of an emergency and 13% would call one of the former numbers to contact the police, ambulance and civil protection⁸.

Only a minority (4%-5%) of respondents in the Netherlands, Denmark, Finland and Sweden gave an incorrect telephone number or were unable to name any emergency number. In Malta, however, 7% referred to a wrong number and a high proportion of respondents (39%) were not able to give details of any emergency number.

Group 2: 112 operates alongside other emergency numbers

Countries in Group 2 are those where 112 was introduced as a number alongside their national emergency numbers. The proportion of respondents who specified the emergency number 112 ranged from just 3% in Greece to 90% in Estonia, and the proportion of those who thought of other national emergency numbers ranged from 16% in Estonia to 97% in the UK.

The countries in this group with the highest percentages of respondents who mentioned the emergency number 112 were Estonia (90%) and Luxembourg (85%). In these countries, 112 has become the only number whereby certain emergency services (ambulance and fire brigade) can be contacted, while the number 110 in Estonia and the number 113 in Luxembourg link callers to the police in case of an emergency. Even so, compared to 2009, the proportion of Estonian or Luxembourgish respondents who thought of calling an alternative national emergency number has decreased (Luxembourg: from 37% to 25%; Estonia: from 26% to 16%). Almost 8 in 10 (79%) respondents in Slovenia and three-quarters in Germany would call the European emergency number 112 in case of an emergency in their own country. Slovenia and Germany are similar to Estonia and Luxembourg in terms of having one additional emergency number alongside 112.

In the four countries mentioned in the previous paragraph, the proportion of respondents who thought of calling 112 in case of an emergency in their own country was higher than the proportion who would dial a national number. Such a difference in proportions was, however, also seen in Slovakia, Spain, Poland, Lithuania, Latvia and Bulgaria. In these countries, a majority of respondents said they would call 112 in the event of an emergency in their own country (74% in Slovakia, 65% in Spain, 64% in Poland, 63% in Lithuania, 59% in Latvia and 52% in Bulgaria), while the proportion of respondents who mentioned other national emergency numbers, with the exception of Poland, remained below 50%. In Poland, 55% of interviewees referred to a national emergency number, compared to 64% who mentioned the 112 number.

⁶ Countries where 112 was the sole/main emergency number:

2008: Denmark, Finland, Sweden, the Netherlands and Portugal; 2009: +Romania; 2010: +Malta

⁷ For more information, see: http://circa.europa.eu/Public/irc/info/cocom1/library?l=/public_documents_2008/cocom08-17_final_1/_EN_1.0_&a=d



⁸ These “prior” emergency numbers were no longer publicly advertised but were kept in operation for public safety reasons.

As in previous years, knowledge of 112 as the number to use in case of emergencies in a national context was the lowest in Greece (3%), the UK (8%), Austria and Cyprus (both 11%), France (13%) and Ireland (16%). In these countries – except for Cyprus, at least 80% of respondents said they would call a national number in the event of an emergency in their country (between 80% and 97%).

Cyprus distinguished itself again from other EU countries by having the highest proportion of respondents saying they did not know which emergency number they would call (46%). The highest proportion of respondents who stated an incorrect telephone number for emergencies in their own countries were found in Italy (28%) and the UK (23%); in both countries, this figure has increased compared to 2009 (+7 percentage points in Italy and +8 percentage points in the UK).

Telephone number(s) to call in the event of emergencies in one's own country

By country

		% "112"	% National number(s)	% Other number(s)	% DK/NA
	GROUP 1: 112 is the sole/main emergency number				
	Netherlands	96	1	2	2
	Sweden	96	0	2	3
	Denmark	96	14	3	1
	Finland	96	3	2	2
	Romania	86	2	2	12
	Portugal	81	6	8	10
	Malta	42	13	7	39
	GROUP 2: 112 operates alongside other emergency numbers				
	Estonia	90	16	8	2
	Luxembourg	85	25	11	4
	Slovenia	79	69	6	3
	Germany	75	44	7	3
	Slovakia	74	40	3	6
	Spain	65	24	6	12
	Poland	64	55	3	4
	Lithuania	63	39	6	6
	Latvia	59	40	8	8
	Bulgaria	52	42	7	14
	Czech Republic	50	62	5	2
	Hungary	31	72	13	10
	Belgium	27	68	4	6
	Italy	20	50	28	14
	Ireland	16	84	13	3
	France	13	90	7	3
	Cyprus	11	35	12	46
	Austria	11	88	3	4
	United Kingdom	8	97	23	1
Greece	3	80	13	9	

Q1. Can you tell me what telephone number you would call in the event of an emergency in [COUNTRY]?
%, Base: all respondents, by country

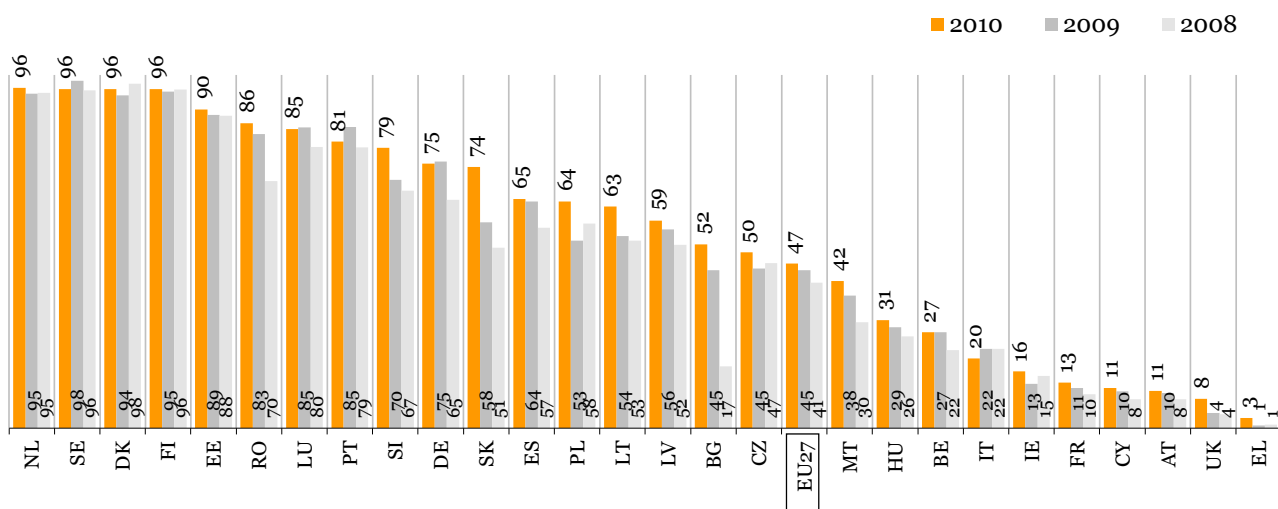
A comparison with the 2009 results

Slovakia has not only seen the largest increase in the proportion of respondents who claimed to have received information about the European emergency number 112 in the past year (see chapter 2), but also the largest increase in the proportion of respondents who would call the emergency number 112 in the case of an emergency in their own country: 74% in 2010 compared to 58% in 2009 (+16 percentage points).

The proportion of interviewees who thought of calling the emergency number 112 when confronted with an emergency situation in their own country has also increased by more than five percentage points in Slovenia (from 70% in 2009 to 79% in 2010; +9 percentage points), Poland (from 53% to 64%; +11), Lithuania (from 54% to 63%; +9) and Bulgaria (from 45% to 52%; +7).

In the remaining EU countries, knowledge of 112 in a national context has remained relatively stable. In 17 countries, the proportion of respondents who would call the number 112 in the event of an emergency in their own country has varied by two percentage points or less from 2009 to 2010.

Calling “112” in the event of emergencies in one’s own country – 2008-2010



Q1. Can you tell me what telephone number you would call in the event of an emergency in [COUNTRY]?
%, Base: all respondents, by country

Socio-demographic considerations

With regard to the numbers that respondents would call in the event of an emergency in their own country, it was noted that the emergency number 112 was more frequently mentioned by men (49% vs. 44% for women), younger respondents (57% of 14-24 year-olds vs. 40% of over 54 year-olds), manual workers (53% vs. 45%-48% for other occupational groups) and those without an impairment (47% vs. 44% for respondents with an impairment). These differences exactly mirrored the ones observed in previous surveys.






Respondents aged between 25 and 39 were somewhat more likely than their younger and older counterparts to report that they would call a national emergency number (56% compared to, for example, 50% of 15-24 year-olds). Within occupational groups, employees were more liable to call a national emergency number in case of an emergency in their own country (58% vs. 49%-52% across other occupational groups).

Finally, the proportions of respondents who gave an incorrect telephone number or were unable to name any emergency number (i.e. the sum of “other number” and “don’t know” responses) were higher for women (19% vs. 15% of men), the over 54 year-olds (22% vs. 13% for 15-24 year-olds),

respondents living in rural or urban areas (17%-18% vs. 13% in metropolitan areas), and self-employed and non-working respondents (17%-20% vs. 12%-13% for employees and manual workers).

Telephone number(s) to call in the event of emergencies in one's own country

By socio-demographics

		% "112"	% National number(s)	% Other number(s)	% DK/NA
	SEX				
	Male	49	53	10	5
	Female	44	54	11	8
	AGE				
	15 - 24	57	50	7	4
	25 - 39	49	56	10	4
	40 - 54	49	54	10	5
	55 +	40	53	12	10
	URBANISATION				
	Metropolitan	48	54	9	4
	Urban	46	53	12	6
	Rural	47	54	10	7
	OCCUPATION				
	Self-employed	46	52	12	5
	Employee	48	58	10	2
	Manual worker	53	49	8	5
	Not working	45	51	11	9
	IMPAIRMENT				
	Any impairment	44	52	14	10
	No impairment	47	54	10	6

Q1. Can you tell me what telephone number you would call in the event of an emergency in [COUNTRY]?

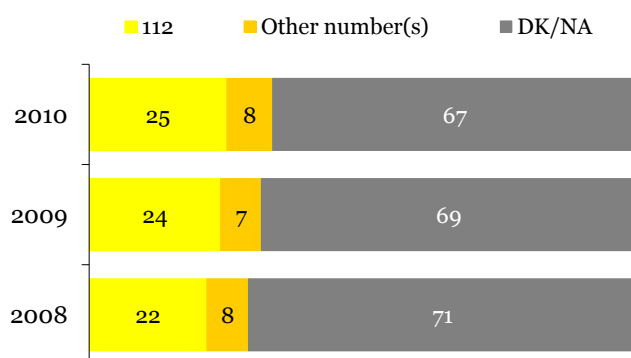
%, Base: all respondents, by socio-demographics

3.2 Calling the emergency services from another EU country

As in previous years, the current survey showed that EU citizens remained relatively unfamiliar with the European emergency number 112. Although nearly half of respondents thought of calling the 112 number in case of an emergency in their *own country*, only a quarter of respondents spontaneously identified 112 as the number to call for emergency services from *anywhere in the EU*. Awareness of 112's EU-wide functionality has slowly increased over the past two years: from 22% in 2008 to 25% in 2010.

Two-thirds (67%) of respondents said that they did not know which number would enable them to call emergency services from anywhere in the EU and 8% named an incorrect telephone number (i.e. a number other than “112”).

Knowledge of 112 as the EU-wide emergency number



Q2. Can you tell me what telephone number enables you to call emergency services anywhere in the EU?
%, Base: all respondents, EU27

Country variations

Knowledge of 112 as the European emergency number varied considerably between the different EU countries. As in 2008 and 2009, Czech (61%), Luxembourgish (59%) and Polish (56%) respondents were the most likely to know that they could reach emergency services from anywhere in the EU by calling the European emergency number 112. In one additional country – Slovakia – more than half (55%) of respondents spontaneously identified 112 as the number to call for emergency services from anywhere in the EU. On the other hand, the European emergency number was practically unknown to respondents in Italy (4%), Greece (7%) and the UK (8%).

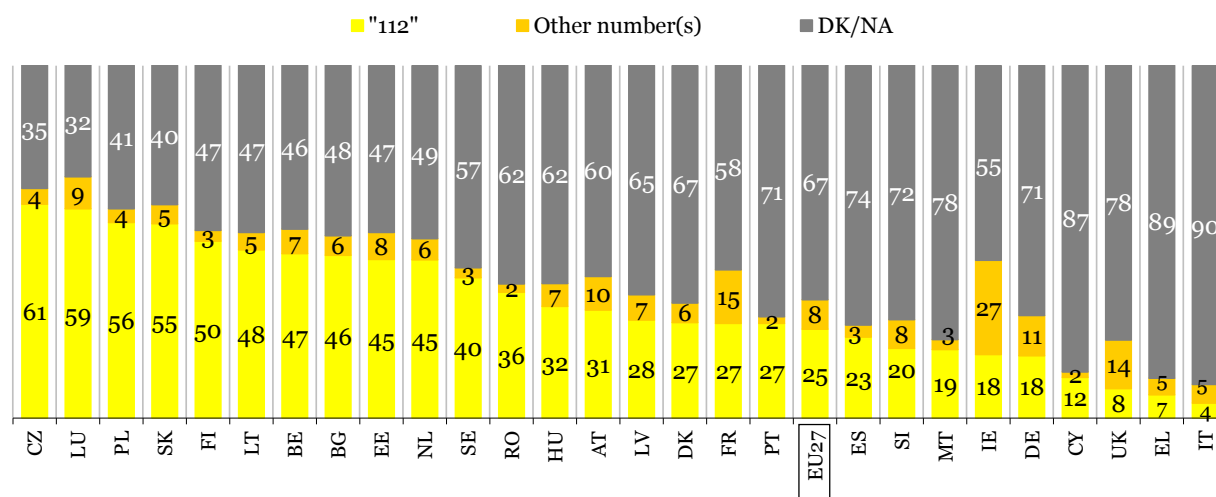
A comparison of the results of the current survey with those of 2008 showed that the difference in awareness of 112 as the European emergency number between the countries with the lowest and highest awareness level has increased. In 2008, awareness of 112 as the European emergency number varied from 4% in Greece to 56% in Poland (a difference of 52 percentage points), in 2010, this awareness ranged from 4% in Italy to 61% in the Czech Republic (a difference of 57 percentage points).

As in previous years, it was once again noted that knowing 112 as an emergency number to call from one's own country did not necessarily bring about a higher knowledge of 112 as the European emergency number that could be used to reach the emergency services from anywhere in the EU. For example, while 96% of respondents in Finland, the Netherlands, Sweden and Denmark said they would call 112 when confronted with an emergency situation in their own country, only 50% of Finnish, 45% of Dutch, 40% of Swedish and 27% of Danish respondents were familiar with 112 as the number to call for emergency services from anywhere in the EU. Furthermore, although the Czech Republic, Poland and Slovakia have specific national emergency numbers for each of the three main emergency services (medical assistance, police and fire brigade), respondents in these countries were

more likely than respondents in countries where 112 was the sole/main emergency number to spontaneously identify 112 as the number to call for emergency services from anywhere in the EU (61%, 56% and 55%, respectively).

The proportion of respondents who gave another number than 112 as the number that would enable them to call emergency services from anywhere in the EU was the highest in Ireland (27%). The proportion of incorrect answers, however, was also high in France (15%) and the UK (14%).

Knowledge of 112 as the EU-wide emergency number



Q2. Can you tell me what telephone number enables you to call emergency services anywhere in the European Union?
%, Base: all respondents, by country

A comparison with the 2008 and 2009 results

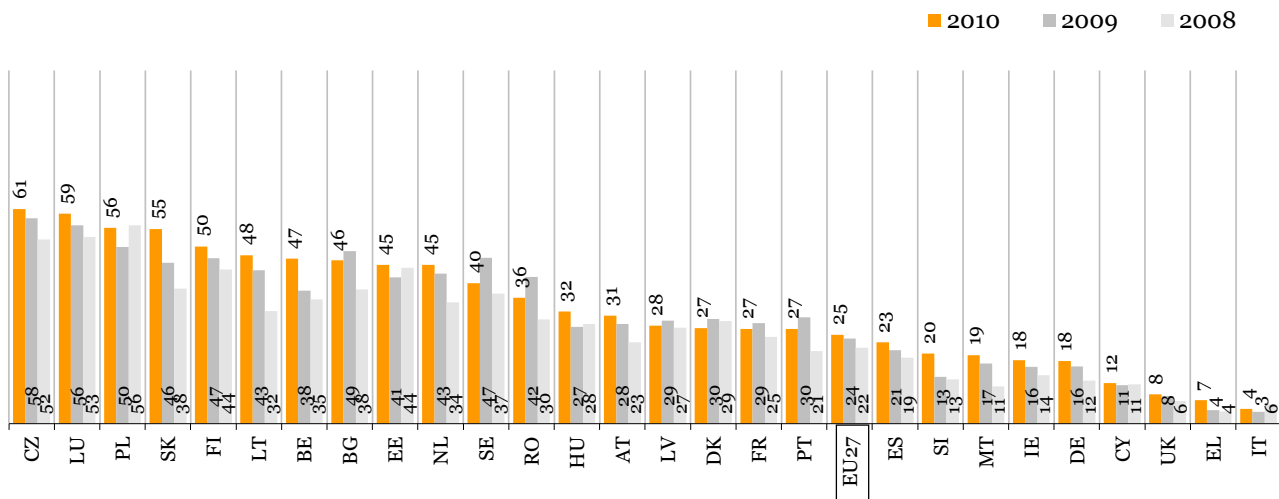
Slovakia and Belgium have seen the largest increases in the proportion of respondents who spontaneously identified 112 as the number to call the emergency services from anywhere in the EU. In 2009, 46% of Slovak citizens and 38% of Belgian respondents were familiar with the number; however, in the current survey these proportions have increased to 55% and 47%, respectively (both +9 percentage points). Going further back, to 2008, Lithuania can be seen to have joined Belgium and Slovakia in having made the most progress in increasing the awareness of 112 as the European emergency number (from 32% in 2008 to 48% in 2010; +16 percentage points).

The proportion of interviewees who were familiar with 112 as the EU-wide emergency number has also increased by seven percentage points in Slovenia (20% in 2010 vs. 13% in 2009); there, however, it has remained below the EU average in terms of respondents' knowledge of the European emergency number.

The proportion of respondents in Poland who spontaneously identified 112 as the number to call for emergency services from anywhere in the EU increased by six percentage points from 50% in 2009 to 56% in 2010; this country's current results were again closer to those observed in 2008. In 2009, 27% of Hungarian respondents could name the European emergency number 112; in the current survey, this proportion has increased to 32% (+5 percentage points).

An opposite trend was observed in Sweden and Romania. In 2009, 47% of Swedish respondents and 42% of Romanians could name the European emergency number 112; in the current survey, however, these proportions have decreased to 40% and 36%, respectively (-7 and -6 percentage point decreases). These countries' current results, nonetheless, have remained above those observed in 2008 when 37% of Swedes and 30% of Romanians were able to identify 112 as the European emergency number.

Knowledge of 112 as the EU-wide emergency number – 2008-2010



Q2. Can you tell me what telephone number enables you to call emergency services anywhere in the EU?
% Base: all respondents, by country

Knowledge of 112 as both a national emergency number and as the European emergency number

The following chart looks at the answers related to respondents' knowledge of 112 as the *European emergency number* based on their answers about emergency numbers that they would call in the event of an emergency in *their own country*.

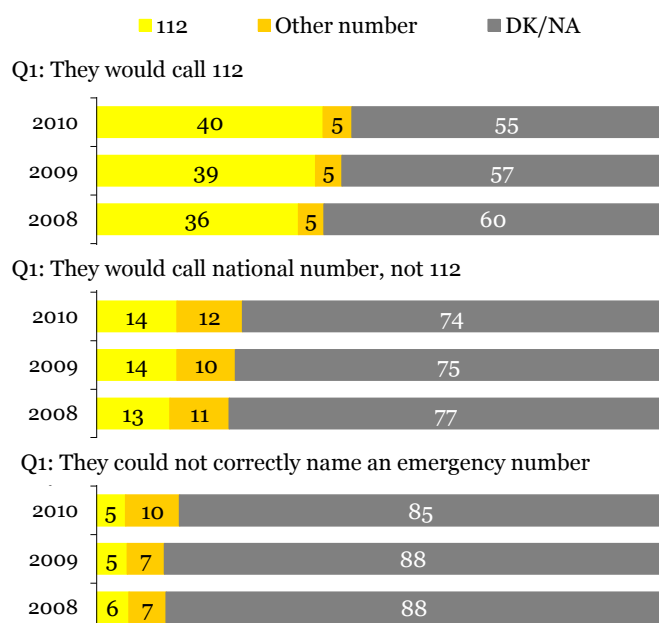
It distinguishes between three groups of respondents:

- those who mentioned the number 112 in a national context;
- those who said they would call national emergency numbers but not 112, and
- those who only gave incorrect answers or who did not know any emergency numbers.

The chart below confirms once more that having knowledge of 112 as a national emergency number does not necessarily mean that those respondents were also aware of this number as the European emergency number. Just 4 in 10 respondents who answered that they would call 112 in the event of an emergency in their own country also knew that this number could also be used in all other EU countries.

