

The European emergency number 112

REPORT

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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 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 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. Although the current Flash Eurobarometer (No 339) builds on these earlier surveys, the questionnaire has been slightly re-designed, and the final report has been modified accordingly. However, wherever possible, comparative data for the five waves will be presented.

The report 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 report.

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 report reflecting the year of its publication: .

In this report, the countries are represented by their official abbreviations. The abbreviations used in this report 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, United Kingdom.

MAIN FINDINGS

Knowledge of the European emergency number 112

- EU respondents in general remained unfamiliar with 112 as an EU-wide emergency number, with just over a quarter (26%) correctly identifying 112 as the number to call anywhere in the EU in the event of an emergency.
- 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%).
- Just under half (47%) of all EU citizens said they would call 112 in the event of an emergency in their own country. 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.
- 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.
- The proportion of respondents who said they would call 112 in their own country ranged from 96% in Sweden to 1% in the UK.
- Awareness of 112 as a domestic emergency number rose most in Bulgaria (80%, +14 points), the Czech Republic (56%, +10 points) and Latvia (76%, +7 points). It fell most in Italy (19%, -9 points), Austria (13%, -8 points), and the UK (1%, -8 points).
- Knowledge of 112 as a national emergency number does not necessarily translate into awareness of 112 as the European emergency number. Only around four in 10 respondents (38%) who said that they would call 112 in the event of an emergency in their own country also knew that this number could be used in other EU countries.
- 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).

Usage of the European emergency number 112

- 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. However, when asked to answer spontaneously (without reading out the answers), only 37% of respondents who called an emergency number specified that they had called 112.
- The proportion of respondents who called 112 in an emergency was highest in Romania (98%) and Finland (94%). But in Greece and the UK similar proportions (93% and 92% respectively) had only called national emergency numbers.

Information about the European emergency number 112

- Seven respondents out of ten (70%) said that they had not received any information about the 112 emergency number during the past year, while just over a quarter (28%) said that they had done so.
- In Romania, Bulgaria and Poland a majority of respondents said that they had received information about the 112 emergency number in their country over the last 12 months. But in Greece and Italy only 10% and 11% of respondents respectively had seen or heard information.
- 62% of people who were informed about the 112 number obtained their information via television
- Almost a quarter (24%) of respondents said that they had received information about other emergency numbers, besides 112, in their home country.
- Four respondents in ten (40%) agreed that people were adequately informed about the existence of the 112 emergency number in their country, up from the 35% who said this in 2011 and from the 27% who agreed in 2008.
- Agreement that the information provided about 112 was adequate ranged from 78% in Romania to 14% in Greece. Agreement on this point has risen substantially in several Member States since the last survey, notably in Portugal (65%, +30 points), Sweden (62%, +25 points), and Bulgaria (66%, +20 points).

Access to emergency services via 112 for disabled users

- Just under four respondents in ten (38%) agree that enough is being done to make it easier for disabled users to contact the emergency services via 112, with 38% saying that not enough is being done.
- 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 the emergency services via 112: Romania (60%), Luxembourg (58%), Portugal (56%), and Spain (53%).

1. KNOWLEDGE OF THE EUROPEAN EMERGENCY NUMBER 112

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

Respondents were asked:

- to specify the telephone number that would enable them to call the emergency services from within other EU countries
- to identify the telephone number they would call in the event of an emergency in their own country (e.g. if someone needed urgent medical assistance or to contact the police or fire brigade)
- whether they had travelled to other EU Member States within the last 12 months, and if so how many journeys they made.

1.1 Knowledge of the single EU-wide emergency number 112

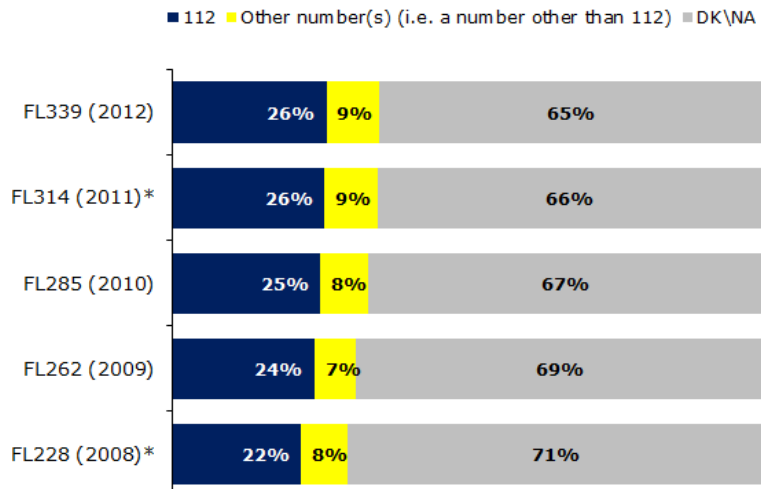
-- A quarter of respondents were spontaneously able to name 112 as the emergency number to call anywhere in the EU --

Respondents were asked to identify the number which enables the public to call emergency services anywhere in the European Union⁴. As in previous waves of the survey, EU respondents in general remained unfamiliar with the single European emergency call number 112. Just over a quarter (26%) correctly identified 112 as the number to call anywhere in the EU (compared with 47% who identified it as the number to call within their own country). This represents no change from the 26% who gave this answer in the 2011 survey, and a 4-point increase on the 22% who identified 112 in the 2008 wave.

