

# The European Emergency Number 112

## Summary

Fieldwork: January 2008

Publication: February 2008

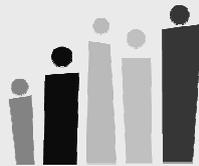
This survey was requested by Directorate-General for Information Society and Media and coordinated by Directorate-General Communication

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  
#228

# The European Emergency Number 112

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



**EUROBAROMETER**

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 anywhere in the European Union (EU). This is especially important as European citizens increasingly travel to other EU countries for business or pleasure.

According to EU legislation<sup>1</sup>, Member States must ensure that users of any type of telephone, fixed or mobile, are able to call the emergency services free of charge by using the European emergency number 112. This number is now available in all but one Member State. Following an infringement procedure started by the European Commission in 2007, the remaining one – Bulgaria – has started taking steps to introduce this facility.

### *National differences in the availability of emergency numbers*

Before 112 became the European emergency number, it had already served for many 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 Member States, as follows:

a) 112 is the main emergency number

In some Member States, 112 has become the main national emergency number, and this number has been promoted as the number to contact all emergency services (i.e. police, fire and ambulance). This is the case in Denmark, Finland, the Netherlands, Portugal and Sweden. However, some other legacy emergency numbers may still link callers to the emergency services.

b) 112 operates alongside other emergency numbers

Most Member States, however, decided to introduce 112 as an additional number to 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 for any emergency.

### *Purpose of the Flash Eurobarometer survey on “The European Emergency Number 112” (N° 228)*

The objectives of this Flash Eurobarometer survey on “The European Emergency Number 112” (N° 228), requested by the Directorate-General for Information Society and Media, were to:

- measure EU citizens’ knowledge of the European emergency number 112,
- study their perceptions on the importance, promotion and usage of that number, and
- 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 the usefulness of the European emergency number 112 and about facilitating access to it for people with disabilities
- Opinion about the level of information on the European emergency number 112, and details about the actual information received about 112 and about other national emergency numbers
- Knowledge of 112 as an emergency number available from within one’s own country and when travelling to other EU countries

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<sup>1</sup> Council Decision of July 29, 1991 (91/396/EEC) and Universal Service Directive of March 7, 2002 (Directive 2002/22/EC).

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 making or maintaining the emergency call
- Language barriers when making an emergency call while visiting another EU country
- Availability of information to locate the emergency
- Follow-up actions to the emergency call

***Methodological note on the survey***

The survey's fieldwork was carried out between 7<sup>th</sup> and 11<sup>th</sup> of January, 2008. Over 40,500 randomly selected citizens, aged 15 years and over, 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.

## Main findings

### *Usefulness of the European emergency number 112*

- A large majority of EU citizens (95%) totally agreed, or tended to agree, about the usefulness of having an emergency number available anywhere in the EU. Respondents in the UK were the least convinced about the value of such a number (86% tended to agree or totally agreed).
- Nine out of 10 EU citizens agreed (they agreed *totally* or *tended to agree*) that access to emergency services via 112 for users with disabilities should be improved, but the individual country responses varied from 70% in the Netherlands to 98% in Cyprus and Greece.

### *Information about the European emergency number 112*

- Two out of three EU citizens did not agree that people were adequately informed about the existence of the European emergency number 112. In just three EU countries (Czech Republic, Estonia and Luxembourg), more than half of respondents thought people were well informed.
- Although Member States are obliged to inform citizens about the existence of the European emergency number 112, more than seven out of ten interviewees (71%) said they had not received any information in the past 12 months and 8% had only received it concerning other national emergency numbers.
- The proportion of respondents who said they had received information about 112 as the European emergency number in the past 12 months ranged from 6% in Denmark and Greece to 57% in Bulgaria.
- Four out of five of these respondents (81%) named media outlets (television, radio, newspapers, the Internet) as the main sources of information about the European emergency number 112. Only one out of 10 reported telecommunications operators as their information sources.

### *Knowledge of the European emergency number 112*

- The general public was generally unfamiliar with 112 as the European emergency number. Only one in five interviewees (22%) could spontaneously identify 112 as the number to call for emergency services anywhere in the EU. A larger proportion of citizens (41%) said they would call 112 for emergencies within their own country.
- Knowledge of 112, as the number to call in an emergency situation anywhere in the EU, varied greatly dependent on the respondent's own country (from 4% in Greece to 56% in Poland). The proportion of respondents who mentioned 112 for emergencies within their own country ranged from 1% in Greece to 98% in Denmark
- Having knowledge about the existence of 112 as an emergency number to call in one's own country, did not necessarily mean that respondents knew that this was the European emergency number.

### *Experiences of calling emergency numbers*

- One out of four interviewees had called an emergency number in the last five years. There were fewer of these calls addressed to 112 than to other national emergency numbers: almost four out of 10 emergency calls in the EU were 112 calls. However, only 29% of all the calls were made to 112 in an EU country where other national emergency numbers still existed.
- A minority of the respondents who called emergency services experienced difficulties in establishing or maintaining the communication (8%); Polish respondents were the ones that had most frequently encountered such difficulties (21%).
- There was a low proportion of problems that could be attributed to telecommunications operators; only 1% of callers could not establish the communication while 4% got no reply from the emergency services and 3% reported other problems.

- Such communication problems were reported more frequently by mobile phone users (11%) than by fixed phone users (5%). Interviewees who called 112 or other national emergency numbers, when visiting another EU country, were the ones most likely to experience this type of problem (12% and 20%, respectively).
- Almost one in five respondents who called emergency services when visiting another EU country said they had language-related problems when communicating with the emergency services. However, interviewees who called 112 were less likely to experience language-related problems than those who called other national emergency numbers (28% vs. 12%).
- Respondents who made an emergency call with a mobile phone were less likely to provide the emergency service with the exact address of the emergency (80% vs. 91% for fixed telephone users).
- Those respondents who called 112, when in another EU country, were the ones most likely to be unable to provide the precise location of the emergency. Although 35% of them could provide some information, 9% could say nothing about their position (compared to the EU averages of 6% and 2%, respectively).
- Regarding the follow-up given to the call, in a large majority of cases an emergency unit arrived on the spot (81%). A small proportion of callers received information about what to do (7%), were informed that their call was not an emergency and that no follow-up was necessary (2%) or were given other follow-up information (5%). However, an emergency unit was reportedly sent but did not arrive in 2% of the cases, with higher percentages (between 5% and 7%) in the Czech Republic, Spain and Cyprus.