A more detailed look at the results for the other groups of respondents, nevertheless, showed that respondents who knew 112 as a national emergency number were more likely to identify it as the number to call for emergency services from *anywhere in the EU* than respondents who did not mention 112 or who gave an incorrect or "don't know" answer (40%, compared to, respectively, 14% and 5%).

Knowledge of 112 as the EU-wide emergency number by the numbers respondents would call in the event of an emergency in their own country (Q1)



Q2. Can you tell me what telephone number enables you to call emergency services anywhere in the EU?
 Q1. Can you tell me what telephone number you would call in the event of an emergency in [COUNTRY]?
 %, Base: all respondents, EU27

Socio-demographic analysis of knowledge of 112 as the European emergency number






Variations in the knowledge of 112 as the European emergency number, across socio-demographic groups, were quite similar to those described in regard to the knowledge of 112 in a national context. For example:

- 29% of men knew that 112 enabled them to call for help in the event of an emergency from anywhere in the EU, vs. 22% of women
- 18% of over 54 year-olds could name the European emergency number 112, compared to 33% of 25-39 year-olds; the corresponding proportions for 15-24 year-olds and 40-54 year-olds were 29% and 26%, respectively
- 32% of manual workers knew 112 as the number to call emergency services from anywhere in the EU, compared to 20% of non-working respondents and 26% of self-employed respondents; employees, however, were as likely as manual workers to know 112 as the European emergency number (31%)
- 26% of respondents who did not have any impairment were familiar with 112 as the EU-wide emergency number, compared to 19% of respondents with an impairment.

Although no differences were seen between respondents living in metropolitan areas and those living in rural and urban areas in terms of their knowledge of 112 as an emergency number to call in their own country, the former were more likely to be familiar with 112 as the number that could be used to reach emergency services from anywhere in the EU (29% vs. 23% of respondents in rural areas and 25% of those in urban areas).

Knowledge of 112 as the EU-wide emergency number

By socio-demographics

		% "112"	% Other number(s)	% DK/NA
	SEX			
	Male	29	9	62
	Female	22	8	70
	AGE			
	15 – 24	29	10	62
	25 – 39	33	8	59
	40 – 54	26	9	65
	55 +	18	7	74
	URBANISATION			
	Metropolitan	29	8	63
	Urban	25	8	67
	Rural	23	9	68
	OCCUPATION			
	Self-employed	26	8	65
	Employee	31	10	60
	Manual worker	32	9	59
	Not working	20	8	72
	IMPAIRMENT			
	Any impairment	19	8	73
	No impairment	26	8	66

Q2. Can you tell me what telephone number enables you to call emergency services anywhere in the EU?
%, Base: all respondents, by socio-demographics

Both older respondents and those with an impairment were less likely to know that 112 was operational across the EU. Because older respondents are more likely to have, for example, a visual or hearing impairment, the relationship between knowledge of 112 as the European emergency number and having a disability, or not, should be studied in more depth by separately looking at each the group in the survey.



Within the 15-24 and 40-54 age groups, respondents with an impairment were indeed less likely than those without one to know that they could reach emergency services from anywhere in the EU by calling 112. About 3 in 10 (29%) 15-24 year-olds without an impairment were familiar with 112 as the EU-wide emergency number, compared to 21% of those with an impairment. The corresponding proportions for 40-54 year-olds were 26% and 21%, respectively.

The opposite result was seen among 25-39 year-olds: while 38% of respondents in this age group with an impairment knew 112 as the European emergency number, this proportion was lower for respondents without an impairment (33%).

Finally, only small differences were seen between respondents aged over 54 with and without an impairment: 17% of these respondents with an impairment, compared to 19% without one, knew that 112 was the emergency number that was valid across the EU.

Knowledge of 112 as the EU-wide emergency number

By age group and disability

 AGE	 IMPAIRMENT	% "112"	% Other number(s)	% DK/NA
15 – 24*	Any impairment	21	10	70
	No impairment	29	10	61
25 – 39	Any impairment	38	10	53
	No impairment	33	8	59
40 – 54	Any impairment	21	9	70
	No impairment	26	9	64
55 +	Any impairment	17	7	76
	No impairment	19	7	74

Q2. Can you tell me what telephone number enables you to call emergency services anywhere in the EU?

* Note: n<100 for 15-24 year-olds with an impairment
%, Base: all respondents, by age group and impairment

Knowledge of 112 as the European emergency number and opinions about the adequacy of the information provided about 112

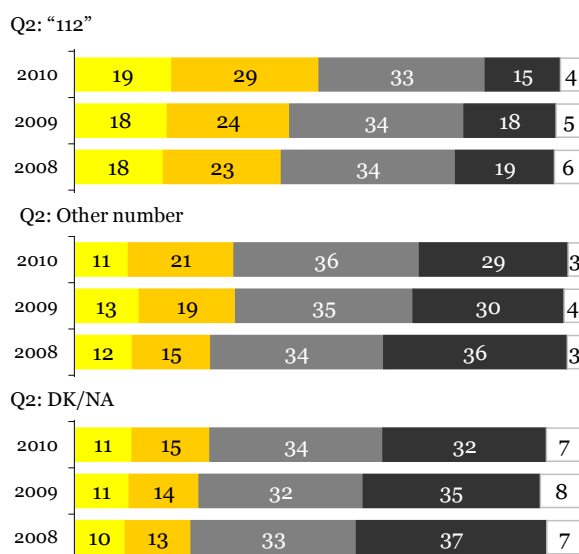
Again, as in previous years, interviewees who did not know 112 as the European emergency number were less likely to say they agreed that people in their country were adequately informed about the existence of 112 and they were more likely to *totally* disagree with the statement.

While nearly half (48%) of respondents who knew 112 as the European emergency number agreed that people in their country were sufficiently informed about 112, only 32% of respondents who gave an incorrect European emergency number, and 26% of respondents who did not know about the existence of the European emergency number, agreed with the statement.

Moreover, while 29% of respondents who gave an incorrect European emergency number and 32% of those who said they did not know such a number existed *totally* disagreed that people in their country were adequately informed, only 15% of respondents who knew about the European number *totally* disagreed.

Opinions about 112 “In [COUNTRY], people are adequately informed about the existence of the European emergency number 112” **by knowledge of 112 as the EU-wide emergency number (Q2)**

■ Totally agree ■ Tend to agree ■ Tend to disagree ■ Totally disagree □ DK/NA



Q4 b. Please tell me to what extent you agree or disagree with the following statements...
 Q2. Can you tell me what number enables you to call emergency services anywhere in the EU?
 %, Base: all respondents (Q3: 1% DK/NA)

Knowledge of 112 as the European emergency number and the information received concerning this EU-wide number

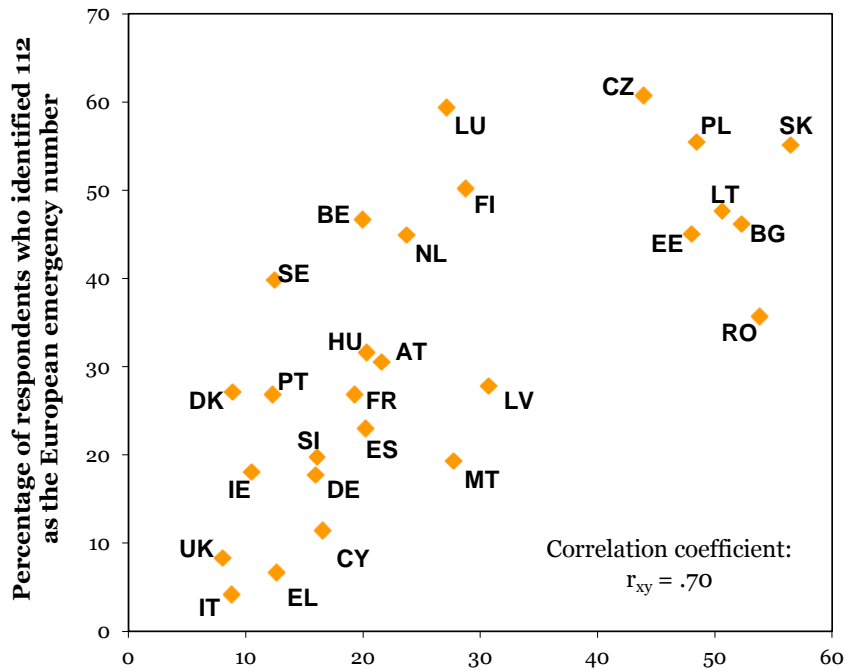
Awareness of 112 as the European emergency number is, of course, not only influenced by the national situation in terms of available emergency numbers, but also by the frequency and amount of information provided to citizens about the European emergency number 112 (Question 3).

As in previous years, in most countries, where respondents said they had received information about the European emergency number 112 in the past 12 months, the knowledge of the number was above the EU average. In addition, in most countries where respondents were very unlikely to have received information about the European emergency number, the level of knowledge of 112 as the European emergency number was low. For example:

- Slovakia, Bulgaria and Lithuania were countries with a very high proportion of respondents who said they had received information about the European emergency number 112 in the past 12 months (between 51% and 58%). In these countries, the level of knowledge of 112 as the European emergency number (between 48% and 55%) was almost twice as high as the EU average (25%).
- Respondents in the UK, Italy and Greece, on the contrary, were among the least likely to have received information about this number in the past 12 months (between 8% and 13%); the number 112 was practically unknown to interviewees in these countries (between 4% and 8%).

The correlation coefficient for the relationship between the proportion of respondents who knew that 112 enabled them to call emergency services from anywhere in the EU and the proportion of respondents who had received information about the EU-wide emergency number, in each EU country, was equal to .70 – this number signifies a strong correlation between the two variables at a country level.

Relationship between knowledge of 112 as the EU-wide emergency number and the proportion of respondents who received information about the European emergency number 112



Percentage of respondents who said they had received information about the European Emergency number 112 in the past 12 months

4. Experience of calling the European emergency number 112

Calls to the European emergency number 112 must be appropriately answered and handled in a manner best suited to the national organisation of emergency response procedures; furthermore, such calls must receive the same quality of response as that provided when another national emergency number is called. Member States are also obliged to make sure that telecommunications operators provide emergency services with information about the location of the person calling 112. Another important element that contributes to an effective response, in the case of emergencies reported by visitors from foreign countries, is the availability of multilingual support.

Chapter 4 looks at usage of the European emergency number and compares users' experiences when calling 112 and other national emergency numbers. Firstly, usage is analysed for calls made in the past five years as well as for the most recent ones. Secondly, characteristics of emergency calls and aspects of the quality of handling such calls are covered, i.e.:

- the type of telephone used to make an emergency call
- difficulties in establishing or maintaining an emergency call
- language barriers encountered when respondents make an emergency call while visiting another EU country
- information provided to the emergency services in order for the emergency to be located
- follow-up actions made in response to the emergency call.

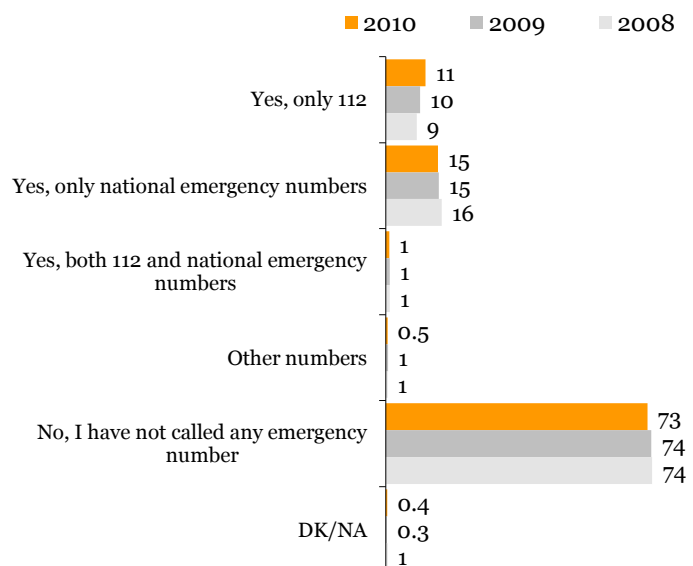
4.1 Proportion of EU citizens who called 112 vs. other national emergency numbers

4.1.1 Emergency calls in the past five years

Somewhat more than a tenth of EU citizens said they had called the European emergency number 112 in the past five years (11% had called 112 and no other number; 1% had called both 112 and a national emergency number).

Although EU citizens who had only called national emergency numbers still outnumbered those who had called the European emergency number, the gap between the two appears to be reducing. In 2010, 15% of EU citizens had only called national emergency numbers compared to 11% who had only called the European emergency number. By comparison, in 2008, these proportions were 16% compared to 9%.

Proportion of citizens who called an emergency number in the past five years

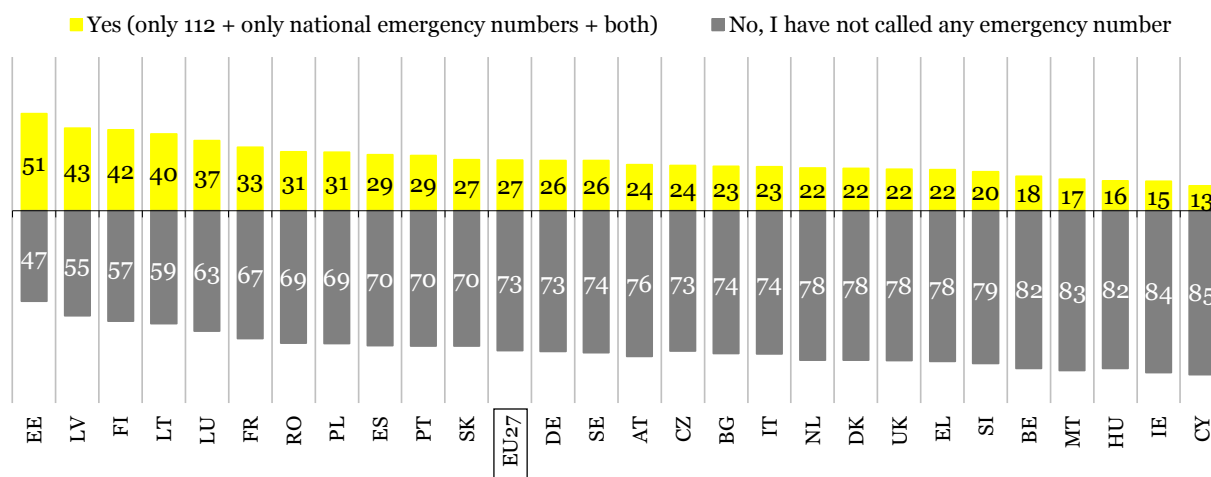


Q5. In the last five years, have you called the European emergency number 112 or a national emergency number in [COUNTRY] or in another EU country in the event of emergency?
%, Base: all respondents, EU27

Individual country differences

The proportion of respondents who had called an emergency service in the past five years ranged from 13% in Cyprus to 51% in Estonia. As in previous years, Latvia, Finland and Lithuania joined Estonia at the higher end of the distribution, this time with between 40% and 43% of respondents who had made at least one emergency call in that timeframe. In addition, not only Cyprus, but also Ireland, Hungary, Malta and Belgium were once again at the bottom of the country ranking – in these countries, less than a fifth of respondents said they had used an emergency number in the defined timeframe (15%-18%).

Proportion of citizens who called an emergency number in the past five years



Q5. In the last five years, have you called the European emergency number 112 or a national emergency number in [COUNTRY] or in another EU country in the event of emergency?
%, Base: all respondents, by country






Socio-demographic considerations

Respondents in the oldest age category (over 54 years-of-age) were the least likely to have called an emergency number in the past five years, while respondents between 25 and 39 were the most likely to have done so (79% of those over 54 had not made an emergency call vs. 64% of 25-39 year-olds). Distinguishing between the numbers called, respondents in the youngest age groups were almost as likely to have called the European emergency number 112 as they were to have called a national one (14% vs. 13%). Among the oldest respondents, however, those who had only called national emergency numbers outnumbered those who had called the European emergency number 112 (12% vs. 8%).

Non-working respondents were more likely than the self-employed, employees and manual workers to say they had not made an emergency call in the past five years (77% vs. 67%-71%). While almost equal proportions of manual workers and self-employed respondents had called either the EU-wide number or a national emergency number, employees were somewhat more likely to have only called national numbers (18% vs. 14% who had called “112”).

While 75% of rural residents had not called any emergency number in the past five years, this proportion dropped to 68% for respondents living in metropolitan areas. The difference between the proportion who had called the European emergency number 112 and those who had only called national emergency numbers was smallest for those living in urban areas (a difference of 1 percentage point; 13% vs. 14%).

Proportion of citizens who called an emergency number in the past five years*By socio-demographics*

		<i>% No emergency call</i>	<i>% "112" ("112" + "112" and national numbers</i>	<i>% Only national numbers</i>
	SEX			
	Male	72	13	15
	Female	74	11	14
	AGE			
	15 - 24	73	14	13
	25 - 39	64	16	19
	40 - 54	71	13	15
	55 +	79	8	12
	URBANISATION			
	Metropolitan	68	14	17
	Urban	72	13	14
	Rural	75	11	13
	OCCUPATION			
	Self-employed	70	14	15
	Employee	67	14	18
	Manual worker	71	14	15
	Not working	77	10	12
	IMPAIRMENT			
	Any impairment	74	11	14
	No impairment	72	12	15

Q5. In the last five years, have you called the European emergency number 112 or a national emergency number in [COUNTRY] or in another EU country in the event of emergency?

%, Base: all respondents, by socio-demographics (0-1% other numbers/0-1% DK/NA)

4.1.2 Most recent emergency calls

Respondents, who had called an emergency number at least once in the past five years, were asked which number that had called during their last emergency situation and if they were visiting another EU country at the time.

A slim majority (53% vs. 61% in 2008) of respondents said that, the last time they needed assistance, they were in their own country and they dialled a national emergency number.

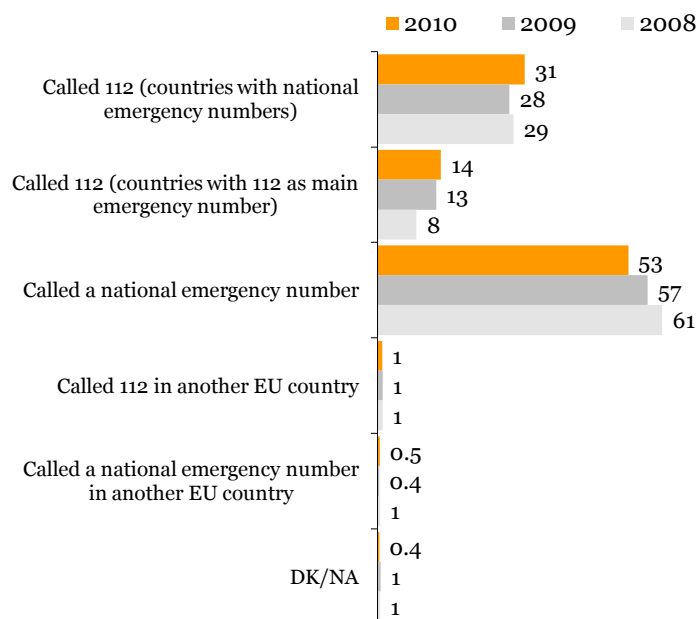
Taking into account the national differences in the availability of emergency numbers (as discussed in chapter 3), it was noted that:

- 31% of the most recent emergency calls were calls to 112 in countries with multiple emergency numbers, while respondents were in their own country,
- 14% were calls to 112, under similar circumstances, in countries where 112 was the sole/main emergency number.

The current survey showed an increase in the proportion of EU citizens who called the EU-wide emergency number 112 during the most recent emergency situation (from 37% in 2008 to 45% in 2010; +8 percentage points).

On average, throughout the EU, just 1% of all emergency calls were made to the European emergency number 112 by people visiting another EU country, and an even smaller proportion of calls were made to other national emergency numbers in this situation (0.5%).

Number called during the last emergency situation



Q6. Please think about the LAST occasion when you called an emergency number.
Was this call made...

