



Flash Eurobarometer 368

THE EUROPEAN EMERGENCY NUMBER 112

SUMMARY

Fieldwork: January 2013

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This survey has been requested by the European Commission, Directorate-General for Communications Networks, Content and Technology and co-ordinated by the Directorate-General for 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 368 - TNS Political & Social

Flash Eurobarometer 368

The European emergency number 112

Conducted by TNS Political & Social at the request of
the European Commission, Directorate-General for
Communications Networks, Content and Technology

Survey co-ordinated by the European Commission,
Directorate-General for Communication
(DG COMM "Research and Speechwriting" Unit)

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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 has become more and more important as increasing numbers of European citizens travel to other EU countries for work, study or leisure. Since the end of 2008, it has been a requirement for all EU Member States to ensure 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:

a) 112 is the sole/main emergency number

In seven 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 report. 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 report. Here, both 112 and national numbers are in service as a way of contacting 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.

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

This Flash Eurobarometer survey is part of a trend survey. The results of previous waves were published in 2008, 2009, 2010, 2011 and 2012 – Flash Eurobarometer surveys No. 228, No. 262, No. 285, No. 314 and No. 339, respectively. Although the new report builds on these earlier surveys, the format has changed slightly from that used in previous years. However, wherever possible, comparative data for the six waves is presented. An important innovation in this latest edition of the survey is that Croatia is included for the first time.

The report deals with the following aspects of the EU-wide emergency number 112:

- awareness of 112 as an EU-wide emergency number when calling the emergency services in another EU country

¹ Council Decision of 29 July 1991 (91/396/EEC) and Universal Service Directive of 7 March 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.

- awareness of 112 as an EU-wide emergency number among travellers
- awareness of 112 as an emergency number when calling the emergency services from within one's own country (as a national emergency number)
- use of the European emergency number 112 as opposed to other national emergency numbers
- the level of information about the European emergency number 112, and details of the sources of information

Methodological note on the survey

The interviews were carried out by telephone (fixed-line and mobile phone) between 7 and 9 January 2013 with nationally representative samples of EU citizens (aged 15 and older) living in the 27 Member States as well as Croatia. The target sample size in most countries was 1,000 interviews; in total, 26,624 interviews were conducted. Statistical results were weighted in order to correct known demographic discrepancies. More details on the survey methodology can be found in the annex to this report.

N.B. Due to rounding methods used in previous surveys, the percentages shown in the charts do not always add up exactly to 100%.

Note: In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

ABBREVIATIONS			
BE	Belgium	LV	Latvia
CZ	Czech Republic	LU	Luxembourg
BG	Bulgaria	HU	Hungary
DK	Denmark	MT	Malta
DE	Germany	NL	The Netherlands
EE	Estonia	AT	Austria
EL	Greece	PL	Poland
ES	Spain	PT	Portugal
FR	France	RO	Romania
IE	Ireland	SI	Slovenia
IT	Italy	SK	Slovakia
CY	Republic of Cyprus*	FI	Finland
LT	Lithuania	SE	Sweden
HR	Croatia	UK	The United Kingdom
		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***

* Cyprus as a whole is one of the 27 European Union Member States. However, the 'acquis communautaire' has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the 'CY' category and in the EU27 average.

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

*** Group 2 refers to the following 21 countries: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Estonia, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Poland, Slovakia, Slovenia, Spain, United Kingdom and Croatia.

The Eurobarometer website can be consulted at the following address:

http://ec.europa.eu/public_opinion/index_en.htm

We would like to take the opportunity to thank all the respondents across the continent who gave their time to take part in this survey.