## 1. Usefulness of the European emergency number 112

EU citizens' opinions about both the usefulness of 112 and access to it for people with disabilities were analysed. Respondents were presented with two statements about the European emergency number 112 and were asked to say if they agreed or disagreed with each of them.

### *Usefulness of the European emergency number 112*

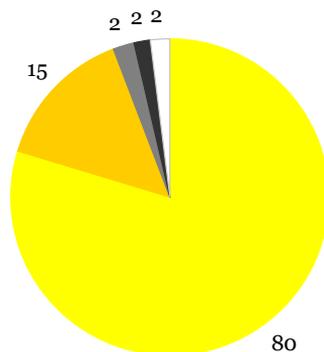
A large majority of citizens in all EU countries were convinced about the usefulness of having an EU-wide emergency number. Eight out of 10 respondents totally agreed, and 15% tended to agree with this statement.

In Cyprus, Malta, Portugal and Finland, we even found that more than nine out of 10 respondents *totally* agreed with this statement. Additionally, in all EU countries, except the UK, less than one in 10 respondents doubted about the usefulness of an EU-wide emergency number.

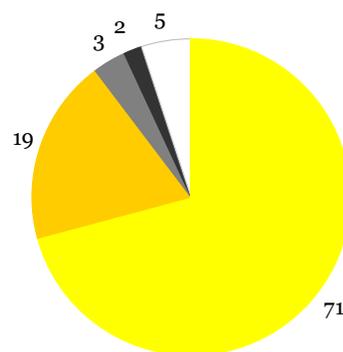
Five percent of UK respondents totally disagreed, and the same proportion tended to disagree, that it was very useful to have an EU-wide emergency number. Nevertheless, in the UK, six out of 10 respondents still *totally* agreed with this statement.

### Opinions about the European emergency number 112

It is very useful to have a Europe-wide emergency number available everywhere in the European Union



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



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

Q4a/c. Please tell me to what extent you agree or disagree with the following statements...  
%, Base: all respondents, EU27

### *Access to emergency services via 112 for users with disabilities*

A majority of EU citizens also agreed that their country should do more to make it easier for users with disabilities to contact the emergency services via 112, such as providing adapted phones. Seventy-one percent of interviewees totally agreed, and 19% tended to agree, that access to emergency services via 112 for users with disabilities should be improved in their country.

In almost all other EU countries, a majority of respondents totally agreed with this statement, the exceptions being Denmark and Luxembourg, where slightly less than half of respondents totally agreed that better access for users with disabilities was something that needed to be done in their country (48% and 49%, respectively). Focussing on the percentage of respondents who chose to answer negatively, it was noted that Dutch respondents disagreed most often that access to emergency services via 112 for users with disabilities should be improved (18%).

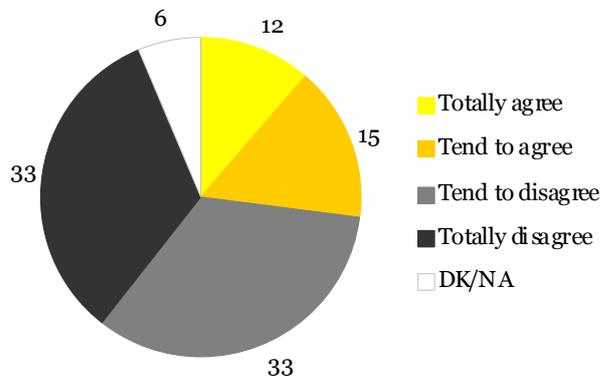
## 2. Information about the European emergency number 112

### 2.1 Level of information about the European emergency number 112

Only a minority of EU citizens agreed that people in their country were adequately informed about the existence of the European emergency number 112. We found that 12% of respondents totally agreed and 15% tended to agree.

However, one in three respondents tended to disagree and the same proportion (33%) said they totally disagreed that people in their country were adequately informed.

**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, EU 27

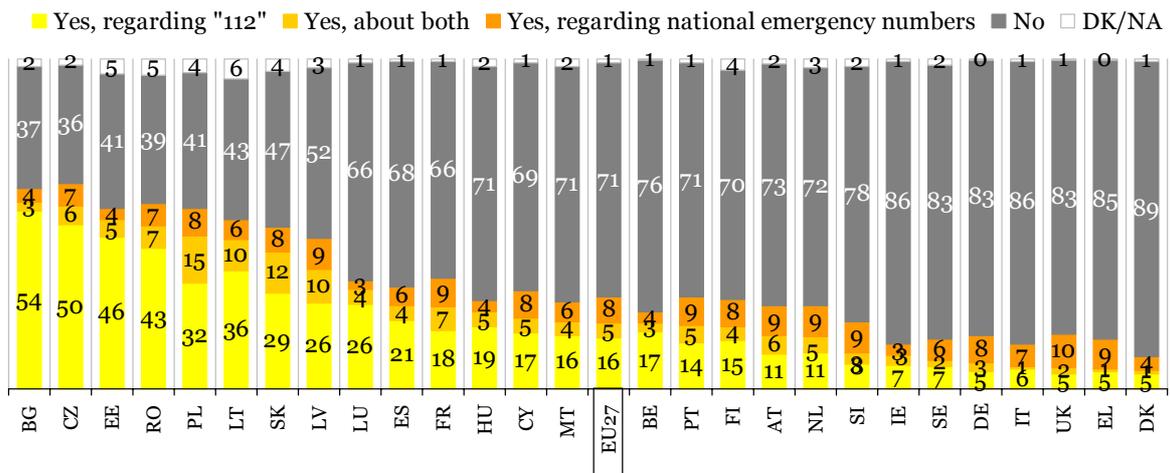
The *individual country results* showed large variations in the percentage of respondents who agreed or, on the contrary, disagreed that people in their country were adequately informed.