%, Base: those who called an emergency number in the last 5 years

Country variations

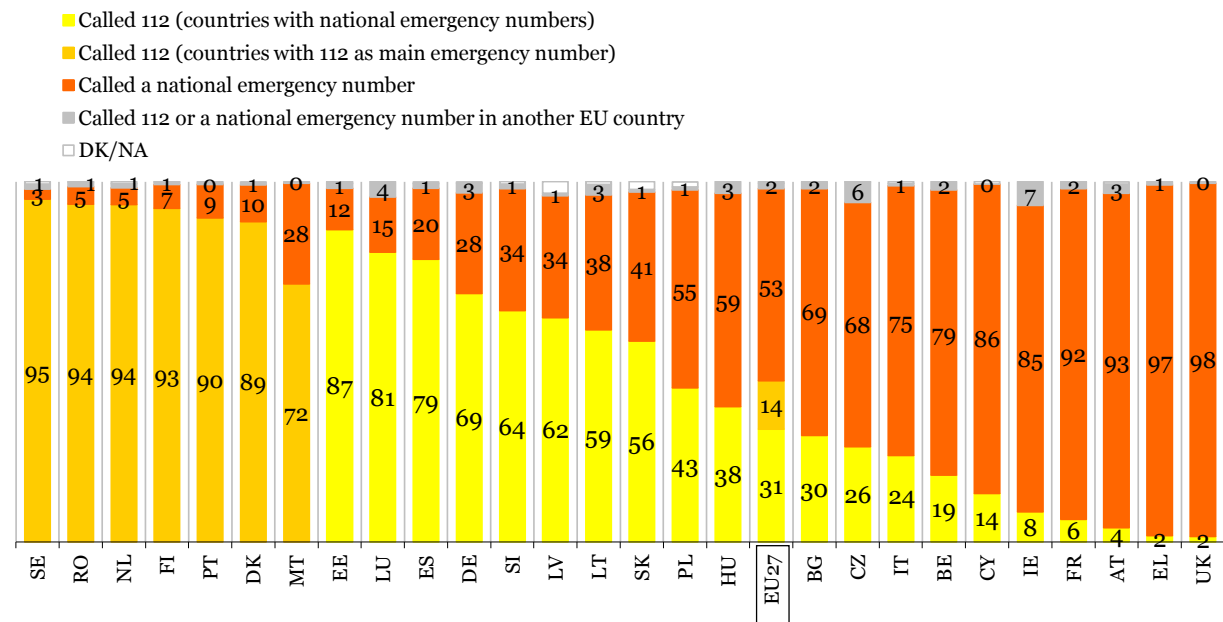
In most countries where 112 was the sole/main emergency number, a large majority of respondents had called this number during the last emergency situation in their own country; this proportion was 95% in Sweden, 94% in both Romania and the Netherlands, 93% in Finland, 90% in Portugal and 89% in Denmark. Although it was noted in chapter 3 that 112 was presented as the sole emergency number in Malta, just 72% of Maltese respondents had called this number the last time they needed assistance. Nonetheless, Malta's most recent proportion of "112" calls represented an increase of more than 10 percentage points compared to 2009.

In EU countries where other national emergency numbers were also in operation, the proportion of respondents who called the EU-wide emergency number 112 during the most recent emergency situation was the highest in Estonia (87%), Luxembourg (81%) and Spain (79%). In the UK, Greece and Austria, however, less than 5% of respondents had called the 112 number; in these countries, the results were unchanged compared to previous years. These country differences are similar to those observed for respondents' answers about hypothetical calls to emergency services (see chapter 3).

One of the largest increases in the proportion of "112" calls was once again observed in Bulgaria. As the European emergency number had not been operational in that country in 2008, virtually no Bulgarians said they had called the number in the first survey (in that year). In 2009, however, 13% of Bulgarians said they had called the 112 number during their most recent emergency situation; in 2010, this proportion has reached 30% (+17 percentage points compared to 2009).

As in previous years, across all EU countries, a minority of respondents had called emergency numbers while visiting another country; the proportion of such calls was the highest in the Czech Republic (6%) and Ireland (7%).

Number called during the last emergency situation



Q6. Please think about the LAST occasion when you called an emergency number. Was this call made...
 %, Base: those who called an emergency number in the last 5 years, by country

Socio-demographic considerations

In the group of countries where 112 was the sole/main emergency number, across all socio-demographic groups, between 90% and 98% of respondents called this number during the last emergency situation in their own country.






In the countries where other national emergency numbers were also in operation, somewhat larger differences between the various socio-demographic groups were seen in the proportions who had called the EU-wide emergency number 112 during the most recent emergency situation (see table below).

Looking at the impact of gender, 39% of men said that, the last time they needed assistance, they were in their own country and they dialled the European emergency number 112; this proportion was somewhat lower for women (34%). The latter were more likely to call national numbers (64% vs. 59% of men).

Younger respondents were more likely to have called the EU-wide emergency number 112 the last time they needed assistance: while 32% of over 54 year-olds had called this number, this proportion increased to 44% for 15-24 year-olds.

Within occupational categories, it was noted that 34% of employees had called the 112 number during their most recent emergency situation, compared to 38%-39% across other occupational groups.

Number called during the last emergency situation **Countries where 112 operates alongside other emergency numbers** *By socio-demographics*

		% "112"	% National numbers
	EU27	37	61
	SEX		
	Male	39	59
	Female	34	64
	AGE		
	15 - 24	44	55
	25 - 39	36	61
	40 - 54	38	61
	55 +	32	66
	URBANISATION		
	Metropolitan	35	64
	Urban	38	59
	Rural	36	62
	OCCUPATION		
	Self-employed	39	60
	Employee	34	63
	Manual worker	38	60
	Not working	38	60
	IMPAIRMENT		
	Any impairment	36	63
	No impairment	36	61

Q6. Please think about the LAST occasion when you called an emergency number. Was this call made...

%, Base: those who called an emergency number in the last 5 years in countries where 112 operates alongside other emergency number, by socio-demographics (0-1% calls to 112 in another EU country, 0-1% calls to national numbers in another EU country, 0-1% DK/NA)

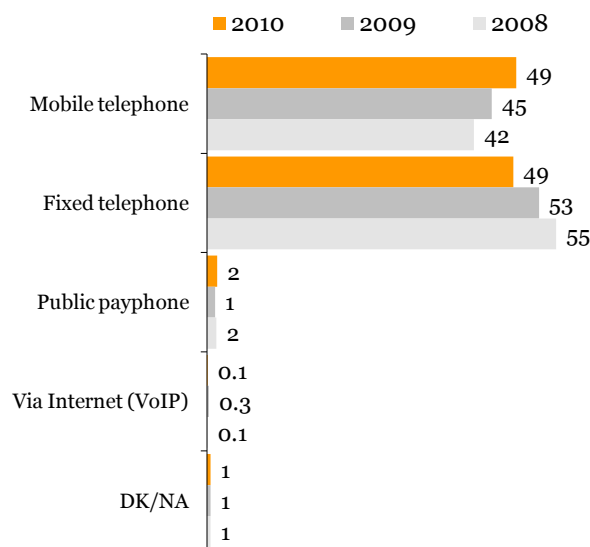
4.2 Characteristics of the most recent emergency call

4.2.1 Type of telephone used to make the emergency call

In previous years, more of the respondents' most recent emergency calls had been made from a fixed-line telephone, as opposed to a mobile phone: for example, in 2008, 42% of emergency calls had been made from a mobile phone compared to 55% from a fixed-line phone. However, in the current wave, an equal number of the most recent emergency calls were made from mobile and fixed-line telephones (both 49%). For mobile phones, this was a seven percentage point increase compared to 2008.

As in previous waves, just a minority (2%) of respondents had used a public payphone and the proportion of interviewees who had used VoIP was negligible.

Type of telephone used to call the emergency services



Q7. What kind of telephone did you use?

%, Base: those who called an emergency number in the last 5 years

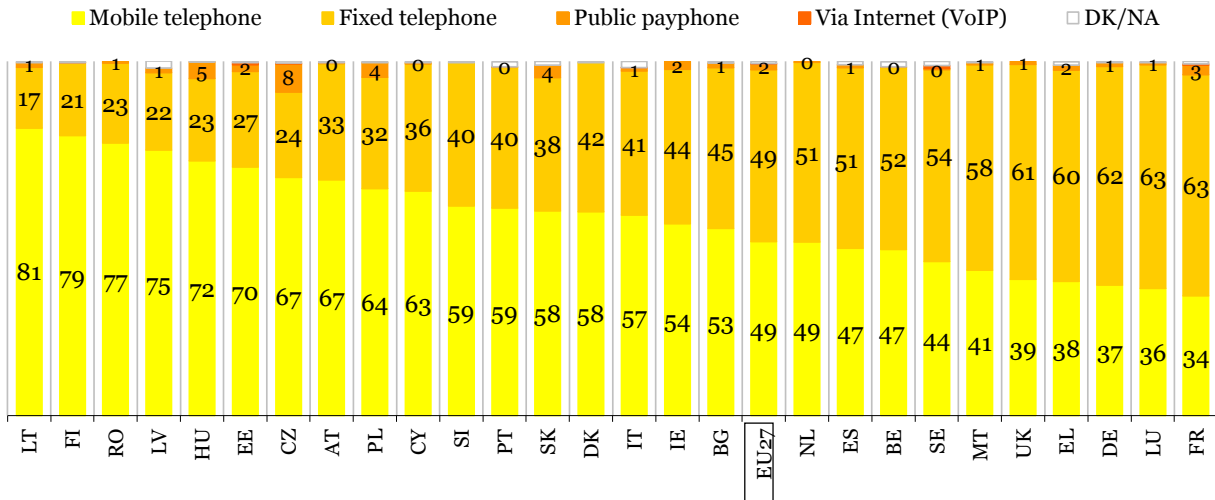
Country variations

The highest numbers of (the most recent) calls made by mobile phone were located in Lithuania (81%), Finland (79%), Romania (77%) and Latvia (75%). High proportions of respondents using mobile phones to call the emergency services were also recorded in Hungary (72%), Estonia (70%), the Czech Republic and Austria (both 67%).

In France, Luxembourg, Germany, Greece and the UK, on the other hand, less than 4 in 10 citizens called emergency services by mobile phone (between 34% and 39%). Respondents in these countries were the most likely to have used a fixed-line telephone when they last called the emergency services: 63% in France and Luxembourg, 62% in Germany, 61% in the UK and 60% in Greece.

As in previous years, respondents from the Czech Republic were more likely than those in other countries to have used a public payphone to call the emergency services (8% compared to an EU average of 2%).

Type of telephone used to call the emergency services

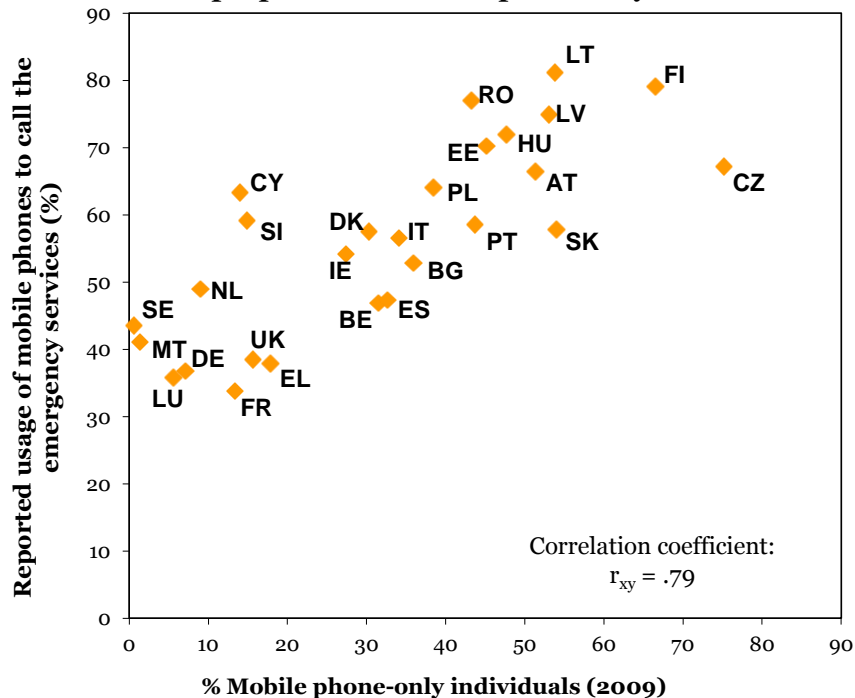


Q7. What kind of telephone did you use?

%, Base: those who called an emergency number in the last 5 years, by country

The latest *Standard Eurobarometer 71.2* (May/June 2009)⁹, for EU countries, showed that the percentage of mobile phone-only citizens¹⁰ was higher than 50% in Austria, the Czech Republic, Finland, Latvia, Lithuania and Slovakia. As a consequence, respondents in these countries were among the least likely to have used a fixed-line telephone, and among the most likely to have used a mobile phone, when they last called the emergency services. The scatter plot below confirms a strong correlation (.79) between the proportion of mobile phone-only individuals in a country and the proportion of respondents who had used a mobile phone when last calling the emergency services.

Relationship between mobile phone usage to call the emergency services and the proportion of mobile phone only individuals



⁹ Data retrieved from ZACAT - GESIS Online Study Catalogue (<http://zacat.gesis.org/webview/index.jsp>).






¹⁰ Mobile phone-only users are those individuals who have a mobile phone and do not have access to a fixed-line telephone in their household.

Socio-demographic considerations

Respondents who had used a mobile phone to call the emergency services the last time they needed assistance were more likely to be men (59% vs. 39% of women), younger respondents (67% of 15-24 year-olds vs. 27% of over 54 year-olds), those living in metropolitan areas (54% vs. 46% in rural areas), manual workers and self-employed respondents (58%-62% vs. 42% of non-working respondents and 52% of employees) and those without an impairment (51% vs. 33% for those with an impairment).

The difference in the proportions of respondents in the various socio-demographic groups that used either a mobile phone or a fixed-line telephone when last calling the emergency services can be explained by the actual breakdown of mobile phone usage (e.g. men were more likely than women to have a mobile phone which they regularly used¹¹) and by respondents' at-home patterns (e.g. older respondents may be less likely to leave the house frequently, and thus might be more likely to be able to use a fixed-line telephone from their home).

Type of telephone used to call the emergency services*By socio-demographics*

		% Mobile	% Fixed
	SEX		
	Male	59	39
	Female	39	59
	AGE		
	15 – 24	67	31
	25 – 39	62	36
	40 – 54	46	51
	55 +	27	70
	URBANISATION		
	Metropolitan	54	43
	Urban	48	49
	Rural	46	52
	OCCUPATION		
	Self-employed	62	36
	Employee	52	46
	Manual worker	58	39
	Not working	42	56
	IMPAIRMENT		
	Any impairment	33	62
	No impairment	51	47

Q7. What kind of telephone did you use?

% Base: those who called an emergency number in the last 5 years, by socio-demographics (1-3% "public payphone", 0.1-0.2% "VoIP", 0-2% DK/NA)

¹¹ See, for example: http://ec.europa.eu/public_opinion/flash/fl_241_en.pdf

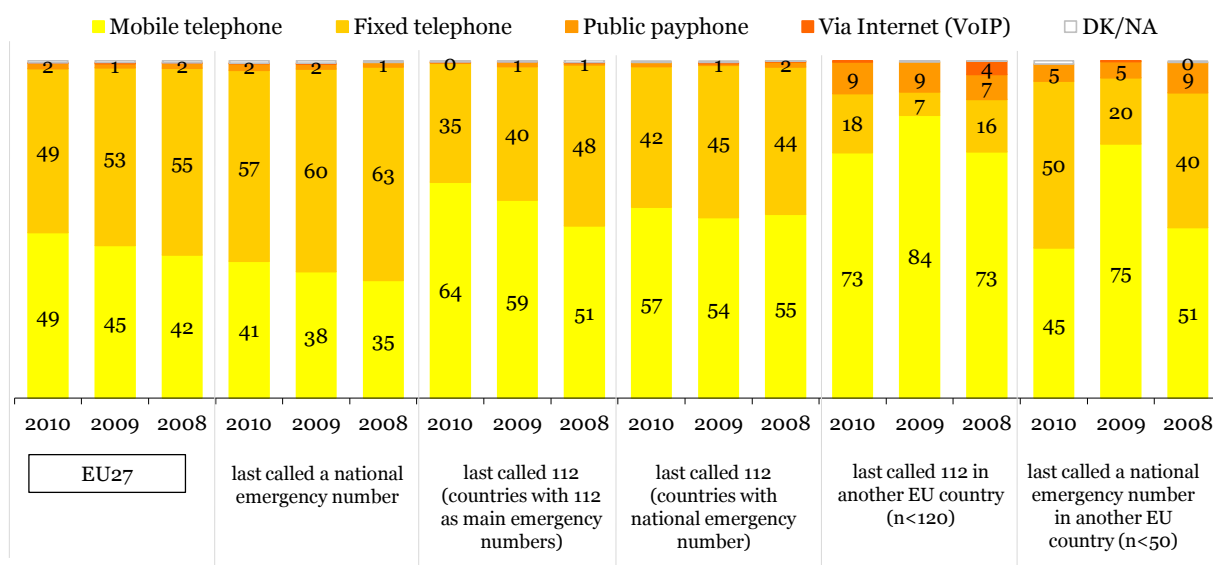
Differences between 112 calls and calls to other national emergency numbers

A majority of calls to the European emergency number 112, as a result of an emergency situation in a respondent's own country, were made by mobile phone: 64% of respondents in countries where 112 was the main/sole emergency number had used mobile phones and the same held true for 57% of respondents who called 112 in countries with several emergency numbers. The proportion of calls from mobile phones has increased by five percentage points for calls in countries where 112 was the main/sole emergency number (from 59% in 2009 to 64% in 2010)¹² and by three percentage points for calls in countries with several emergency numbers (from 54% in 2009 to 57% in 2010).

An increase was also seen in the proportion of respondents who used a mobile phone to call a national emergency number while they were in their own country (from 35% in 2008 to 41% in 2010; +6 percentage points). Nonetheless, in 2010, almost 6 in 10 (57%) calls to a national emergency number, under similar circumstances, were made from a fixed-line telephone (-6 percentage points).

Approximately three-quarters (73%) of respondents who called 112 to reach the emergency services when they were in another country did so via a mobile phone. Mobile phones, however, were less frequently used (45%) when respondents called a national emergency number while in another EU country; 50% of respondents in the latter situation had used a fixed-line telephone. As in previous years, respondents more frequently used public payphones to call the emergency services when they were abroad than when they were in their own country (9% of the most recent calls made to 112 and 5% for similar calls made to national emergency numbers). However, the number of emergency calls made when interviewees were abroad was very small, and caution should be exercised when analysing these results¹³.

Type of telephone used to call the emergency services



Q7. What kind of telephone did you use?

%, Base: those who called an emergency number in the last 5 years, by type of call and country group

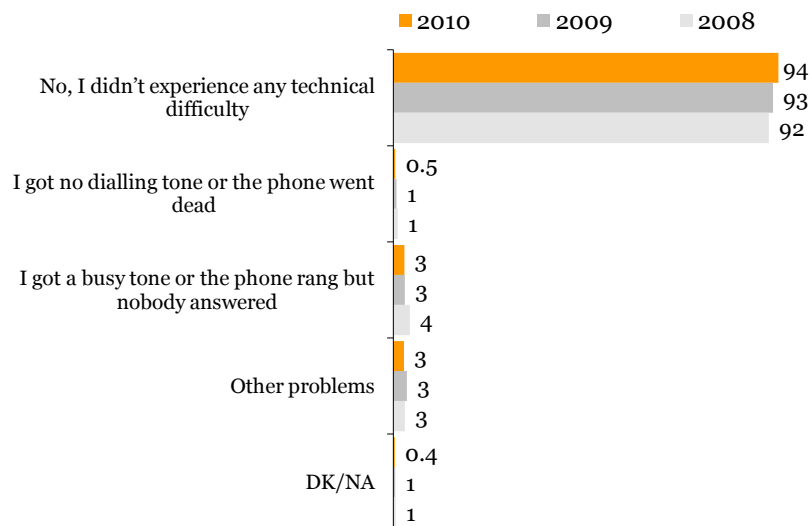
¹² Note: this difference (and other such differences discussed in this chapter) could not be attributed to the fact that the group of countries with 112 as the main emergency number contained one additional country – Malta – compared to the situation in 2009.

¹³ The questions about the characteristics of the most recent emergency calls and aspects of the quality of handling such calls were only presented to the 10,296 respondents who had called an emergency number at least once in the past five years (unweighted number of respondents). Given the small number of respondents who reported that they had (last) called an emergency service while visiting another EU country (112 emergency calls to 112 and 43 calls to national emergency numbers), caution is advised when analysing the results for these groups.

4.2.2 Difficulties encountered when trying to make an emergency call

Respondents were asked about the difficulties they might have encountered when trying to make an emergency call. A minority of respondents experienced problems in establishing or maintaining communications during their last call to the emergency services: 3% of respondents got a busy tone or got no reply from the emergency service number, less than 1% of problems were attributable to telecommunications providers and another 3% reported “other” problems.

Technical difficulties making an emergency call

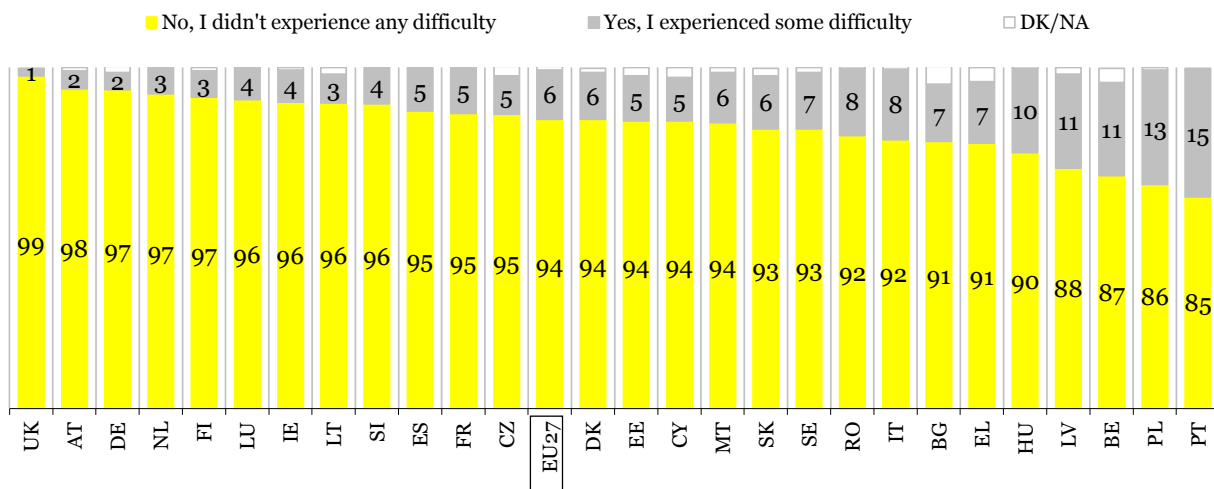


Q8. Did you experience any technical difficulty in establishing or maintaining the call?
% Base: those who called an emergency number in the last 5 years

Country variations

In all EU countries, less than a sixth of respondents reported technical problems when they had tried to reach the emergency services. As in 2009, Portugal and Poland were the countries where respondents were the most likely to have experienced difficulties when contacting the emergency services (15% and 13%, respectively). In Belgium and Latvia, 11% of respondents experienced difficulties in establishing or maintaining communications during their last call to the emergency services.