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).

⁴ Q3: Can you tell me what telephone number enables you to call emergency services anywhere in the European Union? (DO NOT READ OUT). 112; other number (s); don't know/not applicable.

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%)

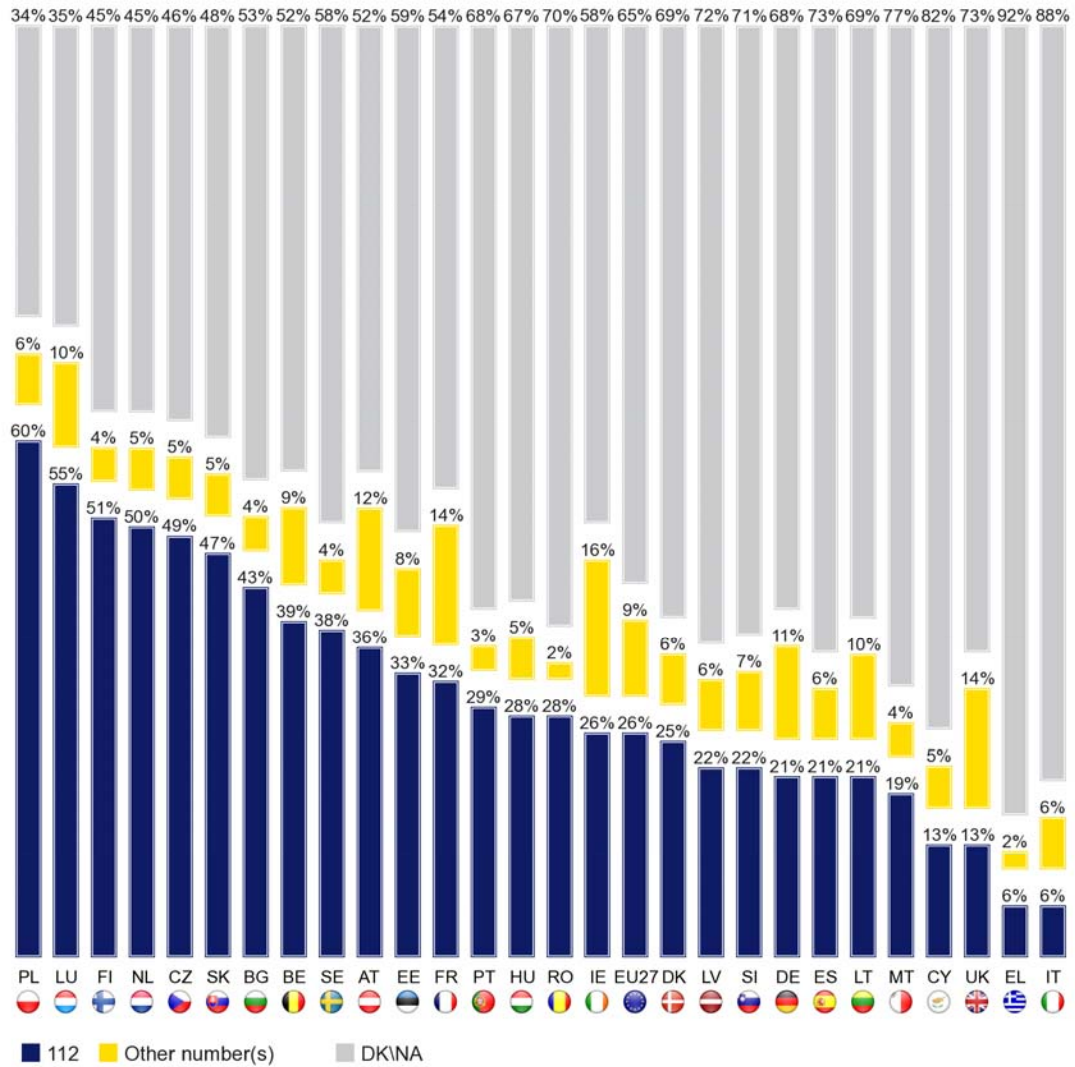
National variations

Awareness of 112 as the European emergency number varied considerably between the different EU countries. In four countries, at least 50% of respondents spontaneously identified 112 as the number to call for emergency services from anywhere in the EU: Poland (60%), Luxembourg (55%), Finland (51%), and the Netherlands (50%). But in sharp contrast, less than a fifth of respondents knew that they could reach emergency services anywhere in the EU by calling 112 in Greece (6%), Italy (6%), the UK (13%), Cyprus (13%), and Malta (19%). It is interesting to note that while only 1% of UK respondents said they would call 112 in the event of an emergency in their own country, 13% of respondents in that country were aware of 112 as the pan-European emergency number.