In just three EU countries (Czech Republic, Estonia and Luxembourg), more than half of respondents thought people were well informed. In Cyprus, Greece, Italy and Austria, on the contrary, less than one in five respondents agreed with the statement about the adequacy of information.

### 2.2 Receiving information about the European emergency number 112

Although Member States are obliged to inform citizens about the existence of 112, slightly more than seven out of 10 respondents (71%) said they had not seen, or heard, any information about the European emergency number 112 in the past 12 months, and 8% reported that they had only received information about other national emergency numbers.

#### Information about the European number 112 and national emergency numbers



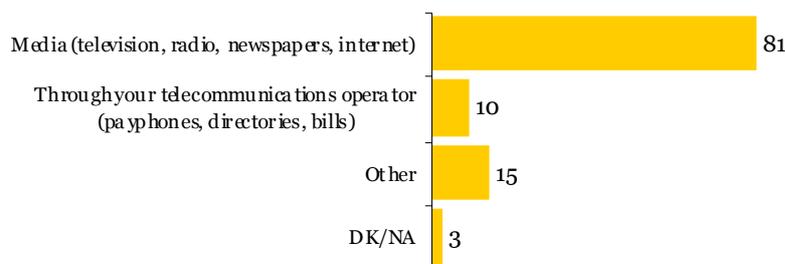
Q3. During the last 12 months, have you seen or heard any information regarding the European emergency number "112"? And have you seen or heard any information about the national emergency number(s)?  
 % Base: all respondents, by country

Only slightly more than one in five interviewees (21%) said they had received information about the European emergency number 112 in the past 12 months. Sixteen percent of respondents said they had heard, or seen information, only about the European emergency number 112 and an additional 5% reported having received information both about the European emergency number 112 and about other national emergency numbers.

The *individual country results* showed that Czech citizens were not only among the most knowledgeable about the European emergency number 112, they were also among the most likely to report that they had seen something, or heard, about the 112 number in the past 12 months; 50% of respondents had received information about the European emergency number 112 and 6% about both 112 and other national emergency numbers. A similar proportion of Bulgarian respondents had received information about 112 in the past 12 months, with 54% of respondents having received information about 112 and 3% about 112 and other national emergency numbers.

Respondents in Denmark, Greece, the UK, Italy, Germany and Sweden, on the contrary, were the least likely to have received information about the European emergency number 112. Less than one out of 10 respondents in these countries had received such information or about both the European emergency number 112 and other national emergency numbers.

### 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, EU 27

In all EU countries, the different media (television, radio, newspapers and the Internet) were the most typical way of receiving information about the European emergency number 112. Slightly more than eight out of 10 respondents (81%), who reported having received information about the European emergency number 112, said they had been informed through watching television, listening to the radio, reading newspapers or surfing the Internet.

Only one in 10 respondents mentioned that they had received information through a telecommunications operator<sup>2</sup>, but the individual country responses varied from 3% in Romania to 28% in Hungary.

<sup>2</sup> This would be by using a pay phone, consulting a telephone directory or by reading information about it on a telephone bill

### 3. Knowledge of the European emergency number 112

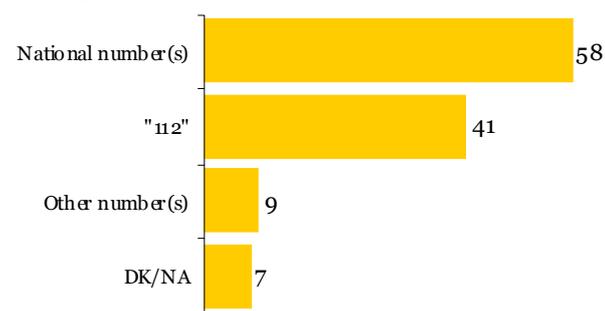
To examine how aware EU citizens are of the existence of the European emergency number 112, respondents were asked, firstly, to identify the telephone number they would call in the event of an emergency in their own country (e.g., if someone needs urgent medical assistance or in case they need to contact the police or fire brigade) and, secondly, to spontaneously specify the telephone number that enables them to call emergency services across Europe.<sup>3</sup>

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

Just over four out of 10 respondents (41%) mentioned the European emergency number 112. The largest group of respondents, however, mentioned one or more national emergency numbers different from the 112 number (58%).

Knowledge of 112 as the number to use in case of emergencies in a national context varied greatly depending on the respondent's own country (from 1% in Greece to 98% in Denmark). This variation is, of course, partly influenced by the situation in terms of the existence of other national emergency numbers in addition to 112.

#### 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

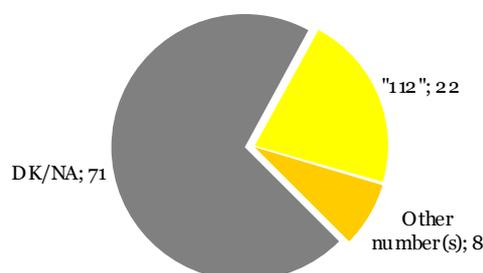
It was also found that 7% of respondents were not able to provide any emergency telephone numbers and 9% of interviewees gave another number. Respondents who reported having a disability and older respondents were more likely to give an incorrect telephone number or to say they did not know which number to call.

#### 3.2 Calling the emergency services from another EU country

The general public is generally unfamiliar with the number 112 as the European emergency number. When asked to specify the number that enables one to call emergency services anywhere in the EU, only slightly more than one in five interviewees (22%) could spontaneously identify 112 as the number to call for emergency services anywhere in the EU.