Technical difficulties when making an emergency call



Q8. Did you experience any technical difficulty in establishing or maintaining the call?
% Base: those who called an emergency number in the last 5 years, by country






Socio-demographic considerations

The largest differences in terms of experiencing technical problems were found when looking at the various age groups: while just 4% of over 54 year-olds reported technical problems when trying to reach the emergency services, this proportion increased to 9% for 15-24 year-olds.

A small difference was also seen when comparing respondents living in metropolitan areas with those living in urban or rural areas: 8% of the former group experienced difficulties in establishing or maintaining communications during their last call to the emergency services, compared to 5% for the latter groups.

Technical difficulties when making an emergency call

By socio-demographics

		<i>% No difficulty</i>	<i>% Some difficulty</i>
	SEX		
	Male	94	6
	Female	94	6
	AGE		
	15 – 24	91	9
	25 – 39	93	7
	40 – 54	95	5
	55 +	96	4
	URBANISATION		
	Metropolitan	92	8
	Urban	94	5
	Rural	95	5
	OCCUPATION		
	Self-employed	94	5
	Employee	94	6
	Manual worker	95	5
	Not working	94	6
	IMPAIRMENT		
	Any impairment	94	4
	No impairment	94	6

Q8. Did you experience any technical difficulty in establishing or maintaining the call?

%, Base: those who called an emergency number in the last 5 years, by socio-demographics
(0-2% DK/NA)


Differences between mobile and fixed phone emergency calls

Problems in establishing or maintaining communications during an emergency call were somewhat more frequently reported by respondents who had used a mobile phone to make the call than those who had used a fixed-line telephone or a public payphone (8% vs. 4%).

This result could explain why respondents in the youngest age groups reported more problems when they last called the emergency services than respondents in the oldest age group: younger respondents were more likely than older respondents to have called the emergency services using a mobile phone (see section 4.2.1).

Technical difficulties when making an emergency call

By type of phone

	% No difficulty	% Some difficulty
 TYPE OF PHONE		
Mobile phone	92	8
Fixed-line telephone	96	4
Public payphone (n=104)	95	4

Q8. Did you experience any technical difficulty in establishing or maintaining the call?

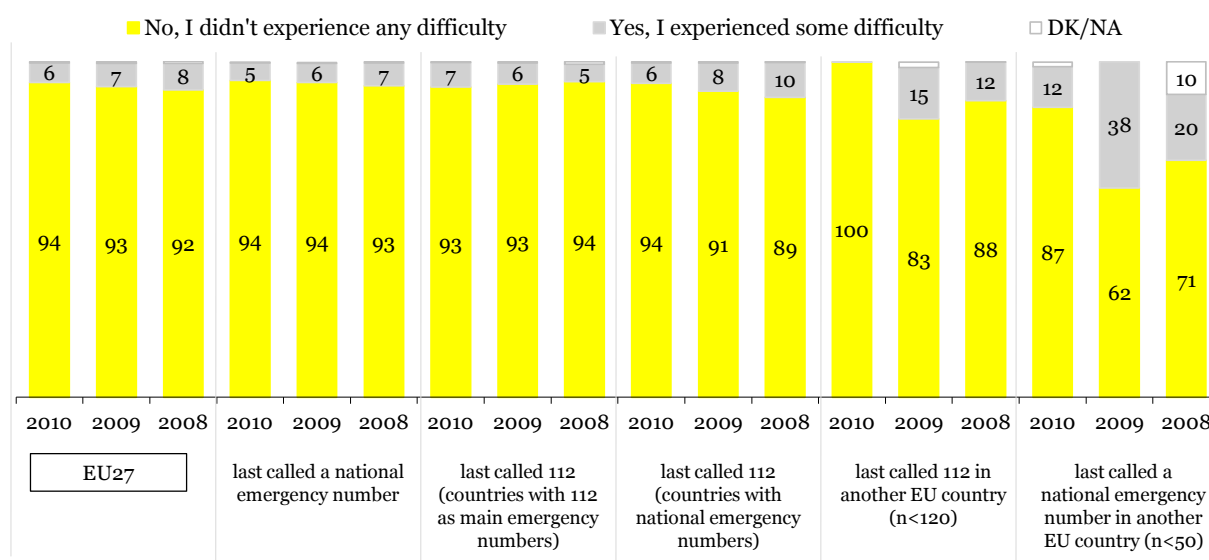
%, Base: those who called an emergency number in the last 5 years, by type of phone (0-1% DK/NA)

Differences between 112 calls and calls to other national emergency numbers

Considering emergency calls made in a respondent's own country, technical difficulties in establishing or maintaining communications during the last emergency call were reported by 7% of respondents who called 112 in countries where this number was the only/main emergency number, 6% of those who called 112 in countries where this number worked alongside other emergency numbers and 5% of respondents who called an alternative national emergency number. The results for calls made to 112 in countries where this number worked alongside other emergency numbers showed the greatest improvement in the ratio of those reporting problems in establishing or maintaining the call (from 10% in 2008 to 6% in 2010; -4 percentage points).

Looking at the results for emergency calls made when respondents were abroad, a difference was seen between calls made to a national emergency number and those made to the European emergency number 112. While 12% of respondents who last called a national emergency number while visiting another EU country reported technical difficulties, virtually no respondents who called 112 reported such problems. However, the number of cases reported was very low, and the differences were not significant in a statistical sense¹⁴.

Technical difficulties when making an emergency call



Q8. Did you experience any technical difficulty in establishing or maintaining the call?
%, Base: those who called an emergency number in the last 5 years, by type of call and country group

¹⁴ Note: 112 respondents had called the European emergency number 112 and 43 respondents had called a national number.

4.2.3 Language-related issues when making an emergency call in another EU country

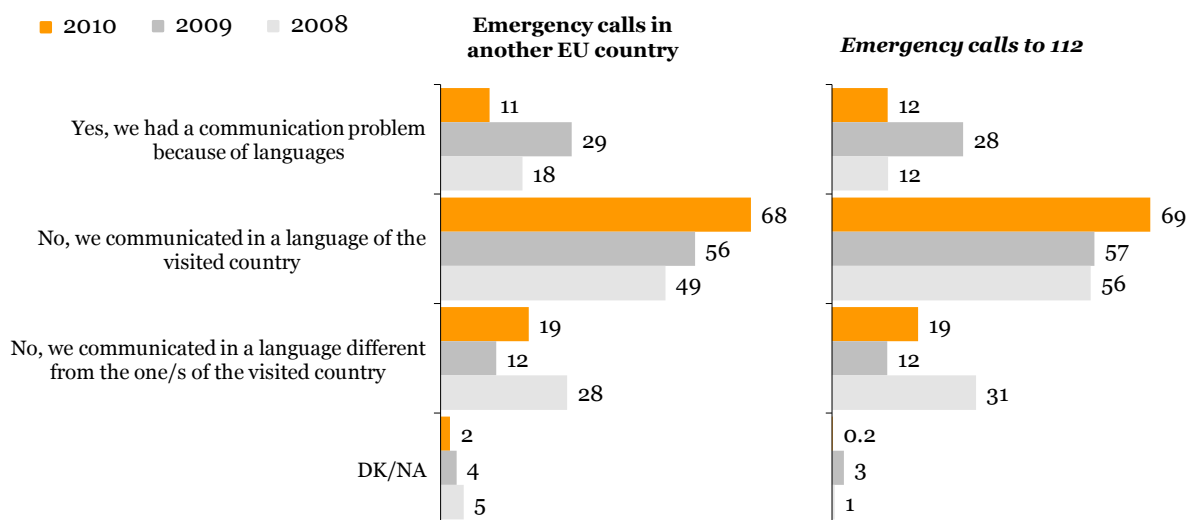
Calling an emergency service while visiting another EU country may give rise to additional difficulties because of language barriers when trying to communicate with the emergency services. Respondents who had made their most recent emergency call while visiting another EU country were asked whether they had experienced any language-related issues during this call.

Almost 9 in 10 respondents, who had made an emergency call while visiting another EU country, had not experienced language-related problems – it should be noted, however, that most of these respondents were communicating in a language of the country they were visiting. More precisely, 68% of the most recent calls made in another EU country were handled in a language of the visited country and 19% were handled in a language other than the language(s) of the visited country.

Slightly more than 1 in 10 respondents (11%) encountered a language-related problem when they made an emergency call in another EU country. Putting the focus only on respondents who called the European emergency number 112 did not show a notable difference in the results: 12% of respondents who called 112 while visiting another EU country said they had experienced language-related problems.

The current results show an improvement in the extent to which language problems were encountered when emergency calls were made in another EU country (11% “language barrier problems” in 2010 compared to 29% in 2009). As such, the current results were more similar to those observed in 2008 – nonetheless, it should be noted that in that year, a higher proportion of emergency calls were handled in a language other than the language(s) of the visited country (28% vs. 19% in 2010). However, the number of cases reported was again very low¹⁵, and differences were not significant in a statistical sense.

Language barriers when making an emergency call in another EU country



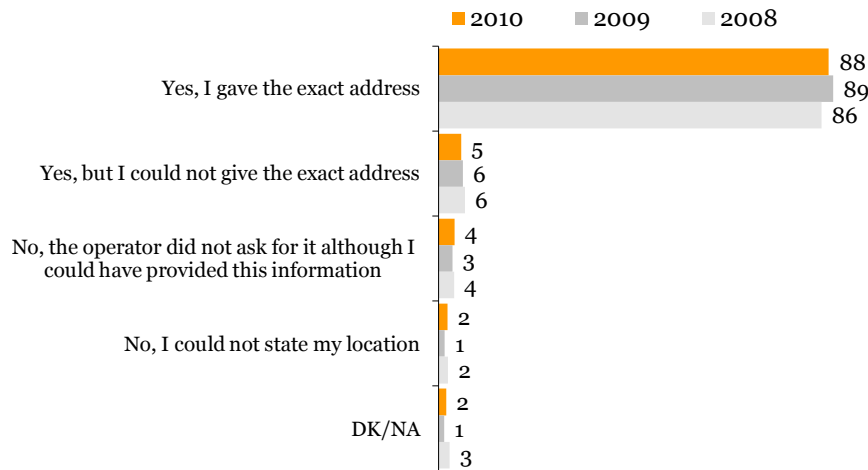
Q8a. Did you experience any communication problem because of the language you used?
%, Base: those who made an emergency call in another EU country in the last 5 years

¹⁵ Note: 112 respondents had called the European emergency number 112 and 43 respondents had called a national number.

4.2.4 Information about the location of the emergency

As in previous years, almost 9 in 10 (88%) respondents provided the emergency services operator with the exact location and address of the emergency during their most recent call to the emergency services and 5% gave some information about the location but not the exact address. In 4% of the cases, the operator had not asked for the location of the emergency although the respondents could have provided the information if requested¹⁶. Finally, 2% of respondents had not provided such information because they were unable to do so. The results were practically unchanged compared to those in previous years.

Providing precise information about the location of the emergency



Q9. Did you provide information about your location to the emergency operator?
%, Base: those who called an emergency number in the last 5 years

Country variations

The proportion of respondents who had provided the emergency services operator with the exact address during their most recent emergency call ranged from 81% in Ireland and Denmark to 92% in Germany, Austria, Portugal and Romania. The Czech Republic, Finland, Slovenia and Italy (82%-83%) joined Denmark and Ireland at the lower end of this distribution.

At least a tenth of respondents in Ireland (15%), Finland (14%), the UK (11%), Sweden, Denmark and the Czech Republic (all 10%) said they had provided some information regarding the location to the emergency services, but had not been able to provide the exact address during their most recent emergency call.


Respondents in Lithuania were the ones most frequently saying that the emergency services operator had not asked for the location of the emergency although they could have provided the information if requested (10%). In addition, in Greece, Slovenia, Luxembourg and France, 6%-7% of respondents had not given any details about their location, because the operator had not asked for it; however, in all other countries not more than 5% of respondents made the same comment.

In almost all countries, the proportion of respondents who reported that they had been unable to provide their location during their last emergency call remained below 5%. In Italy, however, 6% of respondents had been unable to provide information about their location.

¹⁶ When a respondent was not asked to provide this information, this might have been because the operator at the emergency services was able to establish the location of the 112 call (using caller localisation technology) or because providing the information would not have been relevant, i.e. it was either not necessary to send an emergency unit to the location or the respondent had received sufficient information by phone.

Providing precise information about the location of the emergency

By country

		<i>% Yes, I gave the exact address</i>	<i>% Yes, but I could not give the exact address</i>	<i>% No, the operator did not ask for it although I could have provided this information</i>	<i>% No, I could not state my location</i>	<i>% DK/NA</i>
	EU27	88	5	4	2	2
	COUNTRY					
	Germany	92	5	2	0	1
	Austria	92	5	2	1	1
	Portugal	92	2	2	3	1
	Romania	92	2	3	1	2
	Spain	91	3	3	2	1
	Latvia	91	4	4	0	1
	Slovakia	91	2	3	1	2
	Hungary	90	0	3	2	4
	Bulgaria	90	4	4	1	2
	Netherlands	89	6	2	2	2
	Belgium	88	7	1	1	3
	Estonia	87	6	5	0	2
	Greece	87	2	6	2	3
	Luxembourg	87	4	7	2	0
	Malta	87	6	3	2	2
	United Kingdom	86	11	3	0	1
	France	85	4	7	3	1
	Cyprus	84	8	5	3	0
	Lithuania	84	4	10	0	2
	Poland	84	4	5	3	4
	Sweden	84	10	2	1	3
	Italy	83	4	4	6	3
	Slovenia	83	6	6	1	4
	Finland	83	14	2	1	1
	Czech Rep.	82	10	3	4	1
	Denmark	81	10	4	2	4
	Ireland	81	15	0	3	1

Q9. Did you provide information about your location to the emergency operator?

%, Base: those who called an emergency number in the last 5 years, by country






Socio-demographic considerations

Respondents with an impairment, manual workers and non-working respondents were slightly more likely to say they had provided the emergency services with the exact address of the emergency. Looking at the results across age groups, however, showed the greatest differences: 92% of the oldest respondents (over 54 years-of-age) had given the exact location to the emergency operator, compared to 83% of 25-39 year-olds and 88% of 15-24 and 40-54 year-olds. Respondents in the latter age groups were more likely to have provided some information about the location of the emergency, but had not been able to provide the exact address (5%-8% vs. 2% of the over 54s).

These results could partially be explained by an assumption that older and non-working respondents were more likely to experience an emergency at home; younger respondents and those in the labour force were more likely to face an emergency away from home – at a place where they might not know the exact address.

Providing precise information about the location of the emergency

By socio-demographics

		% Yes, I gave the exact address	% Yes, but I could not give the exact address	% No, the operator did not ask for it although I could have provided this information	% No, I could not state my location	% DK/NA
	SEX					
	Male	87	6	4	2	2
	Female	88	4	4	2	2
	AGE					
	15 - 24	88	7	3	2	1
	25 - 39	83	8	5	3	2
	40 - 54	88	5	4	2	2
	55 +	92	2	3	1	2
	URBANISATION					
	Metropolitan	89	4	3	2	3
	Urban	87	5	4	2	2
	Rural	87	6	3	3	1
	OCCUPATION					
	Self-employed	86	7	3	2	2
	Employee	86	6	4	2	2
	Manual worker	89	3	3	3	2
	Not working	89	4	4	2	2
	IMPAIRMENT					
	Any impairment	90	5	1	2	2
	No impairment	88	5	4	2	2

Q9. Did you provide information about your location to the emergency operator?

%, Base: those who called an emergency number in the last 5 years, by socio-demographics


Differences between mobile and fixed phone emergency calls

As it is reasonable to assume that respondents who had called the emergency services using a fixed-line telephone were more likely to have been at home when needing assistance than respondents who had called the emergency services by mobile phone or from a public payphone, it could also be expected that the former would be more likely than the latter to have provided the emergency services with the exact address of the emergency (92% compared to, respectively, 83% and 80%).

Respondents calling by mobile phone or from a public payphone more frequently said they had provided the emergency services with some information about their location but had not been able to provide the exact address (9% and 7%, respectively, compared to 1%).

Providing precise information about the location of the emergency

By type of phone

		<i>% Yes, I gave the exact address</i>	<i>% Yes, but I could not give the exact address</i>	<i>% No, the operator did not ask for it although I could have provided this information</i>	<i>% No, I could not state my location</i>	<i>% DK/NA</i>
	TYPE OF PHONE					
	Mobile phone	83	9	3	3	1
	Fixed-line telephone	92	1	4	2	2
	Public payphone (n=104)	80	7	7	1	6

Q9. Did you provide information about your location to the emergency operator?

%, Base: those who called an emergency number in the last 5 years, by type of phone

Differences between emergency calls made in one's own country and abroad

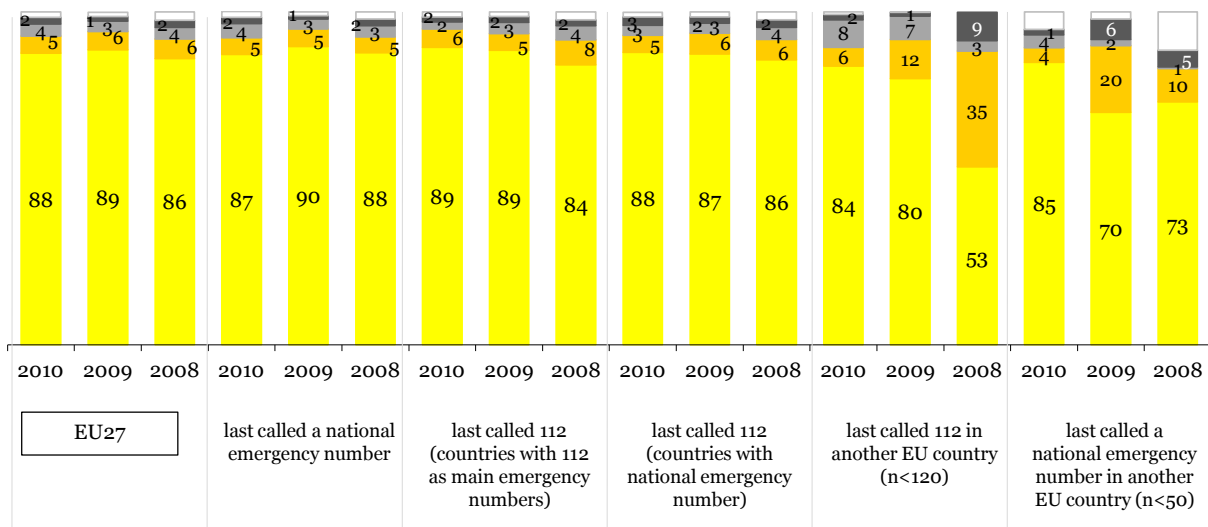
Between 87% and 89% of respondents who called the emergency services in their own country provided the operator with the exact location and address of the emergency during their most recent call. These numbers have not changed compared to those measured in 2009.

The proportion of respondents who provided the emergency services with the exact address of the emergency was somewhat lower among respondents who made their most recent emergency call while visiting another EU country (84% for calls to the EU-wide emergency number and 85% for calls to a national emergency number). As noted before, caution should be exercised when interpreting the results for emergency calls made when respondents were abroad¹⁷. Nonetheless, respondents who had called 112 in another country were the most likely to report that the emergency services had not asked for the location of the emergency although they could have provided this information (8% vs. 2%-4% for other emergency calls).

¹⁷ Note: 112 respondents had called the European number 112 and 43 respondents had called a national number.