The proportions of respondents who said that a number other than 112 would enable them to call emergency services from anywhere in the EU were highest in Ireland (16%), the UK (14%) and France (14%).

As in previous waves, knowing that 112 was an emergency number in one's own country did not necessarily bring about a greater awareness of 112 as the European emergency number that could be used to reach emergency services from anywhere in the EU. For example, while 92% of respondents in Denmark and 91% in Romania said they would call 112 in case of an emergency in their own country, only 25% of people in Denmark and 28% in Romania spontaneously identified 112 as the number to call for emergency services from anywhere in the EU.

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

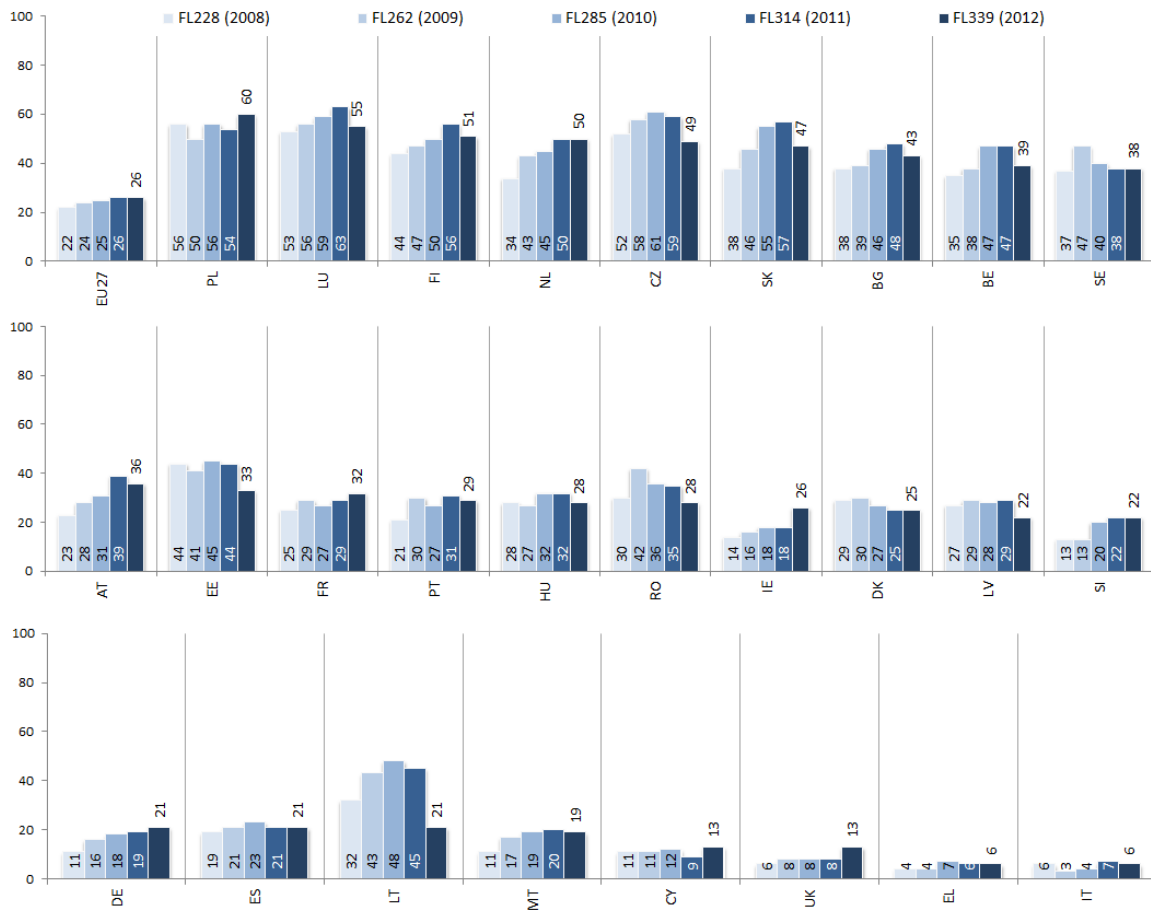
Knowledge of 112 as the European emergency number – a comparison across the five waves

In most Member States, a comparison of the results of the current survey with those of 2011 showed only minor variations in the proportion of respondents who spontaneously identified 112 as the number to call emergency services from anywhere in the EU.

