

The European emergency number 112

SUMMARY

Fieldwork: December 2011

Publication: February 2012

This survey has been requested by the Directorate-General Information Society and Media and co-ordinated by Directorate-General for Communication (DG COMM “Research and Speechwriting” Unit).
http://ec.europa.eu/public_opinion/index_en.htm

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Flash Eurobarometer 339

THE EUROPEAN EMERGENCY NUMBER 112

Conducted by TNS Political & Social at the request of the European Commission's Directorate-General Information Society and Media

Survey co-ordinated by the Directorate-General for Communication

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INTRODUCTION

The single European emergency number 112 was adopted by Council decision in July 1991 in order to enable citizens of the EU to call the emergency services (i.e. police, fire and ambulance) by using the same number from anywhere in the EU¹. This is particularly important as European citizens are increasingly travelling to other EU countries for work, study or leisure. Since the end of 2008, all EU Member States are supposed to have ensured that anyone can call the emergency services from fixed and mobile phones by using the 112 number.

National differences in the availability of emergency numbers

Before the formal EU adoption, the 112 emergency number had already been used for several decades as an emergency number in some EU Member States; for example, for the German fire brigade and for the Italian police forces. Nevertheless, most Member States were not familiar with the 112 number. Its adoption at national level led to two categories of countries where

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 be used to contact all emergency services (i.e. police, fire and ambulance). The countries where this is the case are Denmark, Finland, Malta, the Netherlands, Portugal, Romania, and Sweden. Collectively, these countries are referred to as 'Group 1' in this summary. However, some other previous (legacy)² national emergency numbers may still route callers to the emergency services in these countries.

b) 112 is in operation alongside other emergency numbers

Most Member States, however, have decided to introduce 112 as a number that will work alongside their national emergency numbers. The 20 EU countries in this category are referred to as 'Group 2' in this summary. Here, both 112 and national numbers are in service 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 event of an emergency.

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, on the basis of the yearly COCOM reports from the Member States, that these previous (legacy) emergency numbers are no longer publicly advertised for that purpose but are only kept in operation with marginal usage for reasons of public safety.

Purpose of the Flash Eurobarometer survey on "The European emergency number 112"

This Flash Eurobarometer survey on "*The European emergency number 112*" (No 339)³, commissioned by the Information Society and Media Directorate-General, is part of a trend survey. The results of previous waves were published in 2008, 2009, 2010 and 2011 – Flash Eurobarometer surveys No 228, No 262, No 285 and No 314, respectively.

The survey deals with the following aspects relating to the European emergency number 112:

- awareness of 112 as an EU-wide emergency number when calling the emergency services in another EU country
- awareness of 112 as an emergency number when calling the emergency services from within one's own country (as a national emergency number)
- awareness of 112 as an EU-wide emergency number amongst travellers
- use of the European emergency number 112 as opposed to other national emergency numbers
- opinions concerning the level of information about the European emergency number 112, and details of the sources of information, information received about other emergency numbers, and the adequacy of the information provided
- opinions about whether enough is being done to help disabled people to access emergency services using the 112 number.

Methodological note on the survey

The interviews were carried out by telephone (fixed-line and mobile phone) between 15 and 20 December 2011 with nationally representative samples of EU citizens (aged 15 and older) living in the 27 Member States. The target sample size in most countries was 1,000 interviews; in total, 30,302 interviews were conducted. Statistical results were weighted to correct for known demographic discrepancies. More details on the survey methodology can be found in the annex to this summary.

³ Although fieldwork was conducted between the 15th and the 20th of December 2011 this Flash Eurobarometer survey will be referred to as FL339 (2012) throughout the summary reflecting the year of its publication.

In this summary, the countries are represented by their official abbreviations. The abbreviations used in this summary correspond to:

ABBREVIATIONS

EU27	European Union – 27 Member States
GR1	Countries where 112 is the sole/main emergency number*
GR2	Countries where 112 operates alongside other emergency numbers**
BE	Belgium
BG	Bulgaria
CZ	Czech Republic
DK	Denmark
DE	Germany
EE	Estonia
EL	Greece
ES	Spain
FR	France
IE	Ireland
IT	Italy
CY	Republic of Cyprus
LT	Lithuania
LV	Latvia
LU	Luxembourg
HU	Hungary
MT	Malta
NL	The Netherlands
AT	Austria
PL	Poland
PT	Portugal
RO	Romania
SI	Slovenia
SK	Slovakia
FI	Finland
SE	Sweden
UK	The United Kingdom

*Group 1 refers to the following 7 countries: Denmark, Finland, Malta, the Netherlands, Portugal, Romania, and Sweden.