Providing precise information about the location of the emergency

- Yes, I gave the exact address
- Yes, but I could not give the exact address
- No, the operator did not ask for it although I could have provided this information
- No, I could not state my location
- DK/NA



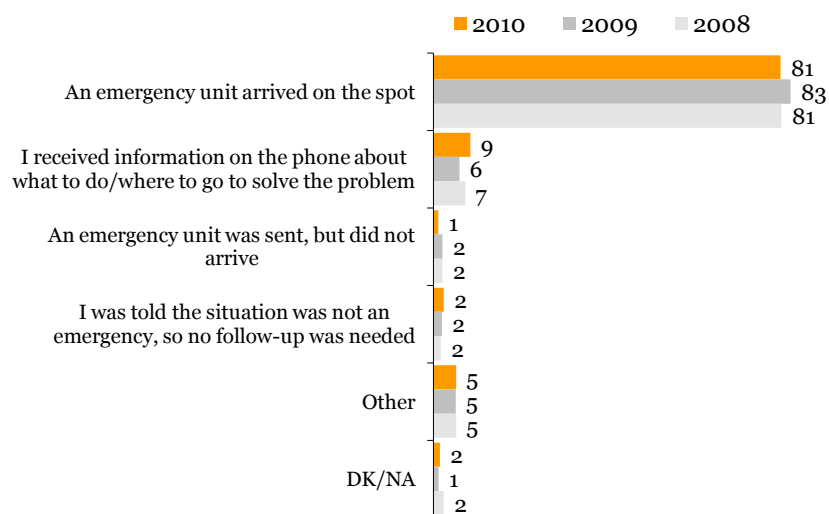
Q9. Did you provide information about your location to the emergency operator?
 %, Base: those who called an emergency number in the last 5 years, by type of call and country group

4.2.5 Follow-up actions following an emergency call

Regarding the follow-up given to emergency calls, 81% of respondents answered that an emergency intervention unit had been sent and arrived on the spot when they had last needed assistance. In 1% of cases an emergency unit had reportedly been despatched but had not arrived.

Almost a tenth (9%) of callers received information on the phone about what to do to solve the problem, 2% were informed that their call was not an emergency and that no follow-up was needed and 5% were given other follow-up information.

Follow-up actions following an emergency call



Q10. What was the follow-up given to your call?
 %, Base: those who called an emergency number in the last 5 years

Country variations

As in 2008, in all EU countries, at least two-thirds of the follow-up actions to emergency calls consisted of emergency units arriving at the location of the emergency. Respondents in Germany (92%), Slovakia (88%), Latvia (87%), the UK and the Czech Republic (both 86%) were the most likely to answer that an emergency unit had arrived on the spot as a follow-up to their most recent emergency call, while those in Spain (67%), France (71%) and Slovenia (75%) were the least likely to say that such follow-up actions had taken place.


Respondents in France (20%), along with those in Sweden, Spain, Luxembourg, Estonia and Lithuania (all 13%-14%), were the ones the most likely to say that they received information from the emergency services on the phone about any necessary action to be taken. In Ireland, Germany, Poland, Cyprus and Portugal, on the other hand, less than 5% of respondents said they received information in this way.

Across all countries, not more than 3% of respondents reported that despite being told that an emergency unit had been despatched, none had arrived. In 2009, 10% of Lithuanians said that this had been the case during their last emergency; in the current survey, however, just 3% of respondents in Lithuania reported that a unit had been “despatched” but had not arrived.

The proportion of respondents who were told that their emergency call was not an emergency ranged from 1% in Germany, Latvia, Poland, Luxembourg and Hungary to 7% in Estonia. Finally, the proportion of respondents who said that their emergency call had led to follow-up actions other than those listed in the survey was the lowest in the Czech Republic (1%) and the highest in Spain (12%).

Follow-up actions following an emergency call

By country

		<i>% An emergency unit arrived on the spot</i>	<i>% An emergency unit was sent, but did not arrive</i>	<i>% I received information on the phone about what to do/where to go in order to solve the problem</i>	<i>% I was told the situation was not an emergency, so no follow-up was needed</i>	<i>% Other</i>	<i>% DK/NA</i>
	EU27	81	1	9	2	5	2
	COUNTRY						
	Germany	92	0	4	1	2	0
	Slovakia	88	1	5	3	2	1
	Latvia	87	0	8	1	4	1
	United Kingdom	86	1	5	3	3	2
	Czech Rep.	86	2	7	4	1	0
	Austria	85	3	5	2	5	0
	Poland	85	1	4	1	7	3
	Belgium	85	0	6	4	3	2
	Ireland	84	1	3	2	8	2
	Romania	84	2	5	3	5	1
	Cyprus	81	2	4	6	6	1
	Netherlands	81	2	8	3	6	0
	Luxembourg	81	1	14	1	3	0
	Hungary	81	1	11	1	5	2
	Italy	81	2	6	2	5	4
	Portugal	81	3	4	4	8	1
	Malta	80	2	5	3	5	6
	Denmark	80	2	6	3	7	3
	Finland	79	1	6	4	9	1
	Lithuania	78	3	13	2	4	2
	Greece	77	1	9	3	9	2
	Estonia	77	0	13	7	3	1
	Bulgaria	77	3	7	3	8	2
	Sweden	76	2	14	2	5	1
	Slovenia	75	1	7	6	7	3
	France	71	0	20	5	5	0
	Spain	67	2	14	2	12	2

Q10. What was the follow-up given to your call?






%, Base: those who called an emergency number in the last 5 years, by country

Socio-demographic considerations

When respondents with an impairment, the over 54 year-olds and non-working respondents made an emergency call, such calls were more frequently followed by the arrival of an emergency unit (between 85% and 86%, compared to, for example, 76% of 25-39 year-olds). The former respondents, as well as 15-24 year-olds, were somewhat less likely to have received information over the phone about any necessary actions to be taken (6%-7% compared to 11% of 25-39 year-olds).

Follow-up actions following an emergency call

By socio-demographics

		% An emergency unit arrived on the spot	% An emergency unit was sent, but did not arrive	% I received information on the phone about what to do/where to go in order to solve the problem	% I was told the situation was not an emergency, so no follow-up was needed	% Other	% DK/NA
	SEX						
	Male	80	1	8	3	6	2
	Female	82	1	9	2	5	1
	AGE						
	15 - 24	84	2	6	3	5	1
	25 - 39	76	1	11	3	6	3
	40 - 54	81	1	9	2	6	2
	55 +	86	1	6	2	4	1
	URBANISATION						
	Metropolitan	81	2	8	3	4	2
	Urban	80	1	8	2	7	2
	Rural	82	1	10	2	4	1
	OCCUPATION						
	Self-employed	79	2	9	1	8	2
	Employee	78	1	10	3	6	2
	Manual worker	80	1	10	4	4	2
	Not working	85	1	7	2	5	1
	IMPAIRMENT						
	Any impairment	87	1	7	1	3	1
	No impairment	80	1	9	3	6	2

Q10. What was the follow-up given to your call?

%, Base: those who called an emergency number in the last 5 years, by socio-demographics

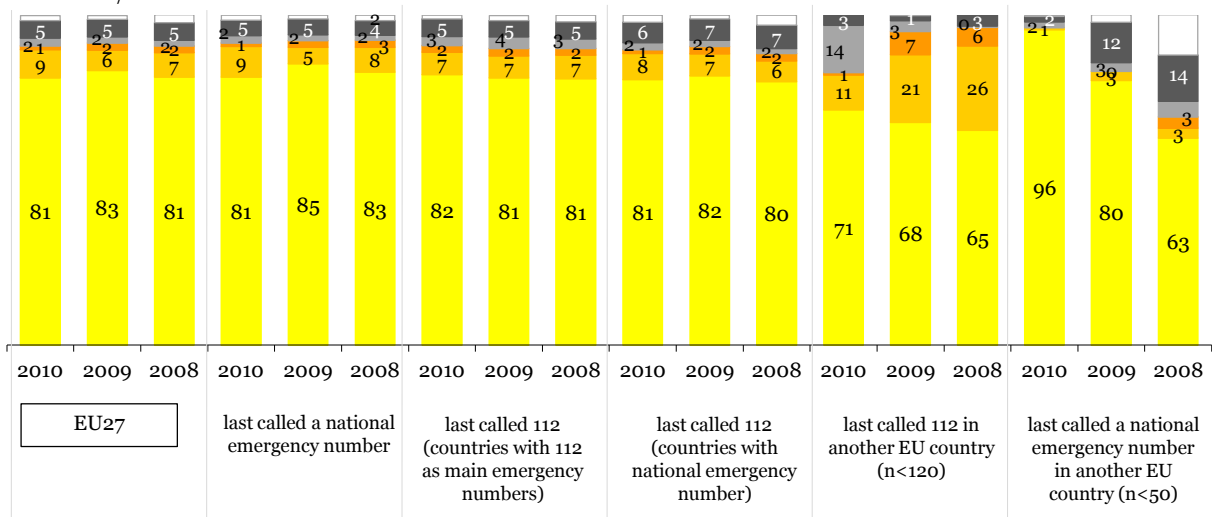
Differences between 112 calls and calls to other national emergency numbers

Focusing on emergency calls made in a respondent's own country, only small differences were seen regarding follow-up actions given to 112 calls and those made to other national emergency numbers. This was not the case, however, for calls made outside of the respondent's own country: for example, 14% of respondents who had made an emergency call to the European emergency number 112 while visiting another country reported that they were informed by the emergency services that their call was not an emergency and that no follow-up was needed, the corresponding proportion for emergency calls

made within a respondent's own country was 2%-3%. However, as noted previously, the number of cases reported was very low, and caution should be exercised when interpreting these results¹⁸.

Follow-up actions following an emergency call

- An emergency unit arrived on the spot
- I received information on the phone about what to do/where to go in order to solve the problem
- An emergency unit was sent, but did not arrive
- I was told the situation was not an emergency, so no follow-up was needed
- Other
- DK/NA



Q10. What was the follow-up given to your call?

%, Base: those who called an emergency number in the last 5 years, by type of call and country group

¹⁸ Note: 112 respondents had called the European number 112 and 43 respondents had called a national number.

Flash Eurobarometer Series
#285

The European Emergency
Number 112

Annex
Tables and
Survey
Details

THE GALLUP ORGANIZATION

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Table 1a. Opinions about 112: It is very useful to have an EU-wide emergency number available everywhere in the European Union – *by country*

QUESTION: Q4_A. Please tell me to what extent you agree or disagree with the following statements: - It is very useful to have an EU-wide emergency number available everywhere in the European Union.





























	Total N	% Totally agree	% Tend to agree	% Tend to disagree	% Totally disagree	% DK/NA
 EU27	40609	76.8	18	1.8	1.5	1.9
COUNTRY						
 Belgium	1502	83.3	13.1	0.9	1.1	1.5
 Bulgaria	1501	76.1	18.7	1.1	0.8	3.3
 Czech Rep.	1507	69.7	25.9	3	0.4	1.1
 Denmark	1506	82.1	13.9	1.8	0.9	1.2
 Germany	1508	85.2	11.2	1.7	1.2	0.8
 Estonia	1512	77.8	16	1.8	0.8	3.7
 Greece	1500	78.7	14.9	2	2.2	2.1
 Spain	1503	74.9	23	1.1	0.4	0.6
 France	1505	66.2	27.9	2.5	2.1	1.2
 Ireland	1500	76.7	18.1	1.7	1.6	1.9
 Italy	1515	79.4	14.3	1.5	1.1	3.7
 Cyprus	1501	90.4	6.3	1	1	1.3
 Latvia	1512	70.6	23.4	1.6	2.1	2.3
 Lithuania	1505	63.3	29.7	1.5	0.9	4.6
 Luxembourg	1505	91.4	6.5	0.4	0.9	0.8
 Hungary	1506	85.9	12.1	0.3	0.6	1.1
 Malta	1504	93.1	4.8	0.4	0.2	1.5
 Netherlands	1500	88.3	7.3	1.5	2.2	0.6
 Austria	1500	82.3	12.3	2.2	1.3	1.8
 Poland	1505	74.6	21.6	1.3	0.4	2.1
 Portugal	1503	91.6	6	0.2	0.2	2.1
 Romania	1503	81.6	12.7	1	0.9	3.9
 Slovenia	1500	79.3	18	0.9	0.7	1
 Slovakia	1505	84.7	11.9	1	0.4	2.1
 Finland	1500	92.4	5.9	0.1	0.7	0.7
 Sweden	1501	89	8	0.7	0.9	1.4
 United Kingdom	1500	62	26.9	4.2	4.2	2.7

Table 1b. Opinions about 112: It is very useful to have an EU-wide emergency number available everywhere in the European Union – *by segment*

QUESTION: Q4_A. Please tell me to what extent you agree or disagree with the following statements: - It is very useful to have an EU-wide emergency number available everywhere in the European Union.







	Total N	% Totally agree	% Tend to agree	% Tend to disagree	% Totally disagree	% DK/NA
EU27	40609	76.8	18	1.8	1.5	1.9
 SEX						
Male	19634	77.3	17.7	2	1.6	1.4
Female	20975	76.3	18.3	1.7	1.4	2.3
 AGE						
15 - 24	6006	75.9	21.3	1.3	0.8	0.7
25 - 39	9371	79	18.1	1.4	0.7	0.8
40 - 54	10771	79.3	16.8	1.7	1.1	1
55 +	13982	74	17.4	2.5	2.5	3.6
 URBANISATION						
Metropolitan	7655	77.9	17.5	1.8	1.1	1.7
Urban	17415	77.1	17.8	1.8	1.5	1.9
Rural	15284	75.9	18.6	1.9	1.6	2
 OCCUPATION						
Self-employed	3380	81.3	14.7	1.4	2.1	0.5
Employee	12970	79.6	16.7	2.1	1.1	0.5
Manual worker	3727	75.5	20.9	1.6	0.8	1.2
Not working	20355	74.5	18.9	1.8	1.7	3.1
 IMPAIRMENT						
Any impairment	3984	71.6	19.1	2.3	2.4	4.6
No impairment	36188	77.6	17.8	1.8	1.4	1.4
 STATUS OF EMERGENCY NUMBERS						
112 as sole/main emergency number	5583	86.7	9.3	0.9	1.1	2.1
Several emergency numbers	35026	75.2	19.4	2	1.6	1.9

Table 2a. Opinions about 112: [COUNTRY] should do more to make it easier for disabled users to contact the emergency services via 112, such as by providing adapted phones – *by country*

QUESTION: Q4_C. Please tell me to what extent you agree or disagree with the following statements: - [COUNTRY] should do more to make it easier for disabled users to contact the emergency services via 112, such as by providing adapted phones.





























	Total N	% Totally agree	% Tend to agree	% Tend to disagree	% Totally disagree	% DK/NA
 EU27	40609	64.1	23.4	4.3	2.2	6
COUNTRY						
 Belgium	1502	58.8	19.5	4.2	4.2	13.4
 Bulgaria	1501	71	21.8	1.4	0.8	5
 Czech Rep.	1507	51.1	33.2	8.4	1.2	6.1
 Denmark	1506	50.1	27.3	5.9	1.9	14.9
 Germany	1508	60.7	23.6	7.5	2.5	5.7
 Estonia	1512	60.6	27.3	3.1	0.7	8.3
 Greece	1500	88.2	8.8	0.5	0.8	1.8
 Spain	1503	67.3	26.2	1.9	0.4	4.1
 France	1505	60.3	30.4	4.3	1.7	3.3
 Ireland	1500	68.9	20.1	4.6	1.5	4.9
 Italy	1515	74.8	15.6	2.8	1.6	5.2
 Cyprus	1501	90.7	6.3	0.5	0.9	1.5
 Latvia	1512	64.6	25.3	3.5	1.1	5.5
 Lithuania	1505	51.1	38.4	3	0.9	6.5
 Luxembourg	1505	55	25.8	9.2	2.4	7.6
 Hungary	1506	69.7	24.9	1.7	1.4	2.3
 Malta	1504	84.9	8.9	1.3	1.8	3.2
 Netherlands	1500	49	24.1	9.9	8.3	8.7
 Austria	1500	47	30.6	6.9	5.4	10.1
 Poland	1505	61.5	26.6	3.3	1.6	7
 Portugal	1503	86.1	9	1.2	0.5	3.3
 Romania	1503	73.2	17.6	2.3	0.6	6.2
 Slovenia	1500	62.5	28.4	3.5	0.8	4.7
 Slovakia	1505	62.2	25.9	3	1.1	7.8
 Finland	1500	57	30.2	3.8	1	7.9
 Sweden	1501	56.4	22.7	3.6	3.3	14
 United Kingdom	1500	60	23.2	4.5	4.5	7.8

Table 2b. Opinions about 112: [COUNTRY] should do more to make it easier for disabled users to contact the emergency services via 112, such as by providing adapted phones – *by segment*

QUESTION: Q4_C. Please tell me to what extent you agree or disagree with the following statements: - [COUNTRY] should do more to make it easier for disabled users to contact the emergency services via 112, such as by providing adapted phones.







	Total N	% Totally agree	% Tend to agree	% Tend to disagree	% Totally disagree	% DK/NA
EU27	40609	64.1	23.4	4.3	2.2	6
 SEX						
Male	19634	61.3	24.6	5.3	2.8	6.1
Female	20975	66.7	22.3	3.4	1.7	5.9
 AGE						
15 - 24	6006	63.1	25.9	5.4	1.4	4.2
25 - 39	9371	62.8	25.2	4.4	1.8	5.9
40 - 54	10771	63.3	23.9	4.4	2.8	5.6
55 +	13982	66.1	21	3.9	2.3	6.8
 URBANISATION						
Metropolitan	7655	60.7	24.4	4.7	2.8	7.4
Urban	17415	66	22.6	4.2	1.7	5.5
Rural	15284	63.6	24	4.2	2.6	5.7
 OCCUPATION						
Self-employed	3380	61.1	22.9	5.8	3.2	7
Employee	12970	60.8	26.2	4.5	2.3	6.1
Manual worker	3727	66	23.6	4	1.9	4.5
Not working	20355	66.2	21.8	4	2.1	6
 IMPAIRMENT						
Any impairment	3984	68	20.5	3.5	2.3	5.7
No impairment	36188	63.7	23.7	4.4	2.2	5.9
 STATUS OF EMERGENCY NUMBERS						
112 as sole/main emergency number	5583	64.4	20.1	4.5	2.9	8.1
Several emergency numbers	35026	64	23.9	4.3	2.1	5.6

Table 3a. Opinions about 112: In [COUNTRY], people are adequately informed about the existence of the European emergency number 112 – *by country*

QUESTION: Q4_B. Please tell me to what extent you agree or disagree with the following statements: - In [COUNTRY], people are adequately informed about the existence of the European emergency number 112.





























	Total N	% Totally agree	% Tend to agree	% Tend to disagree	% Totally disagree	% DK/NA
 EU27	40609	13.3	19.2	33.9	27.5	6
COUNTRY						
 Belgium	1502	13.4	14.5	31.7	35.2	5.1
 Bulgaria	1501	16.3	24.6	35.5	15.7	7.9
 Czech Rep.	1507	28.6	33	20.5	13.2	4.6
 Denmark	1506	10.9	17.5	40.2	28.6	2.7
 Germany	1508	11.3	21.3	48.3	14.6	4.5
 Estonia	1512	23.5	23.7	30	14	8.8
 Greece	1500	9	8.1	29.6	44	9.3
 Spain	1503	10.5	25.5	40.7	15.5	7.9
 France	1505	6.4	17.7	38.5	34.4	3
 Ireland	1500	12.6	13	25.5	44.7	4.1
 Italy	1515	11.2	11.8	22.9	43.3	10.8
 Cyprus	1501	4.8	11	23.7	50.4	10.1
 Latvia	1512	8.9	21.4	37.8	23.6	8.3
 Lithuania	1505	15.7	24.2	35.3	18.6	6.2
 Luxembourg	1505	28.8	36.5	22.5	5.6	6.5
 Hungary	1506	6.7	12.9	29.4	45.6	5.4
 Malta	1504	8.1	16.8	38.1	26.5	10.4
 Netherlands	1500	25	16.5	25.7	28.3	4.5
 Austria	1500	5.3	16.8	46.6	24.3	6.9
 Poland	1505	16.4	32.4	34.4	10	6.8
 Portugal	1503	12.2	19.9	28.7	33.1	6.2
 Romania	1503	35.8	22.9	20.8	13.3	7.1
 Slovenia	1500	15.1	23.8	37.8	16.9	6.5
 Slovakia	1505	22.6	31.3	27	11.4	7.7
 Finland	1500	18.8	26.7	32.1	18.9	3.5
 Sweden	1501	18.3	29.6	24.3	21.6	6.2
 United Kingdom	1500	12.5	9.5	26.9	46.8	4.2

Table 3b. Opinions about 112: In [COUNTRY], people are adequately informed about the existence of the European emergency number 112 – *by segment*

QUESTION: Q4_B. Please tell me to what extent you agree or disagree with the following statements: - In [COUNTRY], people are adequately informed about the existence of the European emergency number 112.







	Total N	% Totally agree	% Tend to agree	% Tend to disagree	% Totally disagree	% DK/NA
EU27	40609	13.3	19.2	33.9	27.5	6
 SEX						
Male	19634	13.7	19.4	34.4	27.4	5
Female	20975	13	19.1	33.4	27.5	7
 AGE						
15 - 24	6006	15.4	22.7	35.8	23.1	3
25 - 39	9371	12.7	18.3	36.6	29.4	3
40 - 54	10771	12	18.8	35.5	28.7	5
55 +	13982	14	18.9	30.3	26.8	10
 URBANISATION						
Metropolitan	7655	11.7	18.2	35	29.3	5.8
Urban	17415	13.6	18.7	33.1	28.6	6.1
Rural	15284	13.6	20.3	34.5	25.5	6
 OCCUPATION						
Self-employed	3380	12.6	16.8	32.7	32.3	5.5
Employee	12970	11.1	17.1	38.1	30.7	3
Manual worker	3727	16	24.4	33.3	21.7	4.7
Not working	20355	14.4	20.1	31.5	25.7	8.3
 IMPAIRMENT						
Any impairment	3984	16.6	20.8	29.6	24.1	8.8
No impairment	36188	12.9	19.1	34.4	28	5.6
 STATUS OF EMERGENCY NUMBERS						
112 as sole/main emergency number	5583	23.9	21.7	26.1	22.7	5.7
Several emergency numbers	35026	11.6	18.8	35.2	28.3	6.1

Table 4a. Information about the European emergency number 112 and national emergency numbers – *by country*

QUESTION: Q3. During the last 12 months, have you seen or heard any information regarding the European emergency number '112'? And have you seen or heard any information about the national emergency number(s)?





