Eight percent of respondents gave an incorrect answer to this question (i.e. they stated a different number than 112) and 71% gave no answer or said they did not know which number would enable them to call emergency services anywhere in the EU.

#### 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, EU27

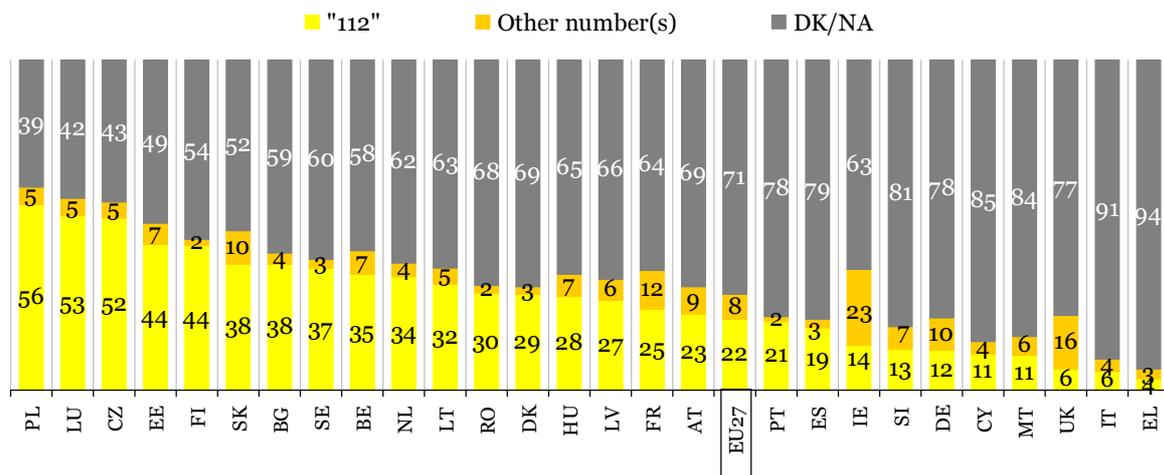
<sup>3</sup> The results concerning the spontaneous awareness of the 112 number (as presented hereafter) seem to differ somewhat from those obtained previously in other Eurobarometer surveys. A careful analysis of these discrepancies shows that the differences in the question wording, the questionnaire context and the difference in the interview mode have an impact on the results. These two studies should therefore be considered as different in their essence and complementary in their objectives.

### Country differences in knowledge levels of 112 as the European emergency number

Results showed large variations in familiarity with the use of 112 as the European emergency number. The knowledge of this facility was the greatest in Poland, with more than half of respondents (56%) correctly answering that the European emergency number was 112. There was also a high level of knowledge in Luxembourg and the Czech Republic (53% and 52%, respectively, gave a correct answer). However, 112 was practically unknown as the European emergency number to interviewees in Greece (only 4% identified the number), Italy and the UK (6% in both countries).

Furthermore, in some countries such as Sweden, Denmark, Finland and the Netherlands, where 112 is the main emergency number, respondents did not appear to have a high level of knowledge of this fact. For example, while almost all Danish respondents (98%) said they would call 112 in case of an emergency in Denmark, only 29% knew that this number enabled them to call emergency services anywhere in the EU. Similarly, while 96% of Swedish respondents said they would call 112 in case of an emergency in Sweden, just 37% knew that this number enabled them to call such services anywhere in the EU. We can accordingly conclude that knowing 112 as an emergency number to call from one's own country did not necessarily mean that respondents were also aware of this number as the European emergency number.

#### 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

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

- Men were more likely than women to be familiar with 112 as the European emergency number (25% vs. 18%).
- Knowledge of 112 as the European emergency number decreased with age. While the percentage was up to 29% for younger interviewees, only 14% of interviewees older than 55 were familiar with the number.
- Respondents in metropolitan areas were more likely than those living in urban and rural areas to know 112 as the European emergency number (26% compared to, respectively, 21% and 20%).
- Twenty-nine percent of manual workers and 26% of employees were able to identify this number as the European emergency number, but only 21% of the self-employed and 17% of those not working could do so.
- Finally, respondents with disabilities were less likely to be familiar with 112 as the European emergency number (17% vs. 22% for respondents without disability).

## 4. Experience of calling the European emergency number 112

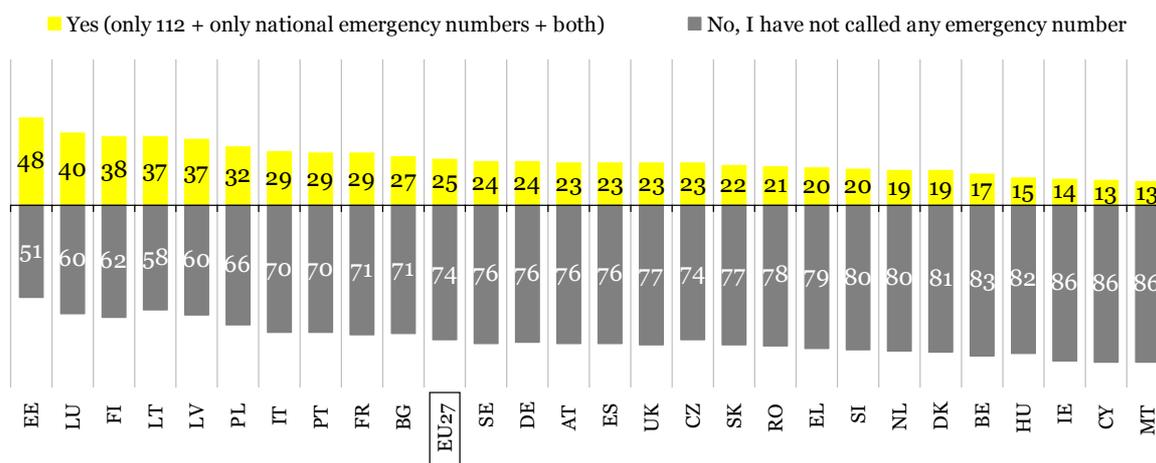
Calls to the European emergency number 112 must be appropriately answered and handled in a manner best suited to the national organisation of emergency systems, and the call handling must be of the same quality received when another national emergency number is called. Member States are also obliged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

The European emergency number 112 can now be called from both fixed and mobile telephones across the EU, with the exception of Bulgaria, which is in the process of introducing 112. However, the use of 112 for calling the emergency services is not without practical problems, such as connecting to the emergency services, overcoming language barriers, etc. An important issue in relation to the implementation of 112 is the provision of caller location information, which is still not guaranteed for mobile calls to 112 in some Member States. In this last chapter of the report we look at usage of the European emergency number and compare users' experiences when calling 112 and other national emergency numbers<sup>4</sup>.