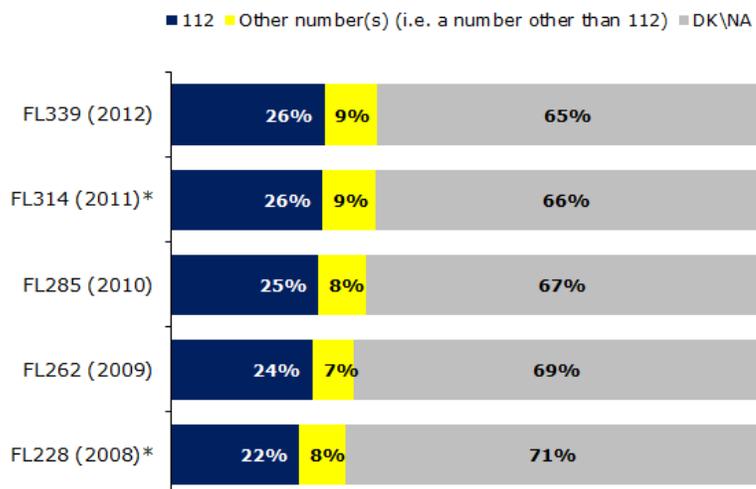
**Group 2 refers to the following 20 countries: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Estonia, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Poland, Slovakia, Slovenia, Spain, and United Kingdom.

1. KNOWLEDGE OF THE EUROPEAN EMERGENCY NUMBER 112

Just over a quarter of EU respondents were spontaneously able to name 112 as the emergency number to call anywhere in the EU

Respondents were asked to identify the number which enables the public to call emergency services anywhere in the European Union. Just over a quarter (26%) correctly identified 112 as the number to call anywhere in the EU. This represents no change from the 26% who gave this answer in the 2011 survey. About two-thirds (65%) of respondents said that they did not know which number they could call to contact emergency services anywhere in the EU, while a further 9% named an incorrect telephone number (i.e. a number other than 112).

Knowledge of 112 as the EU-wide emergency number



Q3. Can you tell me what telephone number enables you to call emergency services anywhere in the European Union?

Base: all respondents, % EU27

(*Note that due to rounding methods used in previous surveys, the percentages shown in the charts do not always add up exactly to 100%)

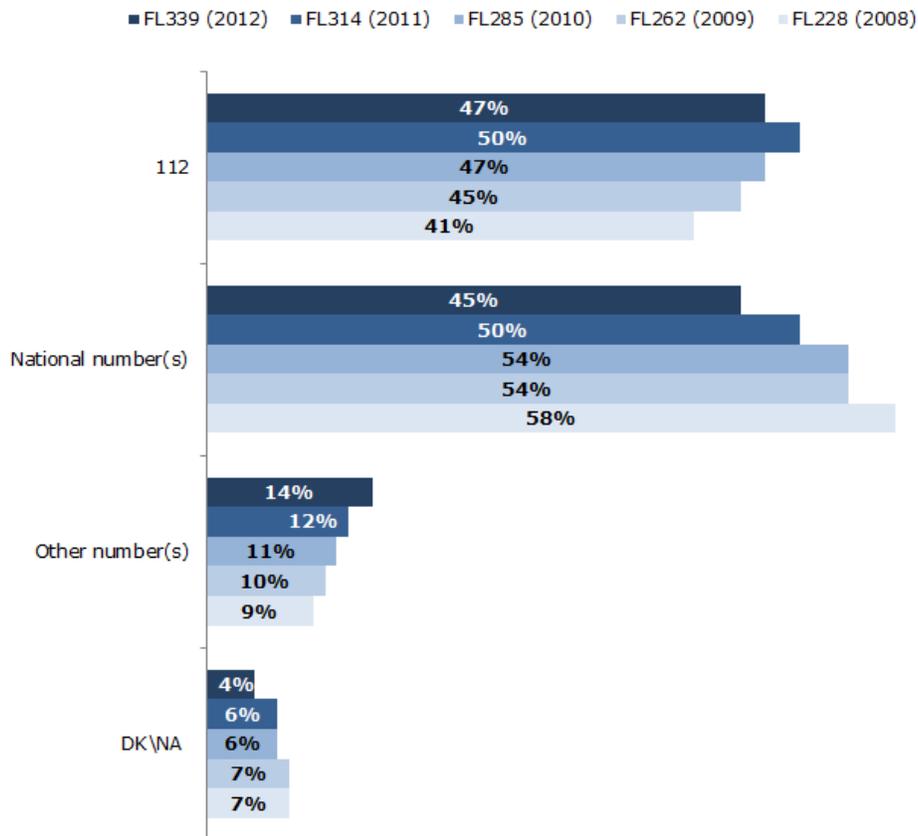
Only in four countries, did at least 50% of respondents spontaneously identify 112 as the number to call for emergency services from anywhere in the EU: Poland (60%), Luxembourg (55%), Finland (51%), and the Netherlands (50%).