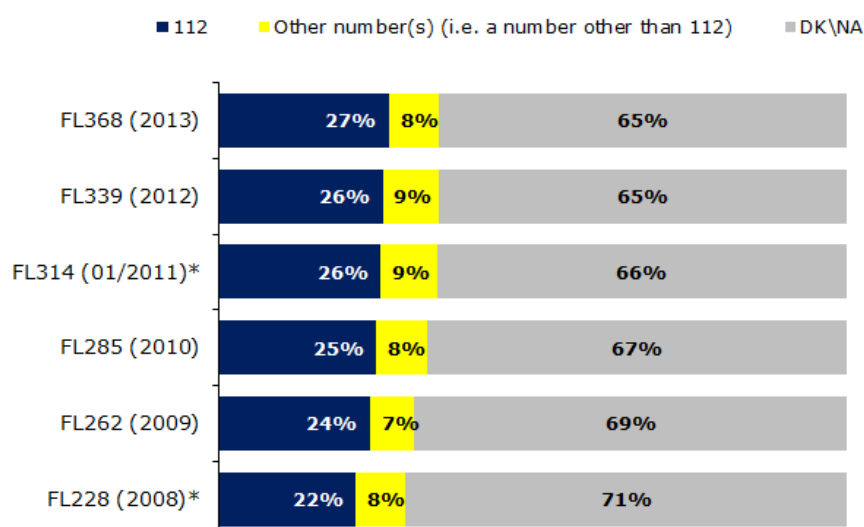
Without their active participation, this study would not have been possible.

I. KNOWLEDGE OF THE EUROPEAN EMERGENCY NUMBER 112

Most EU respondents are not familiar with 112 as the single European emergency number: only slightly over a quarter (27%) correctly identify it as the number to call anywhere in the EU in the event of an emergency. Nevertheless, this is a slight increase on the 26% who correctly identified 112 in the 2012 survey, and a 5-point increase on the 22% who did so in the 2008 wave.

About two-thirds (65%) of respondents say that they do not know which number they could call to contact emergency services anywhere in the EU, while a further 8% 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?