In three countries, however, knowledge of the EU-wide functionality of 112 increased by at least five points: Ireland (26%, +8 points), Poland (60%, +6 points), and the UK (13%, +5 points). Looking back through the five waves of the survey, it can be noted that the 60% awareness now recorded in Poland is the highest achieved anywhere during the time that the survey has been conducted, with the exception of the 63% registered in Luxembourg in 2011.

Several countries also experienced large falls in the proportion of respondents who spontaneously identified 112 as the number to call in the event of an emergency. In four Member States knowledge of the EU-wide functionality of 112 dropped by at least 10 points: Lithuania (21%, -24 points), Estonia (33%, -11 points), the Czech Republic (49%, -10 points), and Slovakia (47%, -10 points). The large fall seen in Lithuania is the biggest decline in awareness of the 112 emergency number ever recorded during the lifetime of the survey: during the previous three waves Lithuania consistently registered around 40% awareness.

Knowledge of 112 as the EU-wide emergency number: evolution 2008-2012



Base: all respondents, % by country (comparison between waves)

Knowledge of 112 as the single European emergency number: socio-demographic analysis

Knowledge of 112 as the single European emergency number also varied across the different socio-demographic groups. The respondent's level of education was the most important variable here. While 34% of people who left education aged 20 or over spontaneously mentioned 112, this falls to 24% among those who left school aged 16-19, and again to 12% among those who left aged 15 or under.

Other socio-demographic groups that were more likely to know that 112 could be called in the event of an emergency from anywhere in the EU included the three youngest age groups (28-33% vs. 20% of those aged 55 and over), men (31% vs. 23% of women) and employees (33% vs. 22% of those who are not working).

The link between travel within the EU and awareness of the single emergency number is prevalent as we find that 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).

**Q3 Can you tell me what telephone number enables you to call emergency services anywhere in the European Union?
(DO NOT READ OUT)**

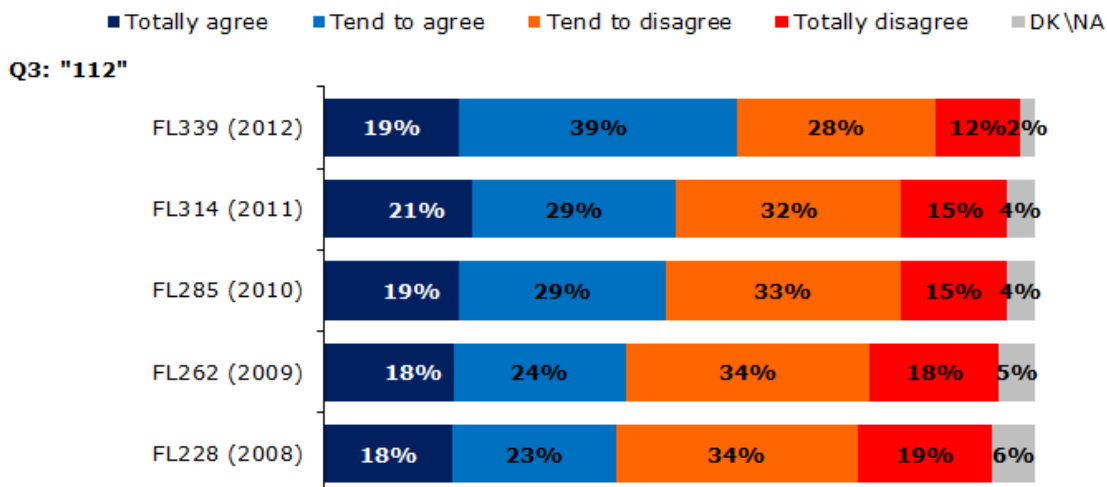
	112	Other number(s)	DKNA
EU27	26%	9%	65%
Sex			
Male	31%	9%	60%
Female	23%	8%	69%
Age			
15-24	28%	9%	63%
25-39	33%	8%	59%
40-54	28%	9%	63%
55 +	20%	9%	71%
Education (End of)			
15-	12%	9%	79%
16-19	24%	10%	66%
20+	34%	8%	58%
Still studying	30%	6%	64%
Respondent occupation scale			
Self-employed	29%	10%	61%
Employee	33%	8%	59%
Manual workers	28%	9%	63%
Not working	22%	8%	70%
Travelled in EU			
Yes	34%	10%	56%
No	21%	8%	71%

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

Here, we cross-reference the results of the current question – whether respondents know that 112 is the Europe-wide emergency number – with a subsequent question about whether people feel they have been adequately informed about the existence of the 112 emergency number (Q7_1; see chapter 3.4 below)⁵.