	Total N	% Yes, regarding 112	% Yes, regarding national emergency numbers	% Yes, about both	% No	% DK/NA
 EU27	40609	15.9	7.6	5.5	69.7	1.3
COUNTRY						
 Belgium	1502	18.4	2.1	1.5	77.6	0.3
 Bulgaria	1501	43.1	4.4	9.2	40.7	2.6
 Czech Rep.	1507	34.5	6.5	9.4	47.3	2.3
 Denmark	1506	4.7	20.5	4.2	69.8	0.7
 Germany	1508	9.9	6.3	6	77.3	0.5
 Estonia	1512	37.9	5.2	10.1	44	2.8
 Greece	1500	9.8	9.5	2.7	77.4	0.6
 Spain	1503	18	6.6	2.2	72.8	0.3
 France	1505	10	12	9.3	67.7	1
 Ireland	1500	6.6	4.2	3.9	84.5	0.8
 Italy	1515	7.2	3.9	1.6	85	2.3
 Cyprus	1501	12.5	13	4.1	69.9	0.6
 Latvia	1512	24.5	10.9	6.3	54	4.4
 Lithuania	1505	42.6	3.9	8	40.6	4.9
 Luxembourg	1505	17.7	5.9	9.4	66.3	0.6
 Hungary	1506	15.1	3.8	5.2	75	0.9
 Malta	1504	24.2	2.7	3.5	68.1	1.4
 Netherlands	1500	18.4	14.2	5.2	61.2	0.9
 Austria	1500	15.2	8.5	6.3	69.2	0.7
 Poland	1505	35.2	7.3	13.2	42.4	1.9
 Portugal	1503	10	3.2	2.3	83.6	0.9
 Romania	1503	46.6	5.7	7.2	36.5	4
 Slovenia	1500	10.3	13.7	5.8	67.6	2.5
 Slovakia	1505	47	4.2	9.4	36.2	3.1
 Finland	1500	23.7	9.1	5	59.7	2.5
 Sweden	1501	9.5	4.5	3	80	3
 United Kingdom	1500	5.5	10.6	2.5	81.1	0.2

Table 4b. Information about the European emergency number 112 and national emergency numbers – *by segment*

QUESTION: Q3. During the last 12 months, have you seen or heard any information regarding the European emergency number '112'? And have you seen or heard any information about the national emergency number(s)?







	Total N	% Yes, regarding 112	% Yes, regarding national emergency numbers	% Yes, about both	% No	% DK/NA
EU27	40609	15.9	7.6	5.5	69.7	1.3
 SEX						
Male	19634	17	8.4	6.2	67.4	1
Female	20975	14.8	6.8	4.9	72	1.5
 AGE						
15 - 24	6006	14.7	8.3	5.9	70.2	1
25 - 39	9371	17.3	8	6.3	67.6	0.8
40 - 54	10771	16.7	8.5	5.7	67.8	1.3
55 +	13982	15.1	6.2	4.8	72.3	1.6
 URBANISATION						
Metropolitan	7655	16.6	9.7	4.8	67.9	1
Urban	17415	16.8	7.2	5.8	68.9	1.3
Rural	15284	14.5	6.9	5.7	71.6	1.3
 OCCUPATION						
Self-employed	3380	16.9	6.8	4.6	70.8	0.9
Employee	12970	15.5	10.5	7	66.2	0.9
Manual worker	3727	21.4	4.3	6	66.6	1.7
Not working	20355	15	6.5	4.7	72.4	1.5
 IMPAIRMENT						
Any impairment	3984	14.5	6.2	5.7	71.7	1.9
No impairment	36188	16	7.8	5.5	69.5	1.1
 STATUS OF EMERGENCY NUMBERS						
112 as sole/main emergency number	5583	24.3	8.5	5	59.9	2.3
Several emergency numbers	35026	14.6	7.4	5.6	71.3	1.1

Table 5a. Source of information regarding the European emergency number 112 – by country

QUESTION: Q3A. Where did you see/hear information regarding the European emergency number '112'?

% of "Mentioned" shown

Base: those who have seen/heard information regarding the European emergency number 112





























	Total N	Media (television, radio, newspapers, internet)	Through your telecommunications operator (payphones, directories, bills)	Other	DK/NA
 EU27	8700	79.5	8.6	18.2	2.6
COUNTRY					
 Belgium	300	79	5	18	3.6
 Bulgaria	784	94	5.6	6.6	0.9
 Czech Rep.	662	76.2	9.7	16.2	8.4
 Denmark	133	62	5.8	30	6.3
 Germany	241	73.1	6.4	22.1	1.7
 Estonia	726	86.3	20.2	11.8	0.4
 Greece	189	75.5	9.3	20.5	3
 Spain	304	83.8	5.5	19.8	1.5
 France	291	68.1	5.4	31.4	1.7
 Ireland	157	63.6	14.9	27.8	8.7
 Italy	133	61.7	6	30.8	3.3
 Cyprus	248	60.5	17.8	28.1	5.2
 Latvia	465	85.3	13	8.9	2.6
 Lithuania	762	89	13.3	7.5	1.7
 Luxembourg	408	83.9	9	12.1	2.2
 Hungary	306	69.1	29.2	28.4	2
 Malta	417	77	5.5	17.8	3.3
 Netherlands	355	88.6	3.8	7.5	1.2
 Austria	323	57.1	7.1	38.9	3
 Poland	729	85.4	11.2	9.5	2.7
 Portugal	185	87.9	8.8	12.1	4.8
 Romania	809	95.5	13.1	8.9	1
 Slovenia	241	69.7	20.1	19.6	7.6
 Slovakia	850	94.1	5.1	8.6	0.4
 Finland	431	72.4	10.5	20	5.6
 Sweden	187	54.1	14.5	29.9	7.1
 United Kingdom	120	67.6	4.9	28.8	7.3

Table 5b. Source of information regarding the European emergency number 112 – by segment

QUESTION: Q3A. Where did you see/hear information regarding the European emergency number '112'?

% of "Mentioned" shown

Base: those who have seen/heard information regarding the European emergency number 112







	Total N	Media (television, radio, newspapers, internet)	Through your telecommunications operator (payphones, directories, bills)	Other	DK/NA
EU27	8700	79.5	8.6	18.2	2.6
 SEX					
Male	4569	79.2	8.6	18.5	2.4
Female	4131	79.8	8.6	17.8	2.9
 AGE					
15 - 24	1235	71.3	14.6	25.8	1.3
25 - 39	2209	78.1	10.4	17.7	2.5
40 - 54	2410	78.4	6.6	20.7	2.6
55 +	2790	85	6.6	12.8	3.4
 URBANISATION					
Metropolitan	1639	81.2	7.7	15.6	2.8
Urban	3932	77.6	8.9	18.6	3.4
Rural	3079	81.2	9	18.6	1.4
 OCCUPATION					
Self-employed	727	81.1	7.4	15.1	3.4
Employee	2915	75.3	8.7	23.4	2.6
Manual worker	1022	79.9	10.1	17.9	1.5
Not working	3993	82.1	8.5	15.1	2.6
 IMPAIRMENT					
Any impairment	805	84.4	7.6	14.9	3.8
No impairment	7814	79.1	8.8	18.4	2.5
 STATUS OF EMERGENCY NUMBERS					
112 as sole/main emergency number	1635	88.8	10.7	11.4	2.1
Several emergency numbers	7065	77.3	8.2	19.7	2.7

Table 6a. Telephone number(s) to call in the event of emergencies in one's own country – *by country*

QUESTION: Q1. Can you tell me what telephone number you would call in the event of an emergency IN [COUNTRY]; for example, if someone needs urgent medical assistance or in case you need to contact the police or the fire brigade?

% of "Mentioned" shown





























	Total N	112	National number(s)	Other number(s)	DK/NA
 EU27	40609	46.6	53.5	10.5	6.1
COUNTRY					
 Belgium	1502	27.1	68.4	4.4	6.3
 Bulgaria	1501	52	41.8	7.3	14.1
 Czech Rep.	1507	49.7	62.2	5.1	1.9
 Denmark	1506	95.9	13.5	2.5	0.5
 Germany	1508	74.8	44.3	6.8	3.2
 Estonia	1512	90.2	15.5	8.2	2.2
 Greece	1500	2.8	79.9	13	8.9
 Spain	1503	64.8	23.9	5.9	11.5
 France	1505	12.9	90	6.6	2.8
 Ireland	1500	16	83.6	13.3	2.9
 Italy	1515	19.7	49.8	27.6	14.2
 Cyprus	1501	11.3	34.5	12.3	46.1
 Latvia	1512	58.7	39.8	8.4	7.6
 Lithuania	1505	62.7	38.7	5.6	6.1
 Luxembourg	1505	84.6	24.7	11.3	3.8
 Hungary	1506	30.5	71.5	12.9	9.7
 Malta	1504	41.6	13	7.4	39
 Netherlands	1500	96.3	0.9	1.6	2
 Austria	1500	10.5	88.1	2.8	3.8
 Poland	1505	64.1	55	2.8	3.5
 Portugal	1503	81.1	5.5	7.6	9.5
 Romania	1503	86.3	1.9	2.2	11.5
 Slovenia	1500	79.3	69	6.3	3
 Slovakia	1505	73.9	40.1	3.2	6.1
 Finland	1500	95.9	2.9	2.2	1.7
 Sweden	1501	96	0.3	1.5	2.5
 United Kingdom	1500	8.3	97.2	23.1	1.1

Table 6b. Telephone number(s) to call in the event of emergencies in one's own country – *by segment*

QUESTION: Q1. Can you tell me what telephone number you would call in the event of an emergency IN [COUNTRY]; for example, if someone needs urgent medical assistance or in case you need to contact the police or the fire brigade?

% of "Mentioned" shown







	Total N	112	%National number(s)	Other number(s)	DK/NA
EU27	40609	46.6	53.5	10.5	6.1
 SEX					
Male	19634	49.3	53.2	10.2	4.5
Female	20975	44.1	53.7	10.8	7.6
 AGE					
15 - 24	6006	57.1	50.2	6.8	3.7
25 - 39	9371	48.5	55.5	10.3	3.8
40 - 54	10771	49.3	53.7	10.3	4.5
55 +	13982	39.6	53	12.3	9.7
 URBANISATION					
Metropolitan	7655	48.4	54	8.9	4.3
Urban	17415	45.5	52.7	12	6.4
Rural	15284	47	54.1	9.5	6.6
 OCCUPATION					
Self-employed	3380	45.8	52.3	11.8	5.1
Employee	12970	48.2	58.3	10.4	2.4
Manual worker	3727	52.9	49.4	7.5	4.9
Not working	20355	44.6	51.3	10.9	8.8
 IMPAIRMENT					
Any impairment	3984	43.6	51.9	14.2	10
No impairment	36188	47.1	53.7	10	5.6
 STATUS OF EMERGENCY NUMBERS					
112 as sole/main emergency number	5583	90.6	3.1	2.9	6.3
Several emergency numbers	35026	39.6	61.5	11.7	6

Table 7a. Knowledge of 112 as the EU-wide European emergency number – *by country*

QUESTION: Q2. Can you tell me what telephone number enables you to call emergency services anywhere in the European Union?





























	Total N	% "112"	% Other number(s)	% DK/NA
 EU27	40609	25.2	8.4	66.5
COUNTRY				
 Belgium	1502	46.7	6.9	46.4
 Bulgaria	1501	46.2	5.5	48.3
 Czech Rep.	1507	60.7	4.4	34.9
 Denmark	1506	27.1	5.5	67.3
 Germany	1508	17.7	11.4	70.9
 Estonia	1512	45	7.6	47.3
 Greece	1500	6.6	4.7	88.7
 Spain	1503	23	3.4	73.5
 France	1505	26.8	15.2	58
 Ireland	1500	18	26.8	55.1
 Italy	1515	4.2	5.3	90.4
 Cyprus	1501	11.5	1.6	86.9
 Latvia	1512	27.8	7.2	65
 Lithuania	1505	47.7	5	47.3
 Luxembourg	1505	59.4	9	31.7
 Hungary	1506	31.7	6.5	61.8
 Malta	1504	19.4	2.9	77.7
 Netherlands	1500	44.9	6	49
 Austria	1500	30.6	9.6	59.9
 Poland	1505	55.5	3.9	40.6
 Portugal	1503	26.8	1.9	71.3
 Romania	1503	35.7	2.4	61.9
 Slovenia	1500	19.8	8.1	72.2
 Slovakia	1505	55.1	5.4	39.5
 Finland	1500	50.2	3	46.8
 Sweden	1501	39.8	2.8	57.3
 United Kingdom	1500	8.3	13.8	77.9

Table 7b. Knowledge of 112 as the EU-wide European emergency number – *by segment*

QUESTION: Q2. Can you tell me what telephone number enables you to call emergency services anywhere in the European Union?







	Total N	% "112"	% Other number(s)	% DK/NA
EU27	40609	25.2	8.4	66.5
 SEX				
Male	19634	28.9	8.8	62.2
Female	20975	21.6	7.9	70.4
 AGE				
15 - 24	6006	28.9	9.6	61.5
25 - 39	9371	32.9	8	59.1
40 - 54	10771	25.9	9.1	65
55 +	13982	18.2	7.4	74.4
 URBANISATION				
Metropolitan	7655	29.3	7.6	63.1
Urban	17415	25.2	7.9	67
Rural	15284	23.2	9.2	67.7
 OCCUPATION				
Self-employed	3380	26.3	8.4	65.2
Employee	12970	30.9	9.5	59.6
Manual worker	3727	32.4	8.5	59.1
Not working	20355	20.1	7.6	72.3
 IMPAIRMENT				
Any impairment	3984	19.1	8	72.8
No impairment	36188	26	8.4	65.6
 STATUS OF EMERGENCY NUMBERS				
112 as sole/main emergency number	5583	37.4	3.5	59.1
Several emergency numbers	35026	23.2	9.1	67.7

Table 8a. Proportion of citizens who called an emergency number in the past five years – *by country*

QUESTION: Q5. In the last five years, have you called the European emergency number 112 or a national emergency number in [COUNTRY] or in another EU country in the event of emergency?







	Total N	% Yes, only 112	% Yes, only national emergency numbers	% Yes, both 112 and national emergency numbers	% Other numbers	% No, I have not called any emergency number	% DK/NA
 EU27	40609	11	14.5	1	0.5	72.6	0.4
COUNTRY							
 Belgium	1502	3.9	14	0.1	0.1	81.9	0.1
 Bulgaria	1501	5.3	16.5	1.4	1.3	74.3	1.3
 Czech Rep.	1507	6.6	15.6	1.5	3.1	72.9	0.3
 Denmark	1506	15.9	5.5	0.8	0.1	77.6	0.1
 Germany	1508	16.4	8.8	1.1	0.4	73.1	0.3
 Estonia	1512	41.4	5.4	3.8	2.1	47.1	0.2
 Greece	1500	0.5	20.7	0.3	0.2	78.3	0
 Spain	1503	22.5	6	0.8	0.4	70.1	0.2
 France	1505	2	30.2	1.1	0.1	66.5	0.2
 Ireland	1500	1.5	13.6	0.2	0.1	84.2	0.4
 Italy	1515	4	18.1	0.9	1.1	74.4	1.5
 Cyprus	1501	1.8	11.3	0	1	85.2	0.7
 Latvia	1512	26.6	15.1	1.4	1.3	54.5	1.1
 Lithuania	1505	22.8	15.5	1.7	1.2	58.6	0.3
 Luxembourg	1505	27.7	6.6	2.2	0.5	62.6	0.3
 Hungary	1506	5.8	8.5	1.2	2.4	82	0.1
 Malta	1504	11.4	4.8	0.3	0.3	83	0.2
 Netherlands	1500	20	1.3	0.9	0.1	77.6	0
 Austria	1500	1.3	22	0.7	0	75.7	0.3
 Poland	1505	12	16.5	2	0.1	69	0.4
 Portugal	1503	26	2	0.8	0.6	70.4	0.2
 Romania	1503	27.7	1.8	1.3	0	68.9	0.3
 Slovenia	1500	9.7	8.7	1.9	0.1	79.4	0.2
 Slovakia	1505	14.8	9.5	2.3	1.5	70.3	1.5
 Finland	1500	36.7	4.9	0.4	0.1	57.3	0.6
 Sweden	1501	23.6	1.6	0.9	0	73.7	0.1
 United Kingdom	1500	0.2	21.1	0.3	0.3	77.8	0.3

Table 8b. Proportion of citizens who called an emergency number in the past five years – *by segment*

QUESTION: Q5. In the last five years, have you called the European emergency number 112 or a national emergency number in [COUNTRY] or in another EU country in the event of emergency?







	Total N	% Yes, only 112	% Yes, only national emergency numbers	% Yes, both 112 and national emergency numbers	% Other numbers	% No, I have not called any emergency number	% DK/NA
EU27	40609	11	14.5	1	0.5	72.6	0.4
 SEX							
Male	19634	11.7	15	1	0.4	71.5	0.4
Female	20975	10.4	14	0.9	0.6	73.7	0.5
 AGE							
15 - 24	6006	12.8	13.2	0.7	0.1	72.9	0.2
25 - 39	9371	14.2	18.6	1.6	0.6	64.4	0.6
40 - 54	10771	11.9	15.4	1.2	0.5	70.6	0.4
55 +	13982	7.7	11.6	0.5	0.6	79.2	0.5
 URBANISATION							
Metropolitan	7655	12.6	17.4	1	0.8	68	0.3
Urban	17415	11.6	14.3	1	0.5	72.3	0.4
Rural	15284	9.6	13.4	1	0.3	75.1	0.5
 OCCUPATION							
Self-employed	3380	12.3	15.4	1.4	0.4	69.7	0.8
Employee	12970	12.5	18.1	1.4	0.5	67.3	0.1
Manual worker	3727	12.7	15	0.8	0.4	70.6	0.5
Not working	20355	9.5	11.9	0.6	0.5	76.9	0.5
 IMPAIRMENT							
Any impairment	3984	9.4	14.3	1.2	0.7	74.1	0.3
No impairment	36188	11.2	14.6	1	0.4	72.4	0.4
 STATUS OF EMERGENCY NUMBERS							
112 as sole/main emergency number	5583	24.8	2.2	1	0.1	71.7	0.2
Several emergency numbers	35026	8.8	16.4	1	0.5	72.8	0.5

Table 9a. Number called during the last emergency situation – *by country*

QUESTION: Q6. Please think about the LAST occasion when you called an emergency number. Was this call made...

Base: those who called an emergency number in the last 5 years





























	Total N	% to '112' in [COUNTRY]	% to a national emergency number in [COUNTRY]	% to '112' in other EU country	% to a national emergency number in another EU country	% DK/NA
 EU27	10750	44.7	53.3	1	0.5	0.4
COUNTRY						
 Belgium	270	18.5	79.2	1.9	0.5	0
 Bulgaria	348	29.6	68.5	0	1.6	0.3
 Czech Rep.	357	26.4	67.8	4.8	0.9	0.1
 Denmark	334	88.9	10.2	0.5	0.4	0
 Germany	396	69	27.9	1.5	1.2	0.3
 Estonia	765	86.7	11.5	1.3	0	0.4
 Greece	322	1.8	97.3	0.4	0.5	0
 Spain	440	78.5	19.7	1.1	0.2	0.4
 France	500	6.3	91.8	1.4	0.3	0.3
 Ireland	229	8.3	85.1	2.5	4.1	0
 Italy	348	24	74.9	0.2	0.3	0.5
 Cyprus	196	13.5	85.8	0	0	0.8
 Latvia	652	62.3	33.8	0	0.7	3.2
 Lithuania	601	58.9	37.5	2.7	0.1	0.8
 Luxembourg	551	80.5	15.3	3.7	0.5	0
 Hungary	234	37.6	59.2	0.8	2.5	0
 Malta	248	71.6	28	0.4	0	0
 Netherlands	334	93.7	4.6	1.2	0	0.5
 Austria	361	4	92.8	1.9	0.7	0.6
 Poland	459	42.8	54.9	0.8	0.2	1.3
 Portugal	433	90	9.2	0.4	0	0.5
 Romania	462	93.8	4.9	0.7	0.5	0.1
 Slovenia	305	64.2	33.9	1.2	0	0.7
 Slovakia	400	55.8	41.4	0.6	0.1	2.1
 Finland	631	92.6	6.6	0.7	0	0.1
 Sweden	393	95.2	2.8	1	0.4	0.6
 United Kingdom	325	1.5	98.1	0.4	0	0

Table 9b. Number called during the last emergency situation – *by segment*

QUESTION: Q6. Please think about the LAST occasion when you called an emergency number. Was this call made...