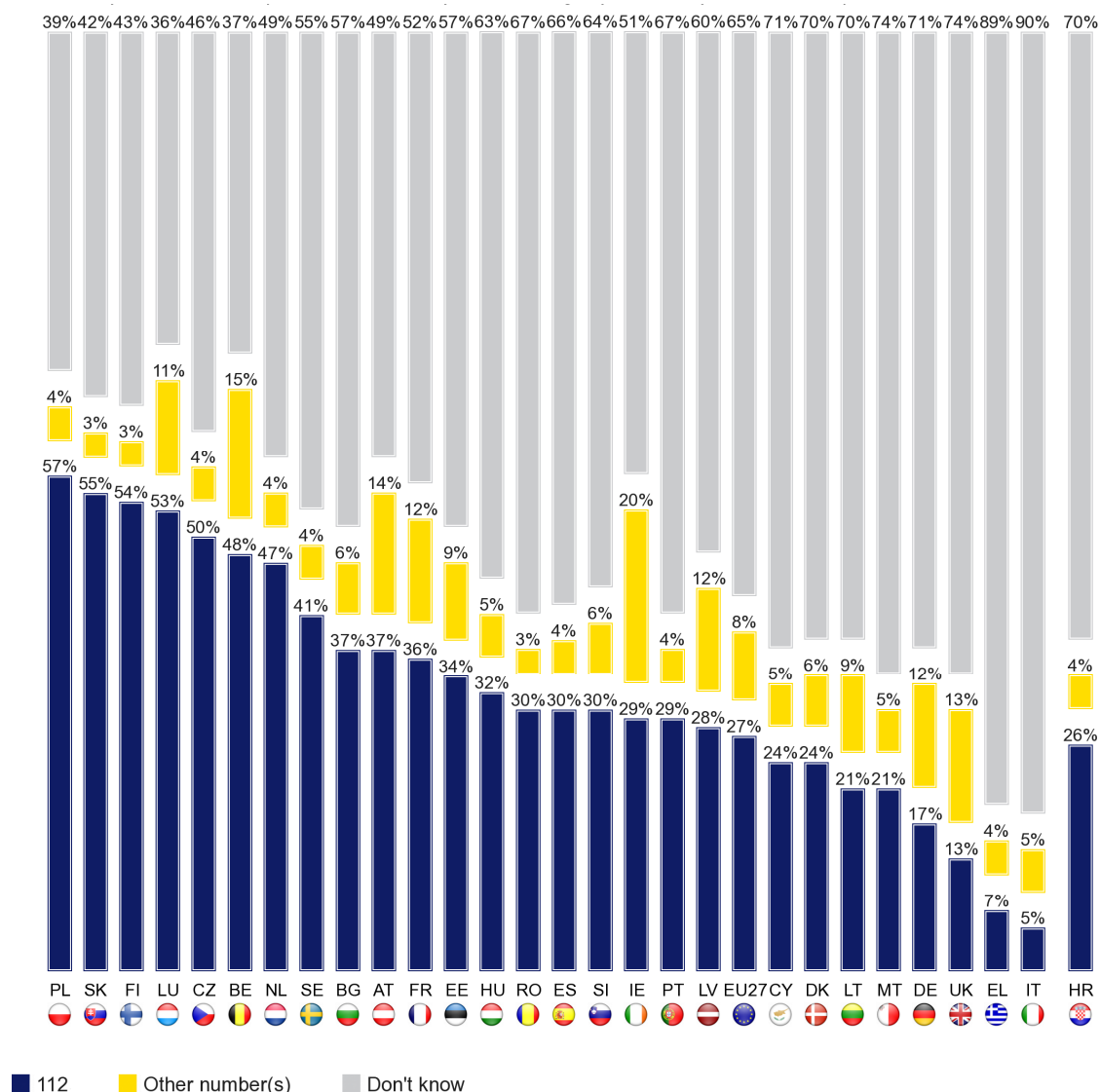
Base: all respondents, % EU27

Awareness of 112 as the European emergency number varies considerably according to the Member State in question.

In five EU countries, 50% or more respondents spontaneously identified 112 as the number to call for emergency services from anywhere in the EU: Poland (57%), Slovakia (55%), Finland (54%), Luxembourg (53%) and the Czech Republic (50%). In Croatia (26%), familiarity with 112 is close to the EU average.

But at the other end of the scale, less than a fifth of respondents know that they can reach emergency services anywhere in the EU by calling 112 in Italy (5%), Greece (7%), the UK (13%) and Germany (17%).

Knowledge of 112 as the EU-wide emergency number

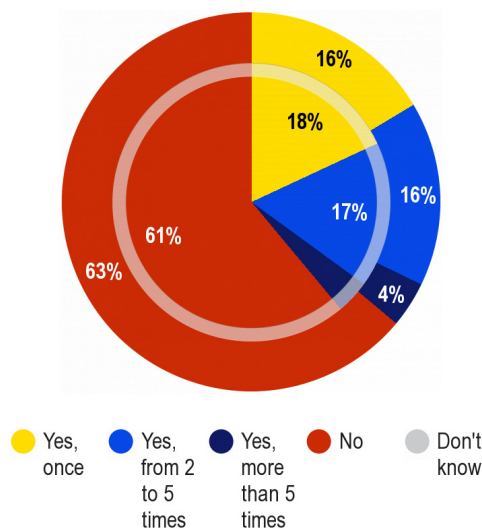


Q3. Can you tell me what telephone number enables you to call emergency services anywhere in the European Union?

Base: all respondents, % by country

Over a third of respondents (36%) say that they travelled to another EU country at least once in the past 12 months: 16% made one journey to another EU country, 16% made between two and five trips, and 4% went to different EU countries more than five times within the past 12 months. This is down slightly on the 39% of people who say that they travelled to another EU country at least once during the previous wave of the survey. Over six out of 10 respondents (63%) say that they did not go to any other EU country.

Travel to other EU Member States within the past 12 months



Inner pie : FL339 (2012)

Outer pie : FL368 (2013)



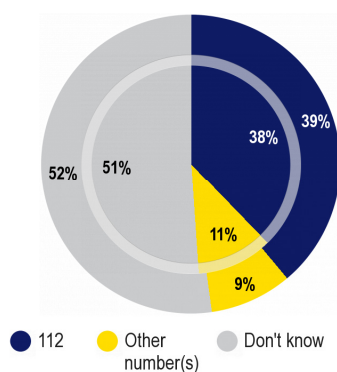
Q6. In the past 12 months have you travelled in another EU country?

Base: all respondents, % EU27

Those who have travelled to an EU country two times or more in the past 12 months were much more likely to be able to name the correct EU-wide emergency telephone number than non-travellers (39% vs. 23%). Just over half of frequent travellers were not able to cite this number, compared to slightly under 70% of non-travellers.

AWARENESS OF EUROPEAN EMERGENCY NUMBER 112 AMONG 'FREQUENT TRAVELLERS' (n=5201)

Q3.1. Can you tell me what telephone number enables you to call emergency services anywhere in the European Union?