An absolute majority (58%) of respondents who knew that 112 was the European emergency number agreed that people in their country were sufficiently informed (vs. 40% who disagreed with this statement). Agreement about the adequacy of the information among those knowing the European emergency number has risen by 8 percentage points since the last survey.

"In (OUR COUNTRY), people are adequately informed about the existence of the European emergency number 112" by knowledge of 112 as the EU-wide emergency number (Q3)



Base: those who correctly identified 112 as the number which enables to call emergency services anywhere in the EU, % EU27

⁵ Q7.1: Please tell me to what extent you agree or disagree with the following statement: In (OUR COUNTRY), people are adequately informed about the existence of the European emergency number 112. Totally agree; tend to agree; tend to disagree; totally disagree; don't know/not applicable.

Knowledge of 112 as the single European emergency number and its promotion

Awareness of 112 as the European emergency number is not only influenced by the national situation in terms of available emergency numbers, but also by the frequency and amount of public information about the European emergency number 112. Here, we cross-reference the results of the current question with those of a subsequent question about whether respondents have received any information about the 112 emergency number during the past 12 months (Q4; see chapter 3.1 below)⁶.

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

- Poland, Bulgaria and Slovakia were countries where large numbers of respondents said they had received information about the single European emergency number 112 in the past 12 months (between 39% and 53%, compared with an EU average of 28%). In these countries, the level of knowledge of 112 as the European emergency number (between 43% and 60%) was much higher than the EU average (26%).
- Respondents in Italy, the UK and Greece were among the least likely to have received information about the EU-wide emergency number in the past 12 months (between 10% and 13%). In these countries, relatively few respondents were aware that 112 could be called in the event of an emergency from anywhere in the EU (between 6% and 13%).

⁶ 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)? Yes; no; don't know/not applicable.

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

-- Awareness of the 112 emergency number 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 country⁷. 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, and a return to the level recorded in 2010.

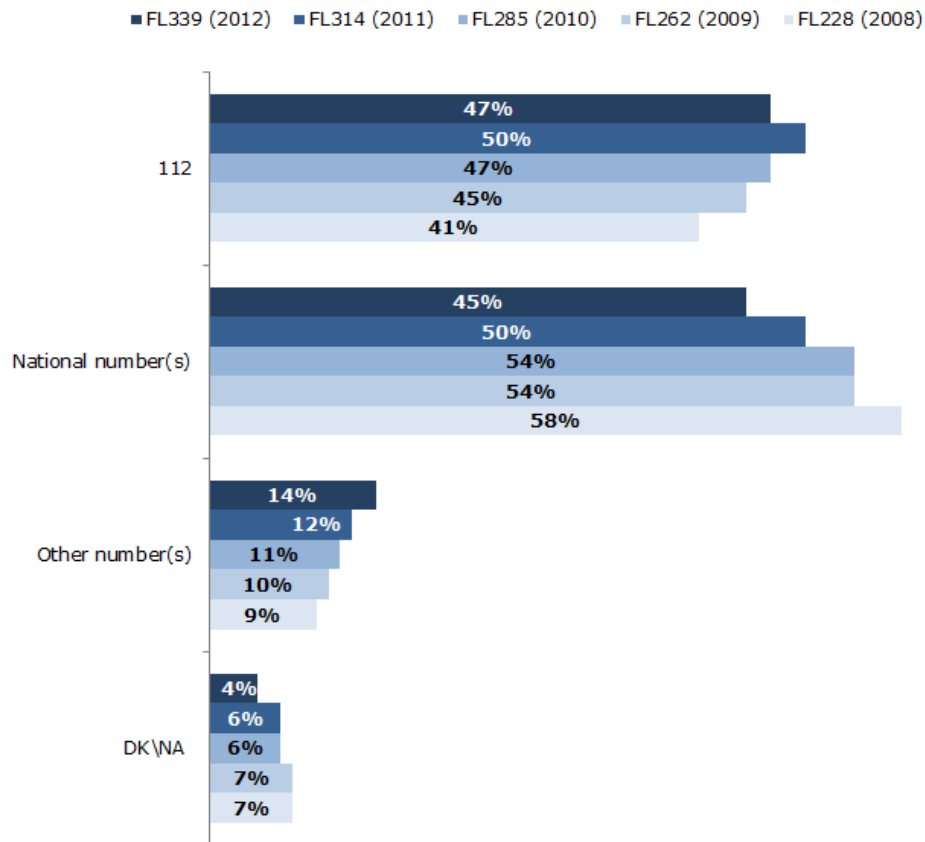
The proportion of EU citizens who said they would call a national emergency number has also decreased, from 50% in 2011 to 45% currently. The proportion of EU respondents who said they would call a national emergency number has now fallen 13 points since the first wave of the survey in 2008, when 58% of people said they would call a national number.

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). 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)'.

Finally, 4% of respondents said they did not know which number they would call.