Base: those who called an emergency number in the last 5 years

	Total N	% to '112' in [COUNTRY]	% to a national emergency number in [COUNTRY]	% to '112' in other EU country	% to a National emergency number in another EU country	% DK/NA
EU27	10750	44.7	53.3	1	0.5	0.4
 SEX						
Male	5449	46.4	51.4	1.2	0.5	0.4
Female	5301	43	55.3	0.9	0.4	0.4
 AGE						
15 - 24	1608	52.7	46.2	0.5	0.4	0.3
25 - 39	3222	43.4	53.8	1.6	0.7	0.5
40 - 54	3069	45.7	52.8	0.7	0.5	0.3
55 +	2767	40.8	57.2	1.2	0.3	0.5
 URBANISATION						
Metropolitan	2369	43.9	54.9	0.9	0.1	0.2
Urban	4679	46	51.4	1.2	0.8	0.6
Rural	3676	43.5	54.8	0.9	0.4	0.4
 OCCUPATION						
Self-employed	982	45.7	53	0.8	0.2	0.3
Employee	4158	42.7	55.1	1.5	0.3	0.4
Manual worker	1064	46.2	51.9	0.8	0.2	0.9
Not working	4494	45.9	52.1	0.8	0.8	0.4
 IMPAIRMENT						
Any impairment	991	43.3	55.8	0.5	0.1	0.3
No impairment	9674	44.7	53.3	1.1	0.5	0.4
 LAST CALLED EMERGENCY NUMBER						
112 (countries with national emergency numbers)	3357	100	0	0	0	0
112 (countries with 112 as main emergency number)	1450	100	0	0	0	0
National emergency number	5732	0	100	0	0	0
112 in another EU country	111	0	0	100	0	0
National emergency number in another EU country	53	0	0	0	100	0
 STATUS OF EMERGENCY NUMBERS						
112 as sole/main emergency number	1562	92.8	5.9	0.8	0.2	0.3
Several emergency numbers	9188	36.5	61.4	1.1	0.5	0.5

Table 10a. Number called during the last emergency situation (recoded) – *by country*

QUESTION: Q6A. Please think about the LAST occasion when you called an emergency number. Was this call made...

Base: those who called an emergency number in the last 5 years





























	Total N	% "112" (countries with national emergency numbers)	% "112" (countries with 112 as main emergency number)	% National emergency number	% "112" in another EU country	% National emergency number in another EU country	% DK/NA
 EU27	10750	31.2	13.5	53.3	1	0.5	0.4
COUNTRY							
 Belgium	270	18.5	0	79.2	1.9	0.5	0
 Bulgaria	348	29.6	0	68.5	0	1.6	0.3
 Czech Rep.	357	26.4	0	67.8	4.8	0.9	0.1
 Denmark	334	0	88.9	10.2	0.5	0.4	0
 Germany	396	69	0	27.9	1.5	1.2	0.3
 Estonia	765	86.7	0	11.5	1.3	0	0.4
 Greece	322	1.8	0	97.3	0.4	0.5	0
 Spain	440	78.5	0	19.7	1.1	0.2	0.4
 France	500	6.3	0	91.8	1.4	0.3	0.3
 Ireland	229	8.3	0	85.1	2.5	4.1	0
 Italy	348	24	0	74.9	0.2	0.3	0.5
 Cyprus	196	13.5	0	85.8	0	0	0.8
 Latvia	652	62.3	0	33.8	0	0.7	3.2
 Lithuania	601	58.9	0	37.5	2.7	0.1	0.8
 Luxembourg	551	80.5	0	15.3	3.7	0.5	0
 Hungary	234	37.6	0	59.2	0.8	2.5	0
 Malta	248	0	71.6	28	0.4	0	0
 Netherlands	334	0	93.7	4.6	1.2	0	0.5
 Austria	361	4	0	92.8	1.9	0.7	0.6
 Poland	459	42.8	0	54.9	0.8	0.2	1.3
 Portugal	433	0	90	9.2	0.4	0	0.5
 Romania	462	0	93.8	4.9	0.7	0.5	0.1
 Slovenia	305	64.2	0	33.9	1.2	0	0.7
 Slovakia	400	55.8	0	41.4	0.6	0.1	2.1
 Finland	631	0	92.6	6.6	0.7	0	0.1
 Sweden	393	0	95.2	2.8	1	0.4	0.6
 UK	325	1.5	0	98.1	0.4	0	0

Table 10b. Number called during the last emergency situation (recoded) – by segment

QUESTION: Q6A. Please think about the LAST occasion when you called an emergency number. Was this call made...

Base: those who called an emergency number in the last 5 years








	Total N	% "112" (countries with national emergency numbers)	% "112" (countries with 112 as main emergency number)	% National emergency number	% "112" in another EU country	% National emergency number in another EU country	% DK/NA
EU27	10750	31.2	13.5	53.3	1	0.5	0.4
 SEX							
Male	5449	33.3	13.1	51.4	1.2	0.5	0.4
Female	5301	29.1	13.8	55.3	0.9	0.4	0.4
 AGE							
15 - 24	1608	36.8	15.9	46.2	0.5	0.4	0.3
25 - 39	3222	31	12.4	53.8	1.6	0.7	0.5
40 - 54	3069	32.3	13.3	52.8	0.7	0.5	0.3
55 +	2767	27.1	13.7	57.2	1.2	0.3	0.5
 URBANISATION							
Metropolitan	2369	29.3	14.6	54.9	0.9	0.1	0.2
Urban	4679	32.2	13.8	51.4	1.2	0.8	0.6
Rural	3676	31	12.4	54.8	0.9	0.4	0.4
 OCCUPATION							
Self-employed	982	34.2	11.5	53	0.8	0.2	0.3
Employee	4158	29.3	13.4	55.1	1.5	0.3	0.4
Manual worker	1064	32.5	13.7	51.9	0.8	0.2	0.9
Not working	4494	31.9	14	52.1	0.8	0.8	0.4
 IMPAIRMENT							
Any impairment	991	30.8	12.5	55.8	0.5	0.1	0.3
No impairment	9674	31.1	13.6	53.3	1.1	0.5	0.4
 LAST CALLED EMERGENCY NUMBER							
112 (countries with national emergency numbers)	3357	100	0	0	0	0	0
112 (countries with 112 as main emergency number)	1450	0	100	0	0	0	0
National emergency number	5732	0	0	100	0	0	0
112 in another EU country	111	0	0	0	100	0	0
National emergency number in another EU country	53	0	0	0	0	100	0
 STATUS OF EMERGENCY NUMBERS							
112 as sole/main emergency number	1562	0	92.8	5.9	0.8	0.2	0.3
Several emergency numbers	9188	36.5	0	61.4	1.1	0.5	0.5

Table 11a. Type of telephone used to call the emergency services – *by country*

QUESTION: Q7. What kind of telephone did you use?

	Total N	% Public payphone	% Fixed telephone	% Mobile telephone	% Via Internet (VoIP)	% DK/NA
 EU27	10750	1.6	48.6	49.1	0.1	0.6
COUNTRY						
 Belgium	270	0.1	51.5	46.9	0	1.4
 Bulgaria	348	1.3	45.3	52.9	0	0.5
 Czech Rep.	357	7.9	24.2	67.2	0.2	0.6
 Denmark	334	0	42.2	57.5	0	0.3
 Germany	396	1	61.8	36.8	0	0.5
 Estonia	765	1.9	27	70.2	0.5	0.4
 Greece	322	1.5	59.6	37.9	0	0.9
 Spain	440	0.9	50.9	47.3	0	0.9
 France	500	2.6	62.5	33.8	0.4	0.7
 Ireland	229	2.2	43.6	54.2	0	0
 Italy	348	0.9	40.7	56.6	0.1	1.7
 Cyprus	196	0.4	35.9	63.4	0	0.3
 Latvia	652	1.3	21.8	75	0	2
 Lithuania	601	1.3	17.2	81.2	0	0.3
 Luxembourg	551	0.6	63.2	35.9	0	0.4
 Hungary	234	4.7	23.3	71.9	0	0.1
 Malta	248	0.6	58	41.1	0	0.3
 Netherlands	334	0.2	50.8	49	0	0
 Austria	361	0.2	32.9	66.5	0	0.5
 Poland	459	4.1	31.5	64.1	0	0.3
 Portugal	433	0.1	39.8	58.6	0	1.4
 Romania	462	0.5	22.5	77	0	0
 Slovenia	305	0	40.4	59.2	0	0.4
 Slovakia	400	3.6	37.6	57.8	0	1
 Finland	631	0	20.5	79.1	0.1	0.4
 Sweden	393	0.3	54.2	43.5	0.8	1.2
 United Kingdom	325	0.8	60.7	38.5	0	0

Table 11b. Type of telephone used to call the emergency services – *by segment*

QUESTION: Q7. What kind of telephone did you use?

Base: those who called an emergency number in the last 5 years








	Total N	% Public payphone	% Fixed telephone	% Mobile telephone	% Via Internet (VoIP)	% DK/NA
EU27	10750	1.6	48.6	49.1	0.1	0.6
 SEX						
Male	5449	1.7	38.6	58.8	0	0.9
Female	5301	1.5	58.8	39.2	0.2	0.4
 AGE						
15 - 24	1608	0.7	31.4	67.3	0	0.5
25 - 39	3222	1.7	35.8	62.3	0	0.2
40 - 54	3069	1.7	51.2	46.3	0.1	0.7
55 +	2767	1.8	70	26.9	0.2	1.2
 URBANISATION						
Metropolitan	2369	1.8	43.3	54.4	0.2	0.3
Urban	4679	1.8	48.8	48.4	0.1	0.8
Rural	3676	1.2	51.8	46.4	0	0.7
 OCCUPATION						
Self-employed	982	1	35.7	62.4	0.1	0.8
Employee	4158	1.6	45.9	51.9	0.1	0.5
Manual worker	1064	2	39.3	57.9	0	0.8
Not working	4494	1.5	56	41.6	0.1	0.8
 IMPAIRMENT						
Any impairment	991	2.7	61.8	33.4	0.1	1.9
No impairment	9674	1.4	47.4	50.7	0.1	0.5
 LAST CALLED EMERGENCY NUMBER						
112 (countries with national emergency numbers)	3357	1.2	41.7	56.6	0	0.4
112 (countries with 112 as main emergency number)	1450	0.2	35.3	64	0.1	0.4
National emergency number	5732	2	56.6	40.6	0.1	0.7
112 in another EU country	111	9.3	17.5	72.8	0.4	0
National emergency number in another EU country	53	5	49.5	44.5	0	1
 STATUS OF EMERGENCY NUMBERS						
112 as sole/main emergency number	1562	0.3	35.6	63.6	0.1	0.4
Several emergency numbers	9188	1.8	50.8	46.7	0.1	0.7

Table 12a. Technical difficulties when making an emergency call – *by country*

QUESTION: Q8. Did you experience any technical difficulty in establishing or maintaining the call?

Base: those who called an emergency number in the last 5 years





























	Total N	% No, I didn't experience any technical difficulty	% I got no dialling tone or the phone went dead	% I got a busy tone or the phone rang but nobody answered	% Other technical problems	% DK/NA
 EU27	10750	93.9	0.5	2.7	2.6	0.4
COUNTRY						
 Belgium	270	87.3	1.5	5.9	3.5	1.7
 Bulgaria	348	91.3	0.7	4.9	1.1	2.1
 Czech Rep.	357	94.5	2.3	0.4	1.8	1.1
 Denmark	334	93.9	0.2	1.1	4.2	0.5
 Germany	396	97.4	0.2	1	0.8	0.7
 Estonia	765	93.7	1.4	2.2	1.7	1
 Greece	322	91.1	0	3.4	3.8	1.7
 Spain	440	94.9	0	1.4	3.7	0
 France	500	94.6	0.2	1.4	3.8	0
 Ireland	229	95.9	0	1	2.8	0.3
 Italy	348	91.5	0.7	4.4	3.2	0.3
 Cyprus	196	93.7	0.8	3.4	0.9	1.2
 Latvia	652	88.2	1.2	5.1	4.7	0.8
 Lithuania	601	95.8	0.2	2.4	0.8	0.8
 Luxembourg	551	96.2	0.5	1.7	1.7	0
 Hungary	234	90	2.4	4.8	2.7	0.2
 Malta	248	93.5	0.6	3.1	2.2	0.6
 Netherlands	334	96.9	0	0.9	2.2	0
 Austria	361	97.5	0.1	0.3	1.7	0.4
 Poland	459	86.3	1.5	8.2	3.7	0.3
 Portugal	433	84.8	0.7	9.7	4.5	0.2
 Romania	462	92	0.7	2.6	4.6	0.2
 Slovenia	305	95.7	0.3	2.4	1.6	0
 Slovakia	400	92.8	0.3	4.3	1.6	0.9
 Finland	631	96.5	0	1.6	1.5	0.4
 Sweden	393	92.8	0	2.7	3.9	0.6
 United Kingdom	325	99	0	0.3	0.5	0.1

Table 12b. Technical difficulties when making an emergency call – *by segment*

QUESTION: Q8. Did you experience any technical difficulty in establishing or maintaining the call?

Base: those who called an emergency number in the last 5 years




	Total N	% No, I didn't experience any technical difficulty	% I got no dialling tone or the phone went dead	% I got a busy tone or the phone rang but nobody answered	% Other technical problems	% DK/NA
EU27	10750	93.9	0.5	2.7	2.6	0.4
 SEX						
Male	5449	94	0.4	2.6	2.7	0.3
Female	5301	93.8	0.5	2.7	2.6	0.4
 AGE						
15 - 24	1608	91	0.5	5.4	2.9	0.1
25 - 39	3222	93.1	0.4	2.6	3.7	0.2
40 - 54	3069	94.6	0.7	2.2	2.2	0.3
55 +	2767	95.6	0.2	1.6	1.8	0.7
 URBANISATION						
Metropolitan	2369	92.2	0.5	4.3	2.8	0.1
Urban	4679	94.2	0.4	2.2	2.8	0.4
Rural	3676	94.5	0.5	2.2	2.3	0.4
 OCCUPATION						
Self-employed	982	94.2	0.1	2.6	2.7	0.4
Employee	4158	93.8	0.7	2.2	3	0.3
Manual worker	1064	95.1	0.2	2.1	2.3	0.3
Not working	4494	93.5	0.4	3.2	2.4	0.4
 IMPAIRMENT						
Any impairment	991	94.4	0.4	2.1	1.5	1.6
No impairment	9674	93.8	0.5	2.7	2.8	0.2
 LAST CALLED EMERGENCY NUMBER						
112 (countries with national emergency numbers)	3357	93.6	0.5	2.8	2.8	0.4
112 (countries with 112 as main emergency number)	1450	92.5	0.3	3.4	3.5	0.2
National emergency number	5732	94.4	0.4	2.5	2.3	0.3
112 in another EU country	111	99.9	0.1	0	0.1	0
National emergency number in another EU country	53	86.5	0	0	12	1.4
 STATUS OF EMERGENCY NUMBERS						
112 as sole/main emergency number	1562	92.5	0.4	3.2	3.6	0.3
Several emergency numbers	9188	94.1	0.5	2.5	2.5	0.4

Table 13a. Language barriers when making an emergency call in another EU country – by country

QUESTION: Q8A. Did you experience any communication problem because of the language you used?

Base: those who called an emergency number in another EU country in the last 5 years





























	Total N	% Yes, we had a communication problem because of languages	% No, we communicated in a language of the visited country	% No, we communicated in a language different from the one/s of the visited country	% DK/NA
 EU27	165	10.7	67.9	19.3	2.1
COUNTRY					
 Belgium	6	43.6	56.4	0	0
 Bulgaria	6	28	21.1	42.7	8.2
 Czech Rep.	20	0	96.1	3.9	0
 Denmark	3	22.1	33.9	44	0
 Germany	11	0	78.8	21.2	0
 Estonia	10	0	78.2	21.8	0
 Greece	3	41.9	29	29	0
 Spain	6	7.3	75.2	0	17.5
 France	9	0	58.4	41.6	0
 Ireland	15	19.6	50.6	22.5	7.3
 Italy	2	0	100	0	0
 Cyprus	0	0	0	0	0
 Latvia	5	0	2.2	2.2	95.6
 Lithuania	17	21.3	73.2	5.5	0
 Luxembourg	23	20.9	60.7	18.4	0
 Hungary	8	0	100	0	0
 Malta	1	0	100	0	0
 Netherlands	4	48.6	35.3	16.1	0
 Austria	9	12.5	87.5	0	0
 Poland	4	17.4	51.4	31.2	0
 Portugal	2	0	63	37	0
 Romania	5	38.7	44.9	16.4	0
 Slovenia	4	0	56.6	43.4	0
 Slovakia	3	0	45.3	54.7	0
 Finland	4	9.5	45.3	45.2	0
 Sweden	6	42.4	57.6	0	0
 United Kingdom	1	100	0	0	0

Table 13b. Language barriers when making an emergency call in another EU country – by segment

QUESTION: Q8A. Did you experience any communication problem because of the language you used?

Base: those who called an emergency number in another EU country in the last 5 years







	Total N	% Yes, we had a communication problem because of languages	% No, we communicated in a language of the visited country	% No, we communicated in a language different from the one/s of the visited country	% DK/NA
EU27	165	10.7	67.9	19.3	2.1
 SEX					
Male	95	8.7	63.2	27.9	0.3
Female	70	13.3	74.3	7.8	4.5
 AGE					
15 - 24	14	23	70	7	0
25 - 39	73	4.8	70	24.5	0.7
40 - 54	36	18.9	68.7	12.4	0
55 +	41	9.7	63.3	19.9	7.1
 URBANISATION					
Metropolitan	23	17.3	54.2	28.4	0
Urban	94	8.9	71.2	19.1	0.8
Rural	47	10.8	68.2	15.3	5.7
 OCCUPATION					
Self-employed	10	18.3	59.5	22.2	0
Employee	73	11.1	61.4	26.7	0.8
Manual worker	10	21.2	62	16.8	0
Not working	72	7.6	76.5	11.9	4
 IMPAIRMENT					
Any impairment	6	42	41.8	3.8	12.4
No impairment	158	9.1	69.2	20	1.7
 LAST CALLED EMERGENCY NUMBER					
112 (countries with national emergency numbers)	0	0	0	0	0
112 (countries with 112 as main emergency number)	0	0	0	0	0
National emergency number	0	0	0	0	0
112 in another EU country	111	12.1	69	18.7	0.2
National emergency number in another EU country	53	7.7	65.8	20.5	6
 STATUS OF EMERGENCY NUMBERS					
112 as sole/main emergency number	16	36.1	45.6	18.4	0
Several emergency numbers	149	8	70.3	19.4	2.3

Table 14a. Providing precise information about the location of the emergency – *by country***QUESTION: Q9. Did you provide information about your location to the emergency operator?***Base: those who called an emergency number in the last 5 years*





























	Total N	% Yes, I gave the exact address	% Yes, but I could not give the exact address	% No, the operator did not ask for it although I could have provided this information	% No, I could not state my location	% DK/NA
 EU27	10750	87.6	5.1	3.6	2	1.7
COUNTRY						
 Belgium	270	88.2	6.6	1.3	1.4	2.6
 Bulgaria	348	89.9	3.6	4.2	0.6	1.8
 Czech Rep.	357	82.3	10.3	3.3	3.7	0.5
 Denmark	334	81.1	9.6	3.7	2	3.6
 Germany	396	92.1	5.2	1.6	0.3	0.7
 Estonia	765	87.4	5.8	5	0.2	1.6
 Greece	322	87	1.9	6	1.8	3.3
 Spain	440	91.2	2.5	2.9	2.3	1.2
 France	500	85.2	4.2	7	2.7	0.9
 Ireland	229	81	15.4	0	2.8	0.7
 Italy	348	83.4	4.3	3.5	6	2.7
 Cyprus	196	83.7	8	4.7	3.2	0.4
 Latvia	652	90.7	4.3	3.9	0.2	1
 Lithuania	601	83.5	3.8	10.1	0.2	2.4
 Luxembourg	551	86.6	4	7.1	1.9	0.4
 Hungary	234	90.3	0.2	3.3	2.3	4
 Malta	248	87.2	5.7	2.7	2.2	2.1
 Netherlands	334	89.3	5.6	2.2	1.5	1.5
 Austria	361	91.9	4.9	1.5	0.6	1
 Poland	459	84.3	3.8	4.8	3.1	4
 Portugal	433	91.9	1.6	2.4	3.2	0.9
 Romania	462	92	2.1	2.9	1.1	1.9
 Slovenia	305	83	6.2	5.9	1.3	3.5
 Slovakia	400	91.1	2.4	3.2	1	2.3
 Finland	631	82.8	13.9	1.9	0.8	0.5
 Sweden	393	83.5	10	2.2	1	3.3
 United Kingdom	325	85.5	10.8	2.7	0	1

Table 14b. Providing precise information about the location of the emergency – *by segment***QUESTION: Q9. Did you provide information about your location to the emergency operator?***Base: those who called an emergency number in the last 5 years*








	Total N	% Yes, I gave the exact address	% Yes, but I could not give the exact address	% No, the operator did not ask for it although I could have provided this information	% No, I could not state my location	% DK/NA
EU27	10750	87.6	5.1	3.6	2	1.7
 SEX						
Male	5449	86.7	6.4	3.5	1.7	1.7
Female	5301	88.4	3.8	3.7	2.4	1.7
 AGE						
15 – 24	1608	88	6.5	3.1	1.5	0.8
25 - 39	3222	82.6	7.6	4.5	3.4	1.8
40 – 54	3069	88.2	4.9	3.6	1.5	1.7
55 +	2767	92.3	1.7	2.7	1.3	2
 URBANISATION						
Metropolitan	2369	88.9	3.9	3.1	1.5	2.6
Urban	4679	87.3	5.4	3.9	1.9	1.5
Rural	3676	87.2	5.5	3.4	2.6	1.3
 OCCUPATION						
Self-employed	982	86.3	7.4	3.1	1.6	1.6
Employee	4158	86.3	6.4	4.1	1.6	1.6
Manual worker	1064	89.2	3.4	2.6	3.2	1.6
Not working	4494	88.6	3.8	3.6	2.3	1.7
 IMPAIRMENT						
Any impairment	991	89.9	5.1	1.3	1.6	2.1
No impairment	9674	87.5	5.1	3.9	1.9	1.5
 LAST CALLED EMERGENCY NUMBER						
112 (countries with national emergency numbers)	3357	87.9	5.1	3	2.5	1.4
112 (countries with 112 as main emergency number)	1450	89.3	5.5	2.2	1.5	1.5
National emergency number	5732	87.2	5	4.3	1.9	1.7
112 in another EU country	111	83.7	5.7	8.2	1.6	0.8
National emergency number in another EU country	53	84.8	4.4	3.9	1.6	5.3
 STATUS OF EMERGENCY NUMBERS						
112 as sole/main emergency number	1562	88.7	5.5	2.5	1.5	1.8
Several emergency numbers	9188	87.4	5	3.8	2.1	1.7

Table 15a. Follow-up actions following an emergency call – *by country*

QUESTION: Q10. What was the follow-up given to your call?