Awareness of the 112 as a number to call domestically has fallen slightly at EU level to 47% from 50% in 2011

Respondents were asked which number they would call in the event of an emergency in their own country. As some Member States have different numbers for their separate emergency services, respondents were able to list more than one number.

The overall picture at EU level shows that a relative majority of respondents spontaneously said they would call the emergency number 112: just under half (47%) of them said they would call this number compared to 45% who said they would call an official national emergency number. However, this marks a slight fall in awareness of 112 as a number to call domestically since the 2011 survey, when 50% said they would call 112. One in seven respondents (14%) said they would call 'other number(s)' in the event of an emergency. 'Other number' responses were recorded when respondents listed an incorrect number (e.g. "1012" instead of "112") or when respondents listed a telephone number that was not an official emergency number in their country (e.g. the telephone number of their local police force or a roadside assistance telephone number). Finally, 4% of respondents said they did not know which number they would call.

Telephone number(s) EU citizens would call in the event of an emergency in their own country



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

Base: all respondents, % EU27

The proportion of respondents who said they would call 112 in their own country ranged from 96% in Sweden to 1% in the UK.

Telephone number(s) EU citizens would call in the event of an emergency in their own country
-% by country

	112	National number(s)	Other number(s)	DKINA
GROUP 1: 112 is the sole/main emergency number				
Average	92%	1%	5%	3%
 SE	96%	0%	3%	1%
 FI	95%	1%	4%	2%
 NL	94%	1%	5%	2%
 DK	92%	3%	5%	2%
 RO	91%	0%	6%	5%
 PT	86%	5%	9%	6%
 MT	52%	5%	15%	31%
GROUP 2: 112 operates alongside other emergency numbers				
Average	39%	53%	16%	4%
 EE	90%	15%	11%	3%
 LU	84%	14%	29%	6%
 BG	80%	12%	6%	5%
 SI	79%	35%	14%	3%
 SK	77%	40%	6%	2%
 DE	76%	18%	28%	3%
 LV	76%	11%	19%	7%
 LT	72%	20%	11%	6%
 PL	69%	37%	10%	2%
 ES	65%	11%	25%	9%
 CZ	56%	70%	4%	2%
 BE	41%	28%	35%	6%
 HU	31%	20%	45%	11%
 IT	19%	72%	14%	5%
 CY	18%	31%	20%	36%
 IE	13%	79%	12%	2%
 AT	13%	83%	5%	4%
 FR	9%	83%	8%	4%
 EL	2%	81%	9%	10%
 UK	1%	95%	3%	2%

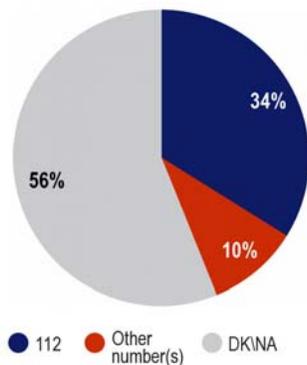
Comparing the proportion of respondents who were able to list at least one correct emergency service in their country from those who weren't, it appears that 86% of Europeans were able to mention a valid number whereas 14% either listed an incorrect number or were not aware of any.