⁷ 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? (DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE). 112; national number(s); other number(s); don't know/not applicable.

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

As mentioned above, interviewees had the possibility to list more than one number when asked which number they would call in the event of an emergency in their own country (multiple answers question). The analyse was fine-tuned by isolating the proportion of respondents who were able to mention at least one correct emergency call service from those who either mentioned an incorrect number or were unable to answer the question.

86% of the respondents were able to list at least one correct emergency number when asked which number they would call in the event of an emergency in their own country. Among these, 37% mentioned only the emergency number 112 and another 38% mentioned only official national emergency number(s).

The proportion of respondents that we could qualify as 'people 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 14% at EU level. Among these people at risk, 10% mentioned only an incorrect number ('other numbers') and 4% said they didn't know.

**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?
-% EU 27**

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	
86%		14%	
Listed emergency number 112 only	Listed official national number(s) only	Listed incorrect / other number(s) only	Don't know
37%	38%	10%	4%

Country variations

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

Group 1: where 112 is the sole/main emergency number⁸

In Denmark, Finland, the Netherlands, Romania, and Sweden, between 91% and 96% of interviewees said they would call the emergency number 112 when confronted with an emergency in their own country. A relatively high proportion of respondents who said they would call the 112 number was also recorded in Portugal (86%). In all of these countries, 112 is the sole/main emergency number.

Although 112 is also presented as the sole emergency number in Malta, just 52% of respondents there thought of calling 112 in the event of an emergency. This figure has fallen since 2011 (-4 points), partly reversing the large increase recorded in the previous survey compared to 2010. As in previous waves, a very high proportion (31%) of respondents in Malta were unable to give details of any emergency number, while 15% said that they would call 'other number(s)'.

⁸ Countries where 112 was the sole/main emergency number:
2008: Denmark, Finland, Sweden, the Netherlands and Portugal; 2009: +Romania; 2010: +Malta

Group 2: 112 operates alongside other emergency numbers




























Group 2 countries are those where 112 was introduced as a number alongside a national emergency number. The proportion of respondents who mentioned the emergency number 112 ranged from just 1% in the UK to 90% in Estonia, and the proportion of those who cited other national emergency numbers ranged from 11% in Latvia and Spain to 95% in the UK.

The countries in this group with the highest proportions of respondents who mentioned the emergency number 112 were Estonia (90%), Luxembourg (84%) and Bulgaria (80%). Over seven in ten respondents would also call the European emergency number 112 in the event of an emergency in Slovenia (79%), Slovakia (77%), Germany (76%), Latvia (76%), and Lithuania (72%).

In only eight of the 20 Member States in Group 2 more respondents said they would call a national number instead of 112. Knowledge of 112 as the number to call in emergencies was lowest in the UK (1%), Greece (2%), France (9%), Austria (13%) and Ireland (13%). By contrast, at least three-quarters of respondents said they would call a national emergency number in the UK (95%), France (83%), Austria (83%), Greece (81%), and Ireland (79%).

The proportion of respondents who said that they would call 'other number(s)' in an emergency was highest in Hungary (45%, compared to only 31% who would call 112), Belgium (35%), and Luxembourg (29%). The number answering 'don't know' was highest in Cyprus (36%, compared with just 18% who would call 112), Hungary (11%) and Greece (10%).

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%

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?