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

One out of four interviewees had called an emergency number in the last five years. The proportion of respondents who called an emergency service in the last five years ranged from 13% in Malta and Cyprus to 48% in Estonia. Other EU countries where a large proportion of respondents made at least one emergency call in the past five years were Luxembourg (40%), Finland (38%), Lithuania and Latvia (both 37%). Those EU countries where less than one in five respondents made an emergency call in the past five years were Ireland (14%), Hungary (15%), Belgium (17%), Denmark and the Netherlands (both 19%).

**Proportion of citizens who called an emergency number in the last 5 years, per country**



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

<sup>4</sup> The questions about characteristics of the last emergency calls and aspects of the quality of handling the emergency calls were only asked to the 10,212 respondents who had called an emergency number at least once in the past five years. Given the small number of respondents who reported that they had (last) called an emergency service while visiting another EU country (n=174), caution is needed when analysing the results for this group.

### *An analysis of the most recently called emergency number*

The respondents, who had called an emergency number at least once in the past five years, were asked which number they called during the *last emergency situation* and if they were visiting another EU country at the time. When studying the results, we took into account national differences in the availability of emergency numbers (as discussed in the introduction).

#### Calls made from one's own country

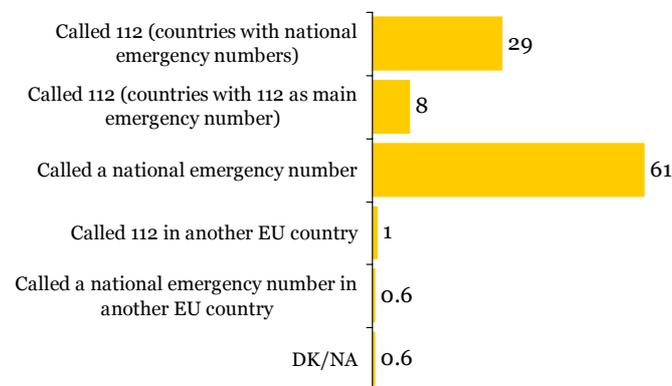
There were less emergency calls addressed to 112 than to other national emergency numbers. A majority of respondents (61%) said that, the last time they needed assistance, they dialled other national emergency numbers. Almost four out of 10 emergency calls in the EU were 112 calls: 29% calls in countries where other national emergency numbers still existed and 8% calls in countries where 112 was the main national emergency number.

As it could be expected, a large majority of calls in countries where 112 was the main national emergency number were 112 calls (87% in Portugal, 91% in the Netherlands, 92% in Denmark, 93% in Finland and 94% in Sweden). Meanwhile, in EU countries where other national emergency numbers still existed, the proportion of 112 calls ranged from just 1% in the UK to 88% in Estonia.

#### Calls made from another EU country

Very few respondents have called emergency numbers while abroad. Just 1% of emergency calls were made to the European emergency number 112 by people visiting another EU country, and even a smaller percentage of calls were made to other national emergency numbers in this situation (0.6%).

#### **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

### *Socio-demographic analysis of the most recently called emergency number*

- Men were slightly more likely to say they had called the European emergency number 112 (39% compared to 34% for women).
- The proportion of respondents who called 112 decreased with age, while 41% of 15-24 year-olds had called 112, this percentage was reduced to 36% for respondents over 55.
- Respondents in metropolitan areas were also more likely than their counterparts in urban and rural areas to have called 112 (43% compared to 36% in both urban and rural areas).
- Manual workers were the most likely to have called the European emergency number 112 (44% compared to, for example, 36% of non-working respondents).

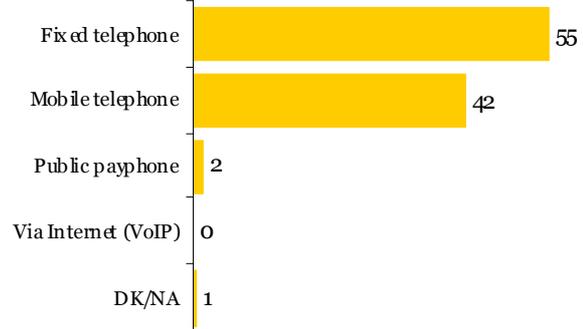
## 4.2 Characteristics of the most recent emergency call

### 4.2.1 Type of telephone used

Fifty-five percent of respondents said they used a fixed-line telephone when they last called the emergency services and 42% used their mobile phone for such a call. Only 2% of respondents used a public phone, while the percentage of respondents who used VoIP was negligible.

The individual country results showed that respondents in France were the most likely to having used a fixed telephone line (71%), followed by respondents in Germany, Greece, Luxembourg (67% in each country) and Bulgaria (66%). Respondents in Finland, on the other hand, were the ones that most frequently used a mobile phone when they last called the emergency services (77% selected ‘mobile phone’ as an answer), followed by respondents in Latvia (70%) and Poland (64%).