Those who travelled in the EU are more familiar with the European emergency number

Almost four out of ten respondents (39%) said that they had travelled to another EU country at least once in the last 12 months. Individuals who travelled within the EU showed greater awareness of 112 than people who did not. Familiarity with 112 as an EU-wide number was higher among those who had travelled to another EU country within the last 12 months (34% vs. 21% of those who did not travel).

AWARENESS OF EUROPEAN EMERGENCY NUMBER 112 AMONG TRAVELLERS (n=11885)

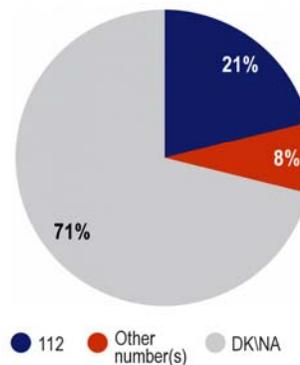
Q3. Can you tell me what telephone number enables you to call emergency services anywhere in the European Union?



EU27

AWARENESS OF EUROPEAN EMERGENCY NUMBER 112 AMONG NON-TRAVELLERS (n=18338)

Q3. Can you tell me what telephone number enables you to call emergency services anywhere in the European Union?



EU27

2. USAGE OF THE EUROPEAN EMERGENCY NUMBER 112

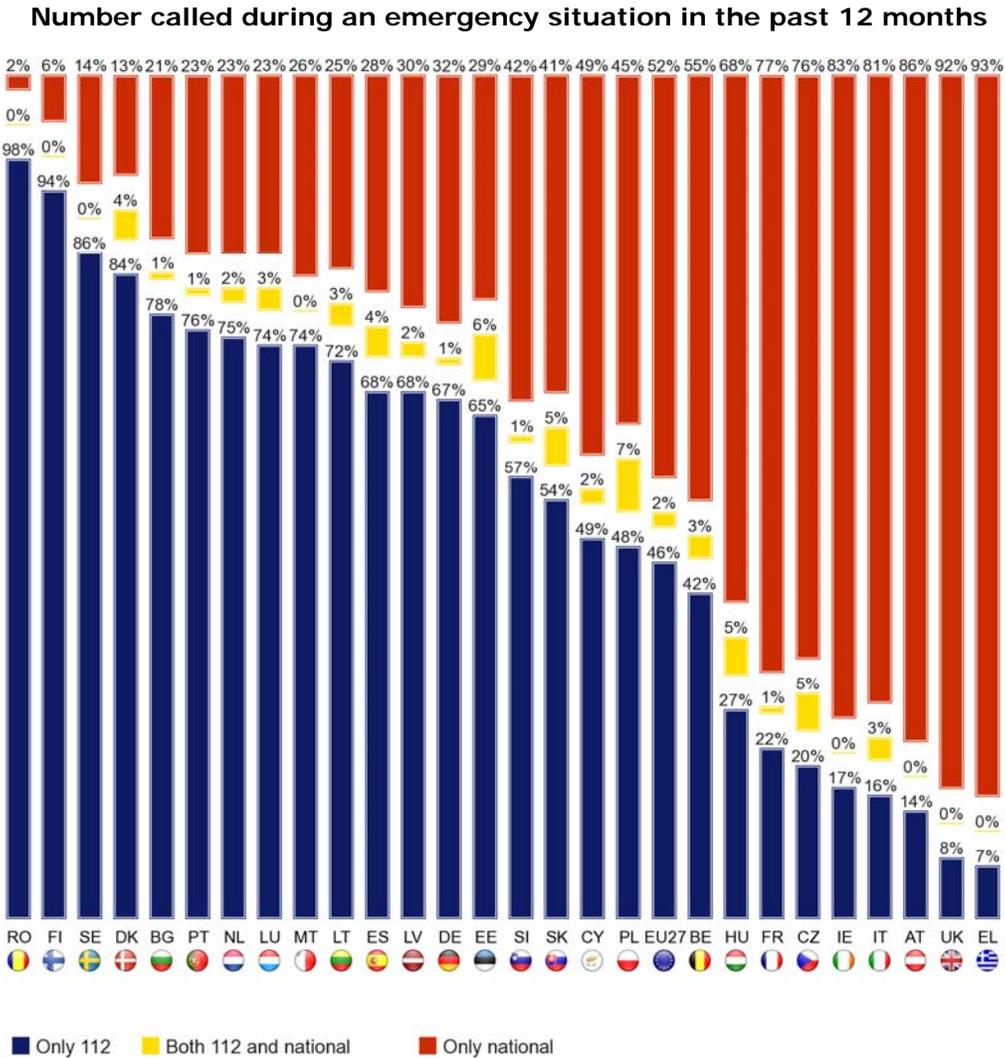
Almost half of those who called an emergency number called 112, while just over half called another emergency number