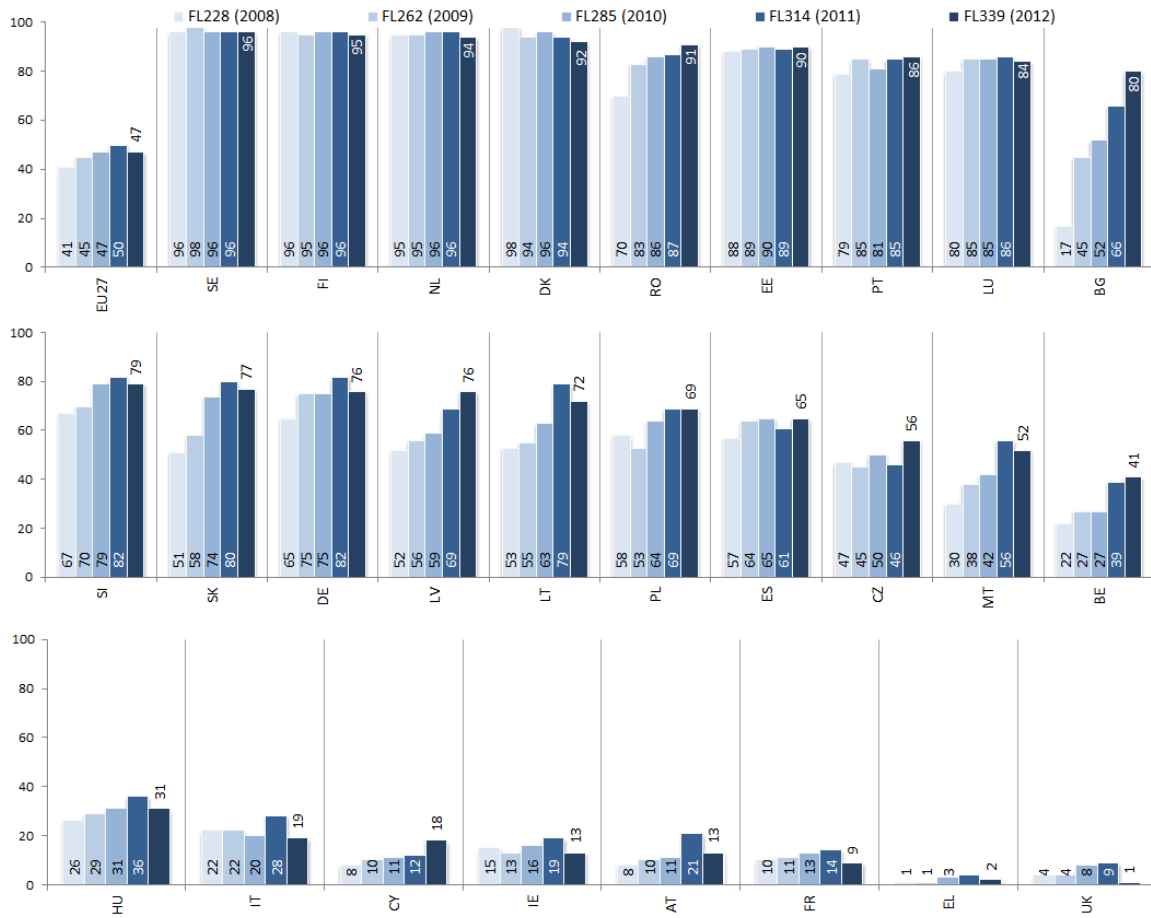
Base: all respondents, % by country

A comparison across the five waves

While the number of respondents who said that they would call 112 fell slightly at EU level compared with 2011, the proportion of people who said they would call 112 actually increased in nine Member States. In several countries the proportion increased quite considerably, notably in Bulgaria (80%, +14 points), the Czech Republic (56%, +10 points) and Latvia (76%, +7 points).

However, the number of people who said they would call 112 in the event of an emergency fell in the majority of EU countries. The largest falls occurred in Italy (19%, -9 points), Austria (13%, -8 points), and the UK (1%, -8 points).

Calling "112" in the event of emergencies in one's own country: evolution 2008-2012

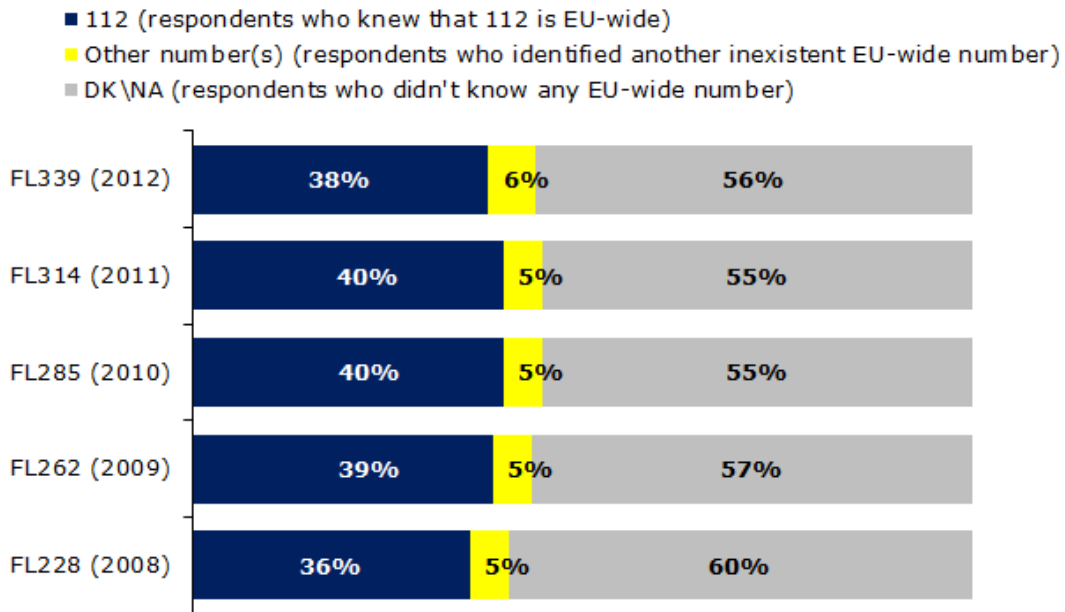


Base: all respondents, % by country (comparison between waves)

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

The following graph looks at respondents' knowledge of 112 as the European emergency number amongst those who identified 112 as a national emergency number. Focusing solely on those who said they would call 112 in a national context it confirms that awareness of 112 as a national emergency number does not necessarily mean that respondents will also be aware that this is the European emergency number. Less than 4 in 10 respondents (38%) who said that they would call 112 in the event of an emergency in their own country also knew that this number could be used in all other EU countries.