#### Type of the telephone used to make the emergency call



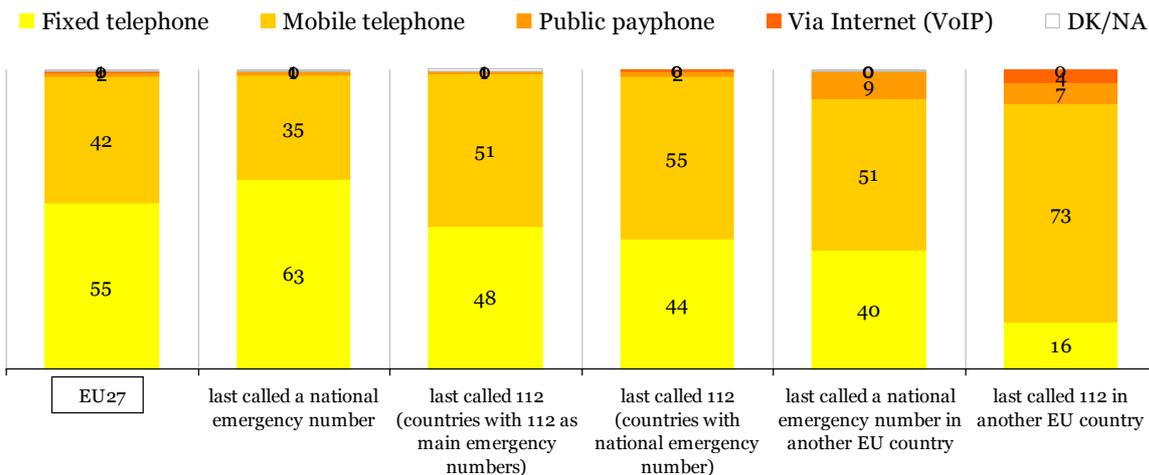
Q7. What kind of telephone did you use?  
%, Base: those who called an emergency number in the last 5 years

### Differences between 112 calls and calls to other national emergency numbers

Respondents who called the European emergency number 112 in countries where it is the main emergency number or in countries where other national emergency numbers still existed (51% and 55%, respectively) used a mobile phone to make the call more often than those who called other national emergency numbers (35%).

More than seven out of 10 respondents, who called the European emergency number 112, when visiting another EU country, did so from a mobile phone. There was also a higher percentage of respondents who called from a public payphone when they were abroad (7% for 112 calls and 9% for calls to other national emergency numbers).

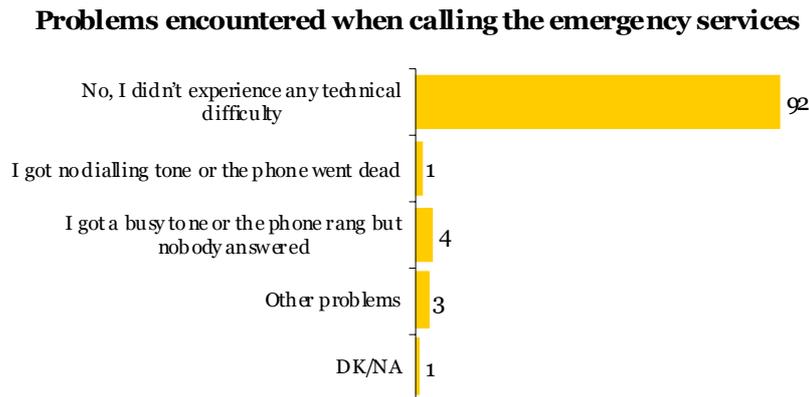
#### Type of telephone used to call emergency services



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

## 4.2.2 Difficulties encountered when trying to make an emergency call

A minority of the respondents who (last) called an emergency service experienced difficulties in establishing or maintaining the communication (8%). There was a low proportion of problems attributable to the telecommunications operators (1%), while 4% of respondents got no reply from the emergency service and 3% reported other problems.



**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

In all EU countries, only a minority of respondents reported problems when trying to reach the emergency services. Poland was the country where respondents were the most likely to have technical difficulties (21%) when contacting the emergency services.

### Differences between mobile and fixed phone emergency calls

#### Problems encountered when calling the emergency services

Type of Telephone	% No difficulty	% Some difficulty
Fixed telephone	94	5
Mobile phone	89	11

**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 (0-1% DK/NA)

Communication problems, when last making an emergency call, were reported more frequently by respondents who used a mobile phone than by those who called from a fixed-line telephone.

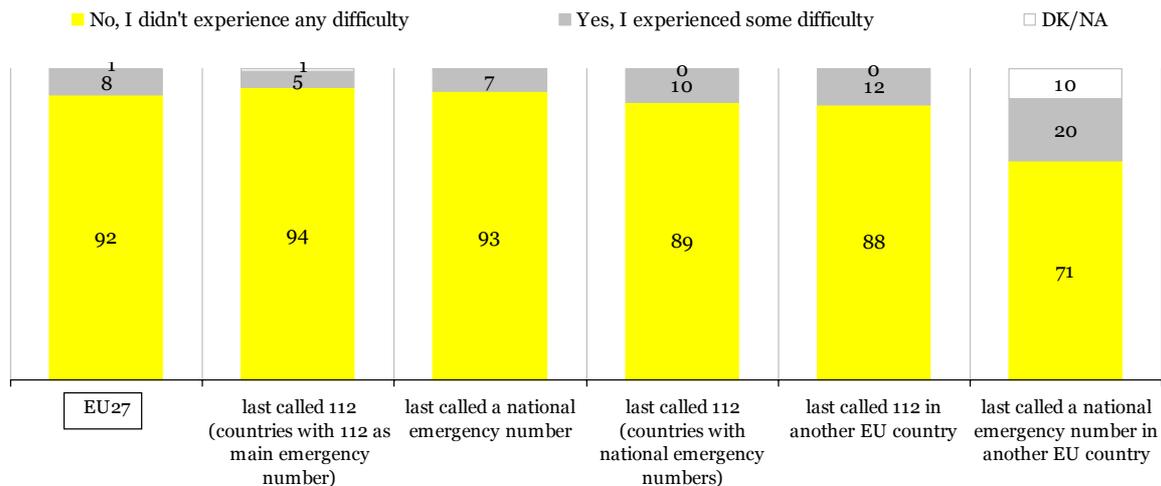
While 11% of respondents, who said they used a mobile phone when they last called the emergency services, reported problems when making this call, only 5% of respondents who used a fixed telephone experienced similar problems.