A sixth (17%) of EU citizens reported having called an emergency number in the past 12 months.

46% of those who called an emergency number had called 112, as opposed to 52% who had called a national number.

In all countries where 112 was the sole/main emergency number, a large majority of interviewees had called only this number in the past 12 months; this proportion was 98% in Romania, 94% in Finland, 86% in Sweden, 84% in Denmark, 76% in Portugal, 75% in the Netherlands, and 74% in Malta.

In EU countries where other national emergency numbers were also in operation, the proportion of respondents who only called the EU-wide emergency number 112 in the past 12 months was highest in Bulgaria (78%), Luxembourg (74%), and Lithuania (72%). In Greece and the UK, however, less than 10% of respondents had only called the 112 number; in these countries, 93% and 92% respectively had only called national emergency numbers.



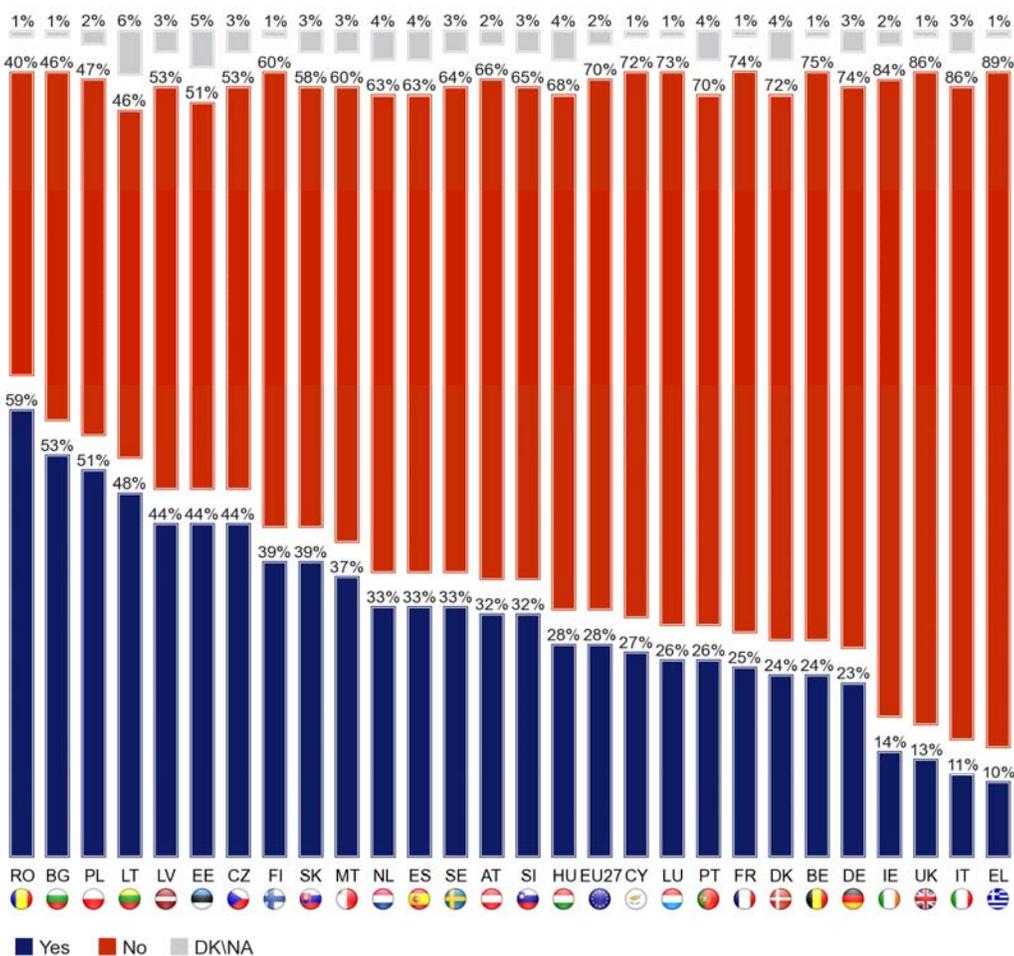
BASE: SPLIT A - THOSE WHO CALLED AN EMERGENCY NUMBER DURING THE LAST 12 MONTHS (n=2670)
Countries with 112 as the sole/main emergency number are: Denmark, Finland, Sweden, the Netherlands, Portugal, Romania and Malta