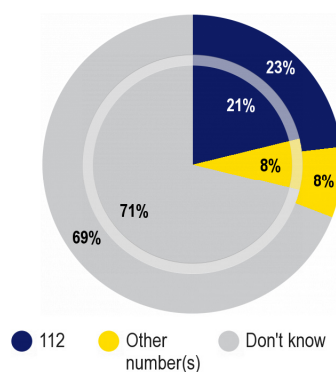
Inner pie : FL339 (2012)

Outer pie : FL368 (2013)



AWARENESS OF EUROPEAN EMERGENCY NUMBER 112 AMONG 'NON-TRAVELLERS' (n=16269)

Q3.2. Can you tell me what telephone number enables you to call emergency services anywhere in the European Union?



Inner pie : FL339 (2012)

Outer pie : FL368 (2013)

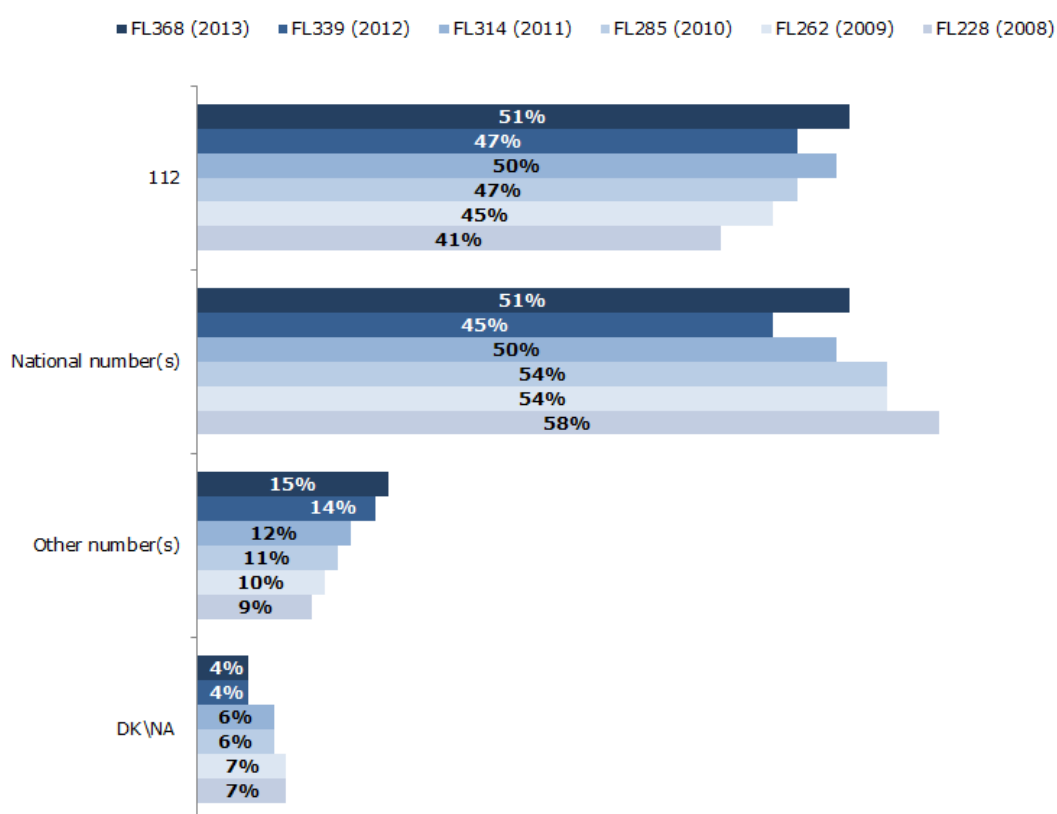


Across the EU, a majority of respondents (51%) would call 112 in the event of an emergency in their own country, up from 47% in 2012. The same number of respondents (51%) say that they would call an official national emergency number, which is also an increase on the 45% of people who gave this answer in 2012.

While the proportion of respondents who say they would call 112 has been steadily increasing since 2008, the number of people who say they would call a national number had been steadily declining (from 58% in 2008) until this year. The relatively large, six-point increase recorded this year is therefore a significant result in the historical context of the survey.

One in seven respondents (15%) say that they would call 'other number(s)'. '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). The proportion of EU respondents giving this answer has risen slowly but steadily since 2008, when only 9% of people said they would call 'other number(s)'.