### Differences between 112 calls and calls to other national emergency numbers

The chart on the next page shows that respondents calling 112 in countries where it was the main national emergency number and respondents calling other national emergency numbers were the least likely to say they experienced problems (5% and 7%, respectively). In contrast, interviewees who called 112 in countries that have other national emergency numbers and respondents who called an emergency service when visiting another EU country were the ones most often reporting this type of problem. Communication problems, when last making an emergency call, were reported primarily when calling:

- the European emergency number 112, in countries where other national emergency numbers existed (10%)
- 112 when visiting another EU country (12%)
- other national emergency numbers when visiting another EU country (20%)

**Problems encountered when calling the emergency services**



**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

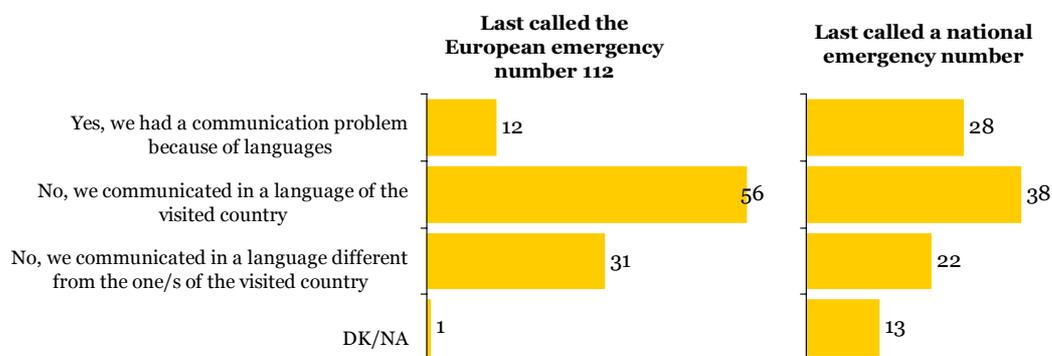
**4.2.3 Language-related problems when making an emergency call in another EU country**

Calling emergency services while visiting another EU country may give rise to additional difficulties because of the possible language barriers when trying to communicate with the emergency service. We analysed whether respondents experienced any language barriers while making emergency calls when abroad and the languages used in communicating with the emergency service in such situations.

Almost one in five respondents who called emergency services when visiting another EU country said they had communication problems because of language issues. In the next chart, we compared the percentage of respondents who reported language barriers when visiting another EU country in two cases – i.e. between those who called 112 and those who called other national emergency numbers. It appeared that respondents who called 112 reported less language problems than those who called other national emergency numbers when visiting another EU country (12% vs. 28%).

The proportion of respondents who communicated in a language different than the one(s) of the visited country (i.e. multilingual support was available) was higher for respondents who called the European emergency number 112 (31%) and than those who called other national emergency numbers (22%).

**Language barriers when making an emergency call in another EU country**

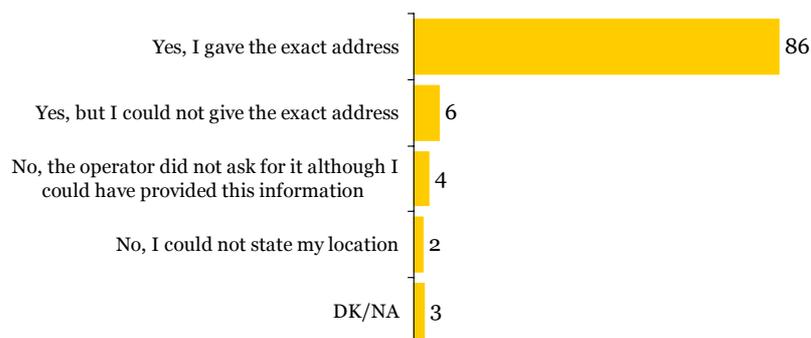


**Q8a. Did you experience any communication problem because of the language you used?**  
 %, Base: those who made an emergency call in another EU country in the last 5 years

#### 4.2.4 Information about the location of the emergency

When asking respondents if they provided information about their location to the emergency line operator, 86% said they gave the exact address where the emergency occurred, while 6% gave some information about the location of the emergency but not an exact address. In 4% of the cases, the operator did not ask for the location, although the respondents could have provided information if requested. Finally, 2% of respondents did not provide information about their location because they were unable to do so.

##### 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

#### Differences between mobile and fixed phone emergency calls

Respondents who made an emergency call with a mobile phone were the least likely to be able to provide the emergency service with the exact address of the emergency (80% compared to 91% for fixed telephone users). However, they more often said that they provided the operator with some information about the emergency's location but they could not give an exact address (11% compared to 2% of fixed telephone users).