3. INFORMATION ABOUT THE EUROPEAN EMERGENCY NUMBER 112

Seven out of ten respondents had not received any information about the 112 emergency number in their country over the last 12 months

Relatively few European citizens have seen or heard any information about the 112 emergency number during the past year, despite the expectation that individual Member States would inform their citizens of its existence. Seven respondents out of ten (70%) said that they had not received any information, while just over a quarter (28%) said that they had seen or heard some information about it. This result is very similar to that obtained in 2011, when 27% of respondents said that they had come across information about the 112 emergency number.

Large variations were observed between EU countries in terms of the proportion of respondents who said they had received information about 112 in their country over the last 12 months. In three Member States a majority of respondents had done so: Romania (59%), Bulgaria (53%), and Poland (51%).



Q4. 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 emergency number "112" in (OUR COUNTRY)?

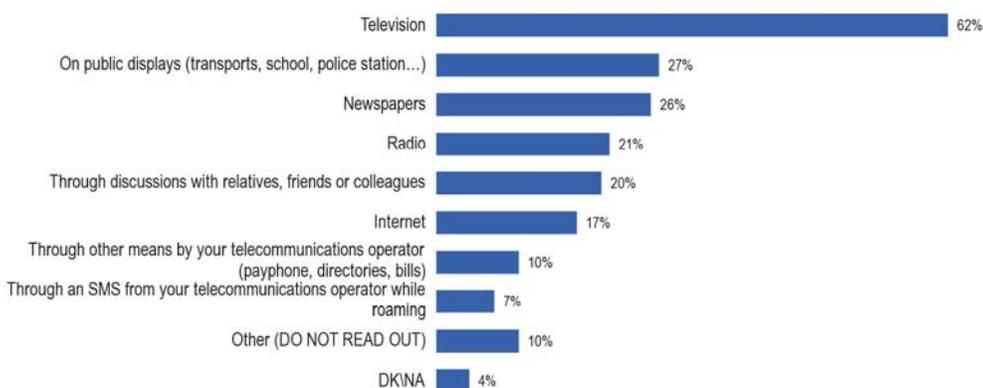
Base: all respondents, % by country

A majority of people who had received information about the 112 number over the past year did so via television

As in previous wave of the survey, most citizens who were informed about the 112 number had obtained their information via television: 62% had done so (compared with 61% in the previous survey). Over a quarter (27%) obtained their information from public displays, while 26% had read about the 112 emergency number in the newspapers.

Over a fifth of respondents (21%) had heard about 112 on the radio, while one in five (20%) had heard about it through discussions with relatives, friends, or colleagues. A sixth of respondents (17%) had obtained information about 112 on the Internet.

Sources of information regarding the European emergency number 112



BASE: THOSE WHO HAVE SEEN/HEARD INFORMATION REGARDING THE EMERGENCY NUMBER 112 (n=8321)

EU27

Q5. Where did you see or hear information regarding the European emergency number 112?

In almost all but three EU countries – Austria, Germany and Luxembourg – television was the principal source of information about the 112 emergency number.

Almost a quarter of respondents had received information about national emergency numbers, more than double the number compared to 2011

All respondents were asked whether they had seen or heard information about other emergency numbers, besides 112, in their home country. Almost a quarter (24%) said that they had seen or heard this kind of information, while just under three quarters (74%) said that they had not. This compares with just 10% who said they had received information about national emergency numbers in 2011.