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 or numbers 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

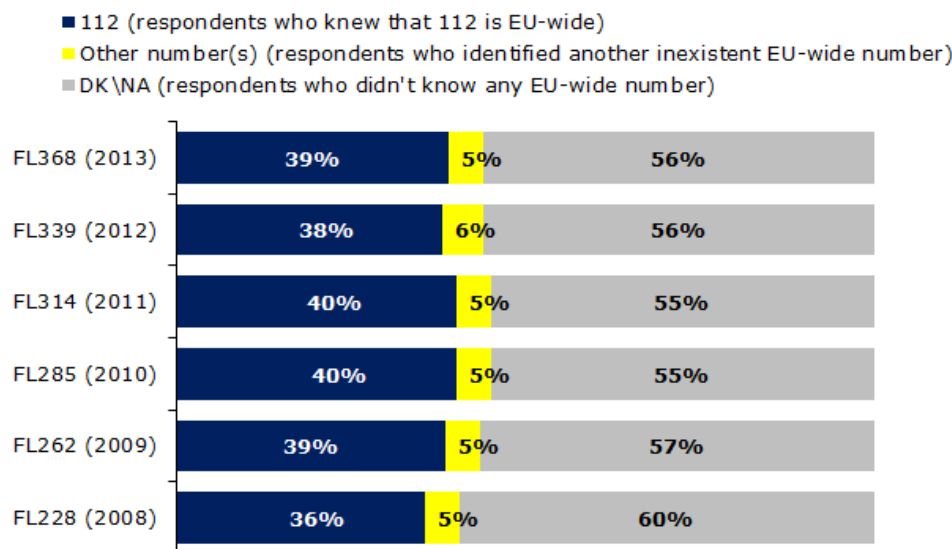
87% of the respondents were able to list at least one correct emergency number when asked which number to call in the event of an emergency in their own country. Of these, 32% mentioned only the emergency number 112, 34% mentioned only an official national emergency number(s), 14% mentioned both 112 and a national number and the remaining 7% listed 112, a national number and other incorrect numbers.

Proportion of respondents who were able to mention at least one correct emergency number		Proportion of respondents who were unable to mention at least one correct emergency number	
87%		13%	
Listed emergency number 112 only	Listed official national number(s) only	Listed incorrect / other number(s) only	Don't know
32%	34%	9%	4%

The proportion of respondents that we might categorise as being 'at risk of not being able to call the emergency services' because they were unable to list at least one correct emergency number in their country was 13% at EU level. Among these people at risk, 9% mention only an incorrect number ('other numbers') and 4% say they didn't know.

39% of people who say they would call 112 in a national context also identify 112 as the EU-wide emergency number. This is a very slight increase on the 38% of respondents in this category who said this in 2012.

Knowledge of 112 as the EU-wide emergency number by those who would call 112 in a national context



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

Base: those who would call 112 in the event of an emergency in their own country, % EU27

II. USAGE OF THE EUROPEAN EMERGENCY NUMBER 112

Across the EU, 46% of respondents (no change compared with 2012) who called an emergency number called only 112, while 52% (no change) say that they called only a national emergency number. Just 3% of respondents (+1) say that they called both.