##### Providing precise information about the location of the emergency

Type of Telephone	% Yes, I gave the exact address	% Yes, but I could not give the exact address	% No, the operator did not ask but I could have provided this information	% No, I could not state my location	% DK/NA
Fixed telephone	91	2	3	1	2
Mobile phone	80	11	4	3	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

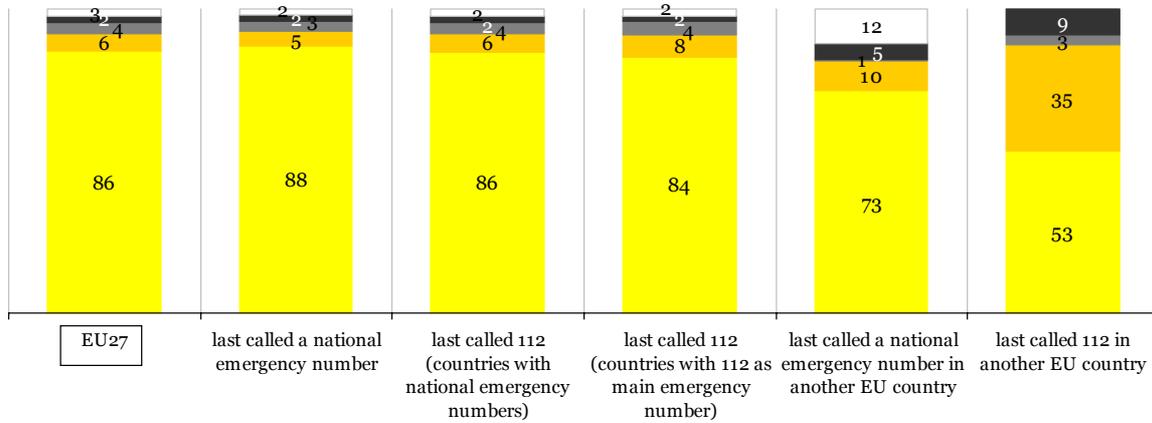
#### Differences between 112 calls and calls to other national emergency numbers

Member States are obliged to make sure that telecommunications operators provide the emergency services with information about the location of the person calling 112. The chart on the next page shows that respondents who made an emergency call while visiting another EU country were less likely to have provided the emergency service with an exact address. During such trips abroad, slightly more than seven out of 10 respondents (73%) who called other national emergency numbers, and just over half of respondents who called 112 (53%), were able to state exactly where they were, compared to more than eight out of 10 respondents who last called the emergency services in their own country.

Overall, this means that proper implementation of the provision of caller location to emergency services is of great significance to ensure adequate emergency response, especially in the case of people travelling abroad within the EU.

### Providing precise information about the location of the emergency

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

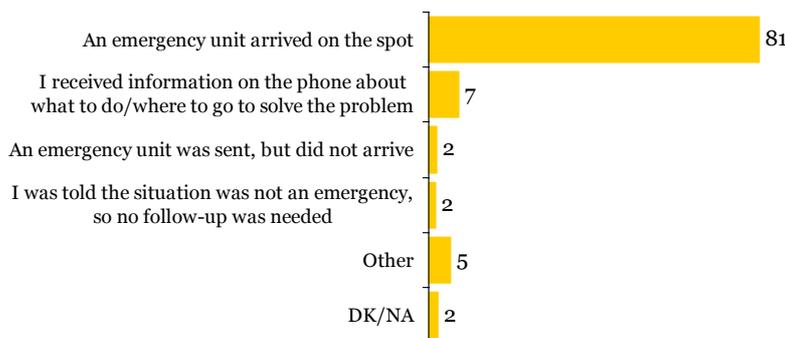


**Q9. Did you provide information about your location to the emergency operator?**  
 %, Base: those who called an emergency number in the last 5 years, by type of call and country group

### 4.2.5 Follow-up to the emergency call

Regarding the follow-up given to the emergency call, in a large majority of the reported situations an emergency intervention unit was sent and arrived on the spot (81%). A small proportion of callers received information about what to do (7%), were informed that their call was not an emergency and that no follow-up was necessary (2%) or were given other follow-up information (5%). However, an emergency unit was reportedly sent but did not arrive in 2% of the cases, with higher percentages (between 5% and 7%) in the Czech Republic, Spain and Cyprus.

#### Follow-up to the emergency call



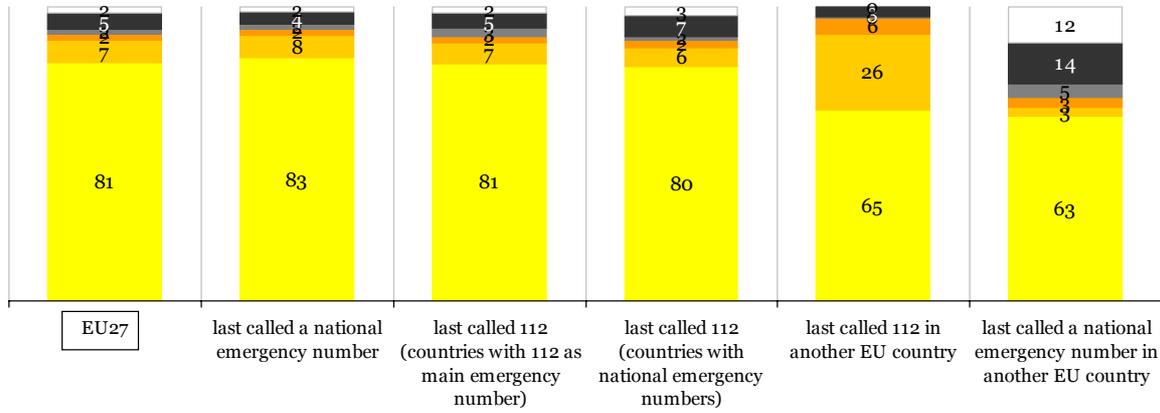
**Q10. What was the follow-up given to your call?**  
 %, Base: those who called an emergency number in the last 5 years

### Differences between 112 calls and calls to other national emergency numbers

Comparing the follow-up to emergency calls, it became clear again that calls made outside of the respondent’s own country (from within another EU country) need to be distinguished from calls made from the respondent’s own country. Twenty-six percent of respondents who made an 112 emergency call in another EU country received information on the phone about the actions necessary to solve the problem (compared to, for example, 8% of respondents who called other national emergency numbers in their own country). Respondents who called other national emergency numbers while in another EU country more often said that the emergency call was followed by some other action than the ones listed in the survey or that they did not know what to answer about the follow-up to the emergency.

### Follow-up to the emergency call

- DK/NA
- Other
- I was told the situation was not an emergency, so no follow-up was needed
- 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
- An emergency unit arrived on the spot



**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