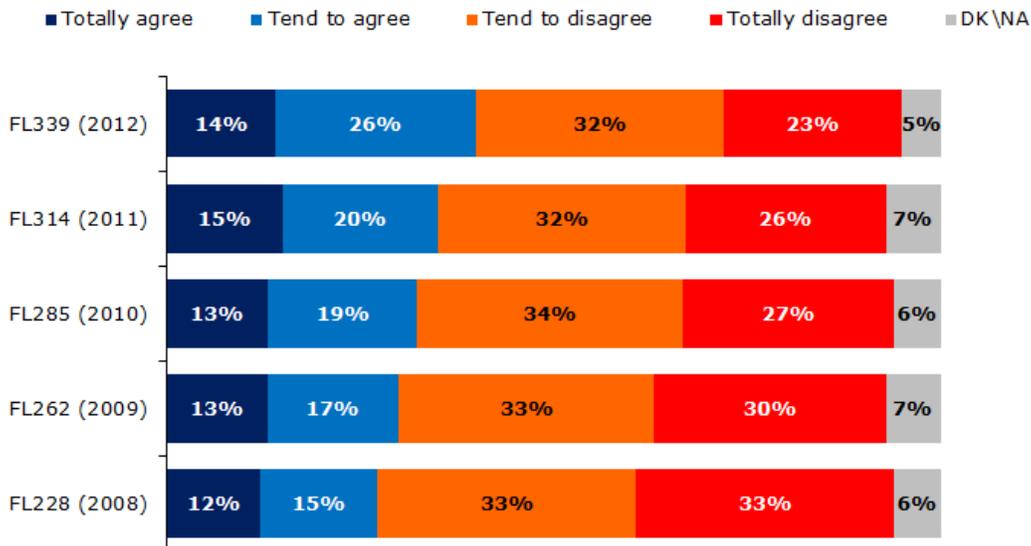
The number of respondents who think people in their country are adequately informed about the 112 emergency number continues to rise steadily

All respondents were asked whether, in their view, people are adequately informed about the existence of the 112 emergency number in their home country. Four respondents in ten (40%) agreed that people were adequately informed, with 14% totally agreeing and 26% tending to agree.

This marks an increase on the 35% who agreed with this statement in 2011, and continues the steady progress made since 2008, when only 27% of respondents agreed that people were adequately informed about 112.

However, a majority (55%) of respondents still do not agree that people are adequately informed about 112, with 23% totally disagreeing and 32% tending to disagree.

Adequacy of information about the European emergency number 112



Q7.1 Please tell me to what extent you agree or disagree with the following statements: In (OUR COUNTRY), people are adequately informed about the existence of the European emergency number 112
Base: all respondents, % EU27

Agreement that the information provided about 112 was adequate ranged from 78% in Romania to 14% in Greece.

4. ACCESS TO EMERGENCY SERVICES VIA 112 FOR DISABLED USERS

Opinion is evenly divided on the question of whether enough is being done to help disabled people to access emergency services via 112

All respondents were asked whether they believed that enough was being done in their country to make it easier for disabled users to contact the emergency services via 112, such as by providing adapted phones. Just under four respondents in ten (38%) agreed that enough was being done. The same number of respondents (38%) disagreed that enough is being done and a quarter (24%) of respondents were unable to answer this question.

In four Member States a majority of respondents agreed that enough was being done in their country to make it easier for disabled users to contact emergency services via 112: Romania (60%), Luxembourg (58%), Portugal (56%), and Spain (53%).

ANNEXES

FLASH EUROBAROMETER 339
"The European emergency number 112"
TECHNICAL SPECIFICATIONS

Between the 15th of December and the 20th of December 2011, TNS Political & Social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the survey FLASH EUROBAROMETER 339 about "The European emergency number 112".

This survey has been requested by the EUROPEAN COMMISSION, Directorate-General for Information Society and Media. It is a general public survey co-ordinated by the Directorate-General for Communication ("Research and Speechwriting" Unit). The FLASH EUROBAROMETER 339 covers the population of the respective nationalities of the European Union Member States, resident in each of the 27 Member States and aged 15 years and over. The survey covers the national population of citizens (in these countries) as well as the population of citizens of all the European Union Member States that are residents in these countries and have a sufficient command of the national languages to answer the questionnaire. All interviews were carried using the TNS e-Call center (our centralized CATI system). In every country respondents were called both on fixed lines and mobile phones. The basic sample design applied in all states is multi-stage random (probability). In each household, the respondent was drawn at random following the "last birthday rule".