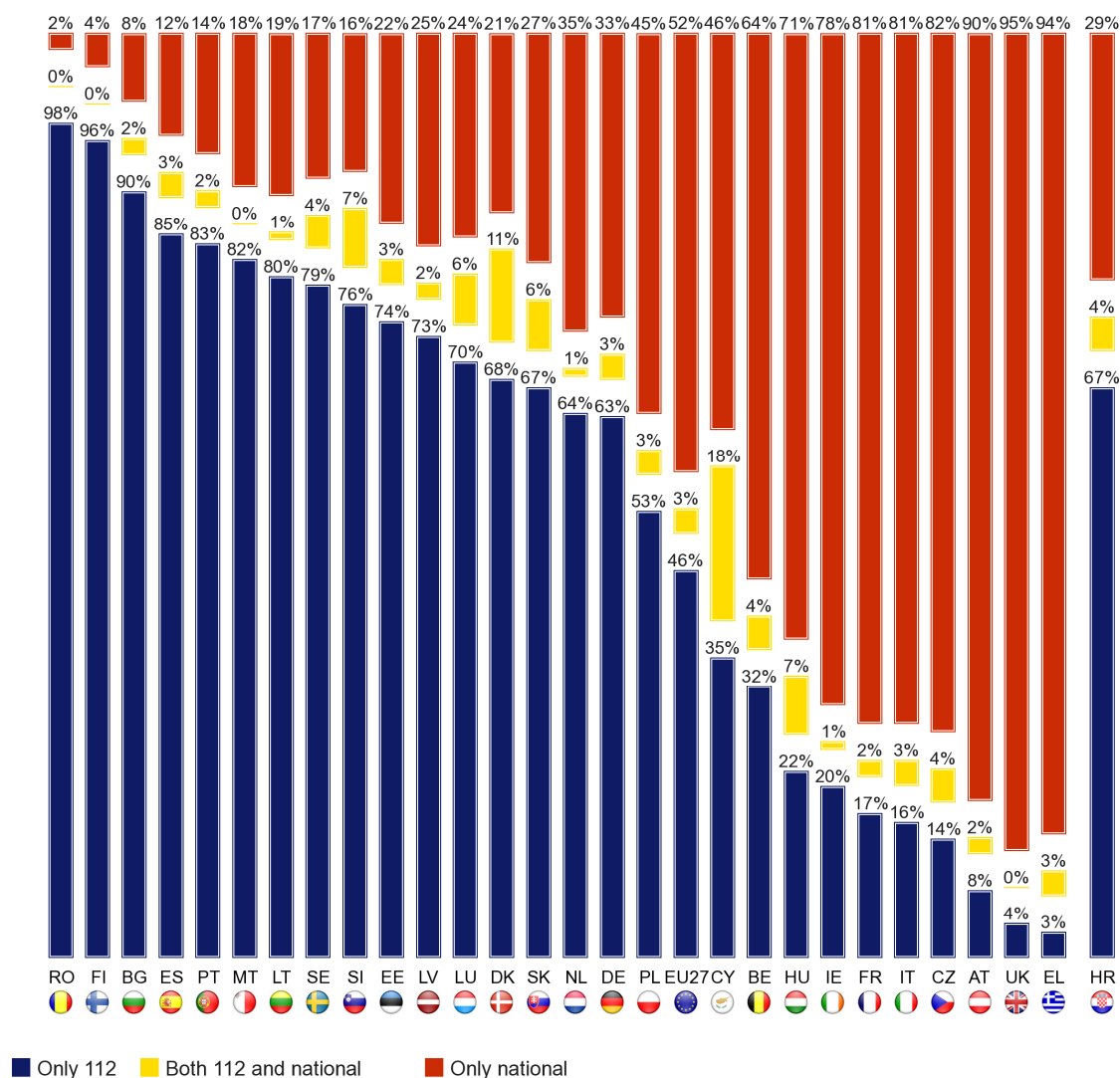
For this question, the sample of respondents was divided into two halves (the 'split ballot' method). As a result, the responses can be separated into those that were prompted by the interviewer, as described above (Q2a), and those given spontaneously, as described below (Q2b).

In the Group 1 countries, where 112 is the sole or main emergency number, a large majority of respondents say that they called only 112 in Romania (98%) and Finland (96%). Fewer people give this answer in the Netherlands (64%) and Denmark (68%), where a relatively high number of respondents (35% and 21% respectively) say that they called only another national number³.

In the Group 2 countries, where national emergency numbers are also in use, the number of people who only called the EU-wide emergency number 112 was highest in Bulgaria (90%), Spain (85%) and Lithuania (80%). In Croatia, 67% of respondents say they called 112 only. But less than a tenth of respondents called only 112 in Greece (3%), the UK (4%) and Austria (8%). In these three Member States, a very high proportion of people say that they called only a national number: 95% say this in the UK, as do 94% in Greece and 90% in Austria.

³ It is important to note that the bases of respondents are quite small at this stage of the analysis, ranging here from 21 people in Malta who called an emergency number during the past 12 months to 128 in Romania. Trend analysis is also omitted when the bases are relatively small. "National number(s)" here refers to other legacy numbers which are no longer promoted.