Base: those who called an emergency number in the last 5 years





























	Total N	% An emergency unit arrived on the spot	% An emergency unit was sent, but did not arrive	% I received information on the phone about what to do/where to go in order to solve the problem	% I was told the situation was not an emergency, so no follow-up was needed	% Other	% DK/NA
 EU27	10750	81	1.1	8.6	2.4	5.3	1.5
COUNTRY							
 Belgium	270	85.1	0	5.9	3.9	3.1	1.9
 Bulgaria	348	76.5	2.5	7	3.3	8.4	2.3
 Czech Rep.	357	85.5	2	6.6	4.3	1.2	0.4
 Denmark	334	79.5	1.8	5.5	2.8	7	3.3
 Germany	396	92.2	0.2	4.2	0.5	2.4	0.3
 Estonia	765	76.5	0.3	13.2	6.6	2.8	0.6
 Greece	322	76.6	0.8	9.4	2.5	8.8	1.8
 Spain	440	67	2.3	13.9	2.4	12.1	2.3
 France	500	71.2	0.1	19.6	4.5	4.5	0.2
 Ireland	229	84.2	0.5	3.1	2.1	8	2
 Italy	348	80.8	2.1	5.5	1.9	5.2	4.4
 Cyprus	196	81.4	1.7	4.1	5.9	5.7	1.2
 Latvia	652	86.6	0.1	7.8	0.9	3.9	0.7
 Lithuania	601	77.5	2.5	13	1.9	3.6	1.5
 Luxembourg	551	81	0.7	13.9	1.2	3	0.1
 Hungary	234	81	0.6	11.1	0.7	4.5	2
 Malta	248	79.7	2.1	4.7	3	4.6	5.9
 Netherlands	334	81.3	1.7	8.4	2.5	5.7	0.4
 Austria	361	85.4	3	5	1.7	4.5	0.3
 Poland	459	85.3	0.8	3.6	1.1	6.8	2.5
 Portugal	433	80.8	3.2	3.6	3.6	7.8	1.1
 Romania	462	83.8	2.1	5.4	2.7	4.6	1.4
 Slovenia	305	74.8	0.8	7.4	6.4	7.2	3.3
 Slovakia	400	88.2	0.8	4.8	2.6	2.1	1.4
 Finland	631	79.4	1.3	6.4	3.7	8.5	0.6
 Sweden	393	76.2	2	14.1	1.8	5.2	0.7
 United Kingdom	325	86.4	0.7	5.1	3.2	3	1.5

Table 15b. Follow-up actions following an emergency call – *by segment***QUESTION: Q10. What was the follow-up given to your call?***Base: those who called an emergency number in the last 5 years*

	Total N	% An emergency unit arrived on the spot	% An emergency unit was sent, but did not arrive	% I received information on the phone about what to do/where to go in order to solve the problem	% I was told the situation was not an emergency, so no follow-up was needed	% Other	% DK/NA
EU27	10750	81	1.1	8.6	2.4	5.3	1.5
 SEX							
Male	5449	79.9	1.3	8	2.5	6	2.2
Female	5301	82.1	1	9.2	2.3	4.6	0.8
 AGE							
15 - 24	1608	84	2	6.1	2.5	4.5	0.8
25 - 39	3222	75.5	0.9	11.4	3.4	6.2	2.6
40 - 54	3069	80.5	1.1	9.1	2.2	5.7	1.5
55 +	2767	85.9	1	6.4	1.7	4.3	0.7
 URBANISATION							
Metropolitan	2369	81	1.7	7.8	3.2	4.3	2.1
Urban	4679	80.3	1.1	8.1	2.1	6.5	1.7
Rural	3676	81.9	0.8	9.7	2.4	4.3	0.8
 OCCUPATION							
Self-employed	982	79	2	8.8	0.9	7.5	1.7
Employee	4158	77.9	1	10.2	2.7	5.9	2.3
Manual worker	1064	79.5	1	9.6	4.4	3.9	1.6
Not working	4494	84.7	1	6.9	2.1	4.6	0.7
 IMPAIRMENT							
Any impairment	991	87.2	0.9	6.9	1.1	3.1	0.8
No impairment	9674	80.4	1.2	8.7	2.6	5.5	1.6
 LAST CALLED EMERGENCY NUMBER							
112 (countries with national emergency numbers)	3357	80.7	1.1	7.9	2.2	6.2	1.9
112 (countries with 112 as main emergency number)	1450	81.9	2	6.8	2.8	5.3	1.2
National emergency number	5732	81.3	1	9.5	2.3	4.8	1.2
112 in another EU country	111	71.3	0.7	10.6	14.4	3	0
National emergency number in another EU country	53	95.6	0	0.6	1.8	1.6	0.4
 STATUS OF EMERGENCY NUMBERS							
112 as sole/main emergency number	1562	81.1	2.1	6.9	2.8	6	1.1
Several emergency numbers	9188	81	1	8.9	2.4	5.2	1.6

II. Survey details

This general population survey “*The European Emergency number 112*” (N° 285) was conducted for the European Commission, DG Information Society and Media – B2.

Telephone interviews were conducted in each country, with the exception of Bulgaria, the Czech Republic, Estonia, Latvia, Lithuania, Hungary, Poland, Romania and Slovakia where both telephone and face-to-face interviews were conducted (70% webCATI and 30% F2F interviews).

Telephone interviews were conducted in each country between the 7/01/2010 and the 11/01/2010 by the following institutes:

Belgium	BE	Gallup Europe	(Interviews: 07/01/2010 - 11/01/2010)
Czech Republic	CZ	Focus Agency	(Interviews: 07/01/2010 - 11/01/2010)
Denmark	DK	Hermelin	(Interviews: 07/01/2010 - 11/01/2010)
Germany	DE	IFAK	(Interviews: 07/01/2010 - 11/01/2010)
Estonia	EE	Saar Poll	(Interviews: 07/01/2010 - 11/01/2010)
Greece	EL	Metroanalysis	(Interviews: 07/01/2010 - 11/01/2010)
Spain	ES	Gallup Spain	(Interviews: 07/01/2010 - 11/01/2010)
France	FR	Efficiencie3	(Interviews: 07/01/2010 - 11/01/2010)
Ireland	IE	Gallup UK	(Interviews: 07/01/2010 - 11/01/2010)
Italy	IT	Demoskopoea	(Interviews: 07/01/2010 - 11/01/2010)
Cyprus	CY	CYMAR	(Interviews: 07/01/2010 - 11/01/2010)
Latvia	LV	Latvian Facts	(Interviews: 07/01/2010 - 11/01/2010)
Lithuania	LT	Baltic Survey	(Interviews: 07/01/2010 - 11/01/2010)
Luxembourg	LU	Gallup Europe	(Interviews: 07/01/2010 - 11/01/2010)
Hungary	HU	Gallup Hungary	(Interviews: 07/01/2010 - 11/01/2010)
Malta	MT	MISCO	(Interviews: 07/01/2010 - 11/01/2010)
Netherlands	NL	MSR	(Interviews: 07/01/2010 - 11/01/2010)
Austria	AT	Spectra	(Interviews: 07/01/2010 - 11/01/2010)
Poland	PL	Gallup Poland	(Interviews: 07/01/2010 - 11/01/2010)
Portugal	PT	Consulmark	(Interviews: 07/01/2010 - 11/01/2010)
Slovenia	SI	Cati d.o.o	(Interviews: 07/01/2010 - 11/01/2010)
Slovakia	SK	Focus Agency	(Interviews: 07/01/2010 - 11/01/2010)
Finland	FI	Norstat Finland Oy	(Interviews: 07/01/2010 - 11/01/2010)
Sweden	SE	Hermelin	(Interviews: 07/01/2010 - 11/01/2010)
United Kingdom	UK	Gallup UK	(Interviews: 07/01/2010 - 11/01/2010)
Bulgaria	BG	Vitoshia	(Interviews: 07/01/2010 - 11/01/2010)
Romania	RO	Gallup Romania	(Interviews: 07/01/2010 - 11/01/2010)

Representativeness of the results

Each national sample is representative of the population aged 15 years and above.

Sample sizes

In all EU countries the target sample size was 1500 respondents, the table below shows the achieved sample size by country.

A weighting factor was applied to the national results in order to compute a marginal total where each country contributes to the European Union result in proportion to its population.

The table below presents, for each of the countries:

- (1) the number of interviews actually carried out
- (2) the population-weighted total number of interviews

TOTAL INTERVIEWS

	Total Interviews			
	Conducted	% of Total	EU27 weighted	% of Total (weighted)
Total	40609	100	40609	100
BE	1502	3.7	856	2.1
BG	1501	3.7	647	1.6
CZ	1507	3.7	858	2.1
DK	1506	3.7	432	1.1
DE	1508	3.7	6903	17.0
EE	1512	3.7	111	0.3
EL	1500	3.7	933	2.3
ES	1503	3.7	3703	9.1
FR	1505	3.7	5029	12.4
IE	1500	3.7	335	0.8
IT	1515	3.7	4949	12.2
CY	1501	3.7	62	0.2
LV	1512	3.8	191	0.5
LT	1505	3.7	277	0.7
LU	1505	3.7	38	0.1
HU	1506	3.7	831	2.0
MT	1504	3.7	33	0.1
NL	1500	3.7	1305	3.2
AT	1500	3.7	682	1.7
PL	1505	3.7	3127	7.7
PT	1503	3.7	873	2.1
RO	1503	3.7	1777	4.4
SI	1500	3.7	168	0.4
SK	1505	3.7	441	1.1
FI	1500	3.7	426	1.0
SE	1501	3.7	737	1.8
UK	1500	3.7	4884	12.0

Questionnaires

1. The questionnaire prepared for this survey is reproduced at the end of this results volume, in English.
2. The institutes listed above translated the questionnaire in their respective national language(s).
3. One copy of each national questionnaire is annexed to the results (volume tables).

Tables of results

VOLUME A: COUNTRY BY COUNTRY

The VOLUME A tables present the European Union results country by country.

VOLUME B: RESPONDENTS' DEMOGRAPHICS

The VOLUME B tables present the European Union results with the following socio-demographic characteristics of respondents as breakdowns:

Volume B:

Sex (*Male, Female*)

Age (*15-24, 25-39, 40-54, 55 +*)

Subjective urbanisation (*Metropolitan zone, Other town/urban centre, Rural zone*)

Occupation (*Self-employed, Employee, Manual worker, Not working*)

Impairment (*Any impairment, No impairment*)

Last called emergency number (*112 in countries with national emergency numbers, 112 in countries with 112 as main emergency number - NL, DK, SE, FI, PT, RO, MT, National emergency number, 112 in another EU country, National emergency number in another EU country*)

Status of emergency numbers (*Sole emergency number, More emergency numbers*)

Sampling error

Surveys are designed and conducted to provide an estimate of a true value of characteristics of a population at a given time. An estimate of a survey is unlikely to exactly equal the true population quantity of interest for a variety of reasons. One of these reasons is that data in a survey are collected from only some – a sample of – members of the population, this to make data collection cheaper and faster. The “margin of error” is a common summary of **sampling error**, which quantifies uncertainty about (or confidence in) a survey result.

Usually, one calculates a 95 percent confidence interval of the format: **survey estimate +/- margin of error**. This interval of values will contain the true population value at least 95% of time.

For example, if it was estimated that 45% of EU citizens are in favour of a single European currency and this estimate is based on a sample of 100 EU citizens, the associated margin of error is about 10 percentage points. The 95 percent confidence interval for support for a European single currency would be *(45%-10%) to (45%+10%)*, suggesting that in the EU the support for a European single currency could range from 35% to 55%. Because of the small sample size of 100 EU citizens, there is considerable uncertainty about whether or not the citizens of the EU support a single currency.

As a general rule, the more interviews conducted (sample size), the smaller the margin of error. Larger samples are more likely to give results closer to the true population quantity and thus have smaller margins of error. For example, a sample of 500 will produce a margin of error of no more than about 4.5 percentage points, and a sample of 1,000 will produce a margin of error of no more than about 3 percentage points.

Margin of error (95% confidence interval)

Survey estimate	Sample size (n)									
	10	50	100	150	200	400	800	1000	2000	4000
5%	13.5%	6.0%	4.3%	3.5%	3.0%	2.1%	1.5%	1.4%	1.0%	0.7%
10%	18.6%	8.3%	5.9%	4.8%	4.2%	2.9%	2.1%	1.9%	1.3%	0.9%
25%	26.8%	12.0%	8.5%	6.9%	6.0%	4.2%	3.0%	2.7%	1.9%	1.3%
50%	31.0%	13.9%	9.8%	8.0%	6.9%	4.9%	3.5%	3.1%	2.2%	1.5%
75%	26.8%	12.0%	8.5%	6.9%	6.0%	4.2%	3.0%	2.7%	1.9%	1.3%
90%	18.6%	8.3%	5.9%	4.8%	4.2%	2.9%	2.1%	1.9%	1.3%	0.9%
95%	13.5%	6.0%	4.3%	3.5%	3.0%	2.1%	1.5%	1.4%	1.0%	0.7%

(The values in the table are the margin of error – at 95% confidence level – for a given survey estimate and sample size)

The examples show that the size of a sample is a crucial factor affecting the margin of error. Nevertheless, once past a certain point – a sample size of 800 or 1,000 – the improvement is small. For example, to reduce the margin of error to 1.5% would require a sample size of 4,000.

III. Questionnaire

Q1. Can you tell me what telephone number you would call in the event of an emergency IN [COUNTRY]; for example, if someone needs urgent medical assistance or in case you need to contact the police or the fire brigade?

[DO NOT READ OUT- MULTIPLE ANSWER]

- 112 1
- National number(s) 2
- Other number(s) 3
- [DK/NA] 9

Q2. Can you tell me what telephone number enables you to call emergency services anywhere in the European Union?

[DO NOT READ OUT]

- 112 1
- Other number(s) 2
- [DK/NA] 9

Q3. 112 is the emergency number that can be used to call emergency services anywhere in the European Union.

During the last 12 months, have you seen or heard any information regarding the European emergency number “112”? And have you seen or heard any information about the national emergency number(s)?

[READ OUT – ONE ANSWER ONLY]

- Yes, regarding 112 1
- Yes, regarding national emergency numbers 2
- Yes, about both 3
- No 4
- [DK/NA] 9

IF THE ANSWER IS 1 OR 3 TO Q3

Q3A. Where did you see/hear information regarding the European emergency number “112”?

[READ OUT – MULTIPLE ANSWER]

- Media (television, radio, newspapers, internet) 1
- Through your telecommunications operator (payphones, directories, bills) 2
- Other 3
- [DK/NA] 9

Q4. Please tell me to what extent you agree or disagree with the following statements:

[READ OUT - ONE ANSWER PER LINE]

- Totally agree 1
- Tend to agree 2
- Tend to disagree 3
- Totally disagree 4
- [DK/NA] 9

- A. It is very useful to have a Europe-wide emergency number available everywhere in the European Union. 1 2 3 4 9
- B. In [COUNTRY], people are adequately informed about the existence of the European emergency number 112. 1 2 3 4 9
- C. [COUNTRY] should do more to make it easier for disabled users to contact the emergency services via 112, such as by providing adapted phones. 1 2 3 4 9

Q5. In the last five years, have you called the European emergency number 112 or a national emergency number in [COUNTRY] or in another EU country in the event of emergency?

[READ OUT – ONE ANSWER ONLY]

- Yes, only 112 1
- Yes, only national emergency numbers 2
- Yes, both 112 and national emergency numbers 3
- [Other numbers] 4
- [No, I have not called any emergency number] 5
- [DK/NA] 9

IF THE ANSWER IS 4, 5 OR 9 IN Q5 SKIP TO D1

LONG QUESTIONNAIRE

Q6. Please think about the LAST occasion when you called an emergency number. Was this call made...

[READ OUT – ONE ANSWER ONLY]

- to "112" in [COUNTRY] 1
- to a national emergency number in [COUNTRY] 2
- to "112" in other EU country 3
- to a national emergency number in other EU country 4
- [DK/NA] 9

Q7. What kind of telephone did you use?

[READ OUT – ONE ANSWER ONLY]

- Public payphone 1
- Fixed telephone 2
- Mobile telephone 3
- Via Internet (VoIP) 4
- [DK/NA] 9

Q8. Did you experience any technical difficulty in establishing or maintaining the call?

[READ OUT – ONE ANSWER ONLY]

- No, I didn't experience any technical difficulty 1
- I got no dialling tone or the phone went dead 2
- I got a busy tone or the phone rang but nobody answered 3
- Other technical problems 4
- [DK/NA] 9

[ASK Q8A ONLY IF EMERGENCY CALL WAS MADE IN ANOTHER EU COUNTRY
(ANSWER 3 OR 4 TO Q6)]

Q8a. Did you experience any communication problem because of the language you used?

[READ OUT – ONE ANSWER ONLY]

- Yes, we had a communication problem because of languages 1
- No, we communicated in a language of the visited country 2
- No, we communicated in a language different from the one/s of the visited country 3
- [DK/NA] 9

Q9. Did you provide information about your location to the emergency operator?

[READ OUT - ONE ANSWER ONLY]

- Yes, I gave the exact address 1
- Yes, but I could not give the exact address 2
- No, the operator did not ask for it although I could have provided this information 3
- No, I could not state my location 4
- [DK/NA] 9

Q10. What was the follow-up given to your call?

[READ OUT- ONE ANSWER ONLY]

- An emergency unit arrived on the spot 1
- An emergency unit was sent, but did not arrive 2
- I received information on the phone about what to do/where to go in order to solve the problem 3
- I was told the situation was not an emergency, so no follow-up was needed 4
- Other 5
- [DK/NA] 9

D1. Gender [DO NOT ASK - MARK APPROPRIATE]

- [1] Male
- [2] Female

D2. How old are you?

- [][] years old
- [00] [REFUSAL/NO ANSWER]

D4. As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity? Does it mean that you are a(n)...

[IF A RESPONSE TO THE MAIN CATEGORY IS GIVEN, READ OUT THE RESPECTIVE SUB-CATEGORIES - ONE ANSWER ONLY]

- Self-employed

- i.e. : - farmer, forester, fisherman 11
- owner of a shop, craftsman 12
- professional (lawyer, medical practitioner, accountant, architect,...) 13
- manager of a company 14
- other 15

- Employee

- i.e. : - professional (employed doctor, lawyer, accountant, architect) 21
- general management, director or top management 22
- middle management 23
- Civil servant 24
- office clerk 25
- other employee (salesman, nurse, etc...) 26
- other 27

- Manual worker

- i.e. : - supervisor / foreman (team manager, etc...) 31
- Manual worker 32
- unskilled manual worker 33
- other 34

- Without a professional activity	
→ i.e. :	
- looking after the home	41
- student (full time)	42
- retired	43
- seeking a job	44
- other	45
- [Refusal]	99

D6. Would you say you live in a ...?

- metropolitan zone	1
- other town/urban centre	2
- rural zone	3
- [Refusal]	9

D10. Do you have any impairment that has a substantial effect on your ability to carry out normal day-to-day activities?

- mobility impairment	1
- visual or hearing impairment	2
- other type of impairment	3
- no impairment	4
- [DK/NA]	9