It should be noted that the previous wave of this Flash Eurobarometer survey was conducted with a different methodology (both telephone and face-to-face interviews) in Bulgaria, the Czech Republic, Estonia, Latvia, Lithuania, Hungary, Poland, Romania and Slovakia. In these countries, the change of methodology may have had an impact on the results.

TNS have developed their own RDD sample generation capabilities based on using contact telephone numbers from responders to random probability or random location face to face surveys, such as Eurobarometer, as seed numbers. The approach works because the seed number identifies a working block of telephone numbers and reduces the volume of numbers generated that will be ineffective. The seed numbers are stratified by NUTS2 region and urbanisation to approximate a geographically representative sample. From each seed number the required sample of numbers are generated by randomly replacing the last two digits. The sample is then screened against business databases in order to exclude as many of these numbers as possible before going into field. This approach is consistent across all countries.

ABBR.	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.001	15/12/2011	20/12/2011	8.939.546
BG	Bulgaria	TNS BBSS	1.002	15/12/2011	20/12/2011	6.537.510
CZ	Czech Rep.	TNS Aisa s.r.o	1.000	15/12/2011	20/12/2011	9.012.443
DK	Denmark	TNS Gallup A/S	1.002	15/12/2011	20/12/2011	4.561.264
DE	Germany	TNS Infratest	1.500	15/12/2011	20/12/2011	64.409.146
EE	Estonia	TNS Emor	1.000	15/12/2011	20/12/2011	945.733
EL	Greece	TNS ICAP	1.001	15/12/2011	20/12/2011	8.693.566
ES	Spain	TNS Demoscopia S.A	1.500	15/12/2011	20/12/2011	39.035.867
FR	France	TNS Sofres	1.503	15/12/2011	20/12/2011	47.756.439
IE	Ireland	IMS Millward Brown	1.000	15/12/2011	20/12/2011	3.522.000
IT	Italy	TNS Infratest	1.501	15/12/2011	20/12/2011	51.862.391
CY	Rep. of Cyprus	CYMAR	751	15/12/2011	20/12/2011	660.400
LV	Latvia	TNS Latvia	1.004	15/12/2011	20/12/2011	1.447.866
LT	Lithuania	TNS Lithuania	1.006	15/12/2011	20/12/2011	2.829.740
LU	Luxembourg	TNS Dimarso	752	15/12/2011	20/12/2011	404.907
HU	Hungary	TNS Hoffmann Kft	1.007	15/12/2011	20/12/2011	8.320.614
MT	Malta	MISCO International Ltd	755	15/12/2011	20/12/2011	335.476
NL	Netherlands	TNS NIPO	1.502	15/12/2011	20/12/2011	13.371.980
AT	Austria	TNS Austria	1.001	15/12/2011	20/12/2011	7.009.827
PL	Poland	TNS OBOP	1.500	15/12/2011	20/12/2011	32.413.735
PT	Portugal	TNS EUROTESTE	1.000	15/12/2011	20/12/2011	8.080.915
RO	Romania	TNS CSOP	1.505	15/12/2011	20/12/2011	18.246.731
SI	Slovenia	RM PLUS	1.003	15/12/2011	20/12/2011	1.759.701
SK	Slovakia	TNS AISA Slovakia	1.000	15/12/2011	20/12/2011	4.549.955
FI	Finland	TNS Gallup Oy	1.006	15/12/2011	20/12/2011	4.440.004
SE	Sweden	TNS SIFO	1.000	15/12/2011	20/12/2011	7.791.240
UK	United Kingdom	TNS UK	1.500	15/12/2011	20/12/2011	51.848.010
TOTAL EU27			30.302	15/12/2011	20/12/2011	408.787.006

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics offices. For all countries surveyed, a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. In all countries, gender, age, region and size of locality were introduced in the iteration procedure. For international weighting (i.e. EU averages), TNS Political & Social applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed above.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Observed percentages	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Confidence limits	± 1.9 points	± 2.5 points	± 2.7 points	± 3.0 points	± 3.1 points