Number called during an emergency situation in the past 12 months



BASE: SPLIT A-THOSE WHO CALLED AN EMERGENCY NUMBER DURING THE LAST 12 MONTHS (n=2374)

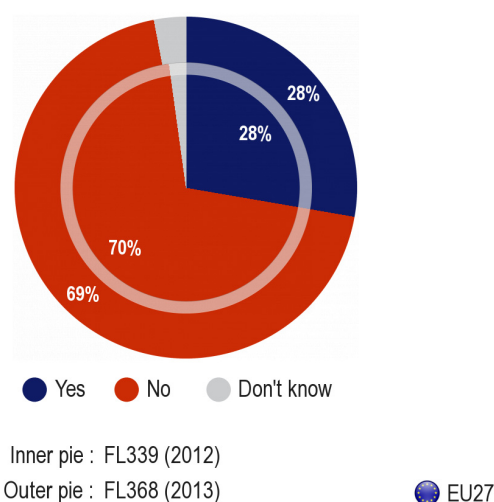
Countries with 112 as the sole/main emergency number are: Denmark, Finland, Sweden, the Netherlands, Portugal, Romania and Malta

III. INFORMATION ABOUT THE EUROPEAN EMERGENCY NUMBER 112

According to EU legislation, it is the responsibility of individual Member States to inform the public about the existence and use of the European emergency number 112. Since 2009, telecommunications providers have also been obliged to send a text message with information about 112 to people using their mobile phones when they visit another EU country.

Seven respondents out of ten (69%) did not come across any information during the previous year, while just over a quarter (28%) say that they saw or heard some information about it. This result is the same as that obtained in 2012, when only 28% of respondents said that they had come across information about the 112 emergency number.

Information about the European emergency number 112



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)?

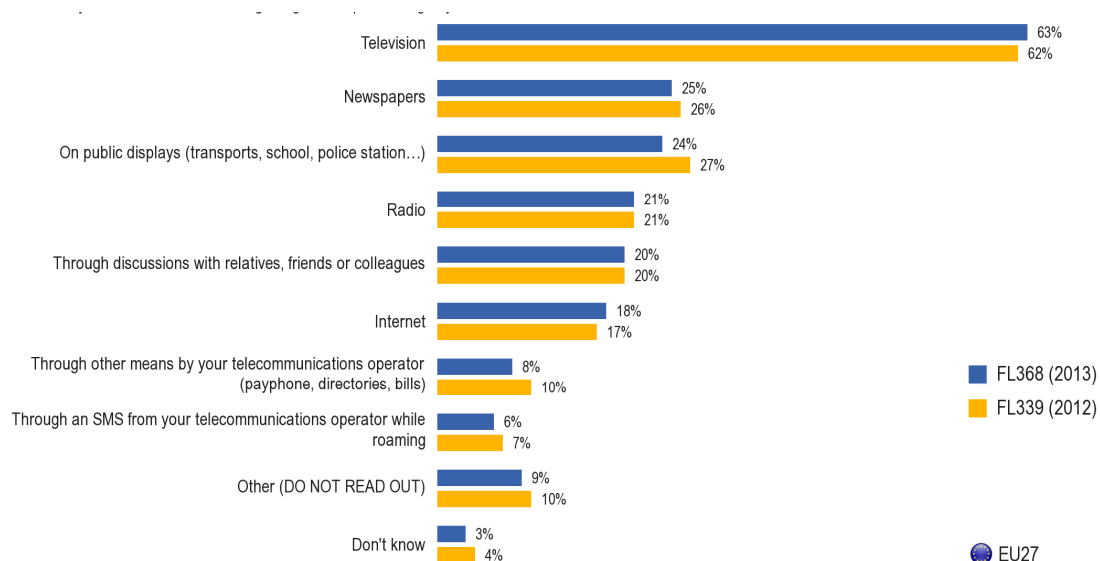
Base: all respondents, % EU27

Most citizens who came by information about the 112 number obtained that information via television: 63% did so (compared with 62% in the previous survey). Roughly a quarter of respondents obtained their information from newspapers (25%, -1 compared with 2012), or via public displays (24%, -3).

Around a fifth of respondents say that they heard about the 112 service on the radio (21%, no change), through discussions with relatives, friends, or colleagues (20%, no change), or via the Internet (18%, +1).

However, relatively few respondents say that they received information from their telecommunications provider via a payphone, directory or bill (8%, -2), through an SMS sent by their telecoms operator while roaming (6%, -1), or via some other means (9%, -1).

Sources of information regarding the European emergency number 112



BASE: Those who have seen/heard information regarding the emergency number 112 (n=7176)

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

ANNEXES

TECHNICAL SPECIFICATIONS

FLASH EUROBAROMETER 368

"The European emergency number 112"

TECHNICAL SPECIFICATIONS

Between the 7th and the 9th of January 2013, TNS Political & Social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the survey FLASH EUROBAROMETER 368 about "The European emergency number 112"

This survey has been requested by the EUROPEAN COMMISSION, Directorate-General for Communications Networks, Content and Technology. It is a general public survey co-ordinated by the Directorate-General for Communication ("Research and Speechwriting" Unit). The FLASH EUROBAROMETER 368 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. It was also conducted in Croatia. 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".

TNS has developed its 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.

A comparison between the sample and the universe was carried out. The Universe description was derived from the national statistics office. The weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. Gender, age, region, social class and the vote in the referendum on the Stability Treaty were introduced in the iteration procedure.

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:

Statistical Margins due to the sampling process (at the 95% level of confidence)											
<i>various sample sizes are in rows</i>						<i>various observed results are in columns</i>					
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	N=50
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	N=500
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1	N=1000
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	N=1500
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	N=2000
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	N=3000
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	N=4000
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	N=5000
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	N=6000
N=7000	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	N=7000
N=7500	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	N=7500
N=8000	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	N=8000
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	N=9000
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	N=10000
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	N=11000
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	N=12000
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	N=13000
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	N=14000
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

ABBR.	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.001	07/01/2013	09/01/2013	8.939.546
BG	Bulgaria	TNS BBSS	1001	07/01/2013	08/01/2013	6.537.510
CZ	Czech Rep.	TNS Aisa s.r.o	1000	07/01/2013	08/01/2013	9.012.443
DK	Denmark	TNS Gallup A/S	1022	07/01/2013	08/01/2013	4.561.264
DE	Germany	TNS Infratest	1000	07/01/2013	09/01/2013	64.336.389
EE	Estonia	TNS Emor	1000	07/01/2013	07/01/2013	945.733
EL	Greece	TNS ICAP	1002	07/01/2013	09/01/2013	8.693.566
ES	Spain	TNS Demoscopia S.A	1000	08/01/2013	09/01/2013	39.127.930
FR	France	TNS Sofres	1008	07/01/2013	08/01/2013	47.756.439
IE	Ireland	IMS Millward Brown	1000	07/01/2013	08/01/2013	3.522.000
IT	Italy	TNS Infratest	1001	07/01/2013	09/01/2013	51.862.391
CY	Rep. of Cyprus	CYMAR	505	07/01/2013	07/01/2013	660.400
LV	Latvia	TNS Latvia	1007	07/01/2013	08/01/2013	1.447.866
LT	Lithuania	TNS LT	1000	07/01/2013	08/01/2013	2.829.740
LU	Luxembourg	TNS Dimarso	518	07/01/2013	09/01/2013	404.907
HU	Hungary	TNS Hoffmann Kft	1010	07/01/2013	08/01/2013	8.320.614
MT	Malta	MISCO International Ltd	501	07/01/2013	08/01/2013	335.476
NL	Netherlands	TNS NIPO	1005	07/01/2013	09/01/2013	13.371.980
AT	Austria	TNS Austria	1002	07/01/2013	08/01/2013	7.009.827
PL	Poland	TNS OBOP	1000	07/01/2013	09/01/2013	32.413.735
PT	Portugal	TNS EUROTESTE	1005	07/01/2013	08/01/2013	8.080.915
RO	Romania	TNS CSOP	1026	07/01/2013	08/01/2013	18.246.731
SI	Slovenia	RM PLUS	1004	07/01/2013	08/01/2013	1.759.701
SK	Slovakia	TNS AISA Slovakia	1000	07/01/2013	09/01/2013	4.549.955
FI	Finland	TNS Gallup Oy	1004	07/01/2013	08/01/2013	4.440.004
SE	Sweden	TNS SIFO	1000	07/01/2013	09/01/2013	7.791.240
UK	United Kingdom	TNS UK	1001	07/01/2013	09/01/2013	51.848.010
TOTAL EU27			25.623	07/01/2013	09/01/2013	408.806.312
HR	Croatia	Puls	1001	07/01/2013	09/01/2013	3.749.400
TOTAL			26.624	07/01/2013	09/01/2013	412.555.712