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

Socio-demographic considerations

Looking only at the Group 2 countries, where wider socio-demographic variations can be found than for the Group 1 countries, we can observe large differences between some socio-demographic groups with regard to the numbers that respondents would call in the event of an emergency in their own country.

The European emergency number 112 was more likely to be called in the event of an emergency in their own country by men (42% vs. 37% of women); respondents in the two youngest age groups (43% of 15-39 year-olds vs. 41% of 40-54 year-olds and 34% of 55 and over year-olds); respondents who left education aged 20 or over (43% vs. 40% who left aged 16-19 and 28% who left aged 15 or under); rural respondents (42% vs. 37% of those living in large towns); and employees (44% vs. 36% of people who are not working).

In most instances only minor differences were seen in the proportion of interviewees who said they would call an alternative national emergency number in the case of an emergency in their own country. The largest differences were seen among respondents educated to the age of 16-19 (55%) vs. those educated to 20 and over (50%); people who live in large towns (57%) compared with those living in rural villages (48%); and manual workers (56%) and self-employed people (55%) vs. employees and those not working (both 52%).

While over half (54%) of respondents who saw or heard information about 112 over the last 12 months said they would call 112 in the event of an emergency in their own country, only 34% of people who did not see any information about 112 during that period would call 112. However, respondents who saw or heard information about other emergency numbers were also more likely to have called 112: 48% of people who saw this kind of information called 112, as opposed to 37% who did not.

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?

	112	National number(s)	Other number(s)	DK/NA
GR2	39%	53%	16%	4%
Sex				
Male	42%	52%	15%	4%
Female	37%	53%	16%	5%
Age				
15-24	43%	53%	14%	3%
25-39	43%	53%	14%	3%
40-54	41%	53%	15%	3%
55 +	34%	52%	17%	7%
Education (End of)				
15-	28%	53%	18%	9%
16-19	40%	55%	15%	4%
20+	43%	50%	16%	3%
Still studying	45%	53%	13%	3%
Subjective urbanisation				
Rural village	42%	48%	17%	5%
Small/ Mid-size town	40%	53%	16%	4%
Large town	37%	57%	14%	4%
Respondent occupation scale				
Self-employed	40%	55%	14%	3%
Employee	44%	52%	15%	2%
Manual workers	39%	56%	15%	3%
Not working	36%	52%	16%	7%
Information about 112				
Yes	54%	43%	15%	3%
No	34%	56%	16%	5%
Information about other emergency n°				
Yes	48%	50%	14%	2%
No	37%	54%	16%	5%

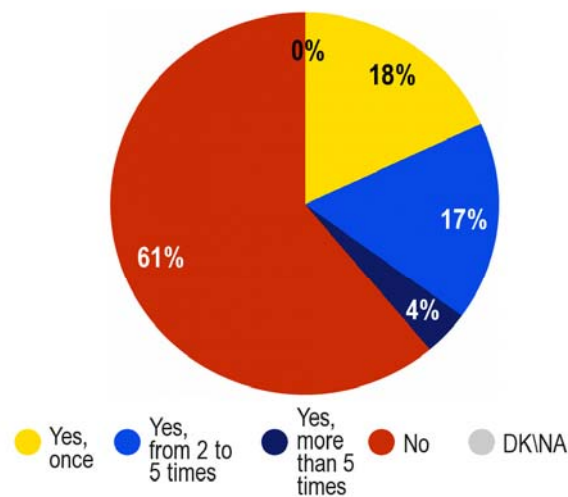
Countries where 112 operates alongside other emergency numbers

1.3 Travelling to another EU country

-- In ten Member States a majority of respondents had travelled to another EU country over the past year --

Respondents were asked whether they had travelled to another EU country in the last 12 months, and also to specify how many trips they had made⁹. A majority (61%) said that they had not travelled to another Member State within the last 12 months. Almost four out of ten (39%) said that they had travelled to another EU country at least once in the last 12 months. Out of these, nearly a fifth (18%) said that they had travelled to another EU country once, while a similar number of respondents (17%) said that they had travelled to another EU country between two and five times over the past year. Just 4% said that they had done so more than five times. As this question was not asked in the previous wave of the survey, trend analysis is not possible here.

Travelling to other EU Member States within the last 12 months



 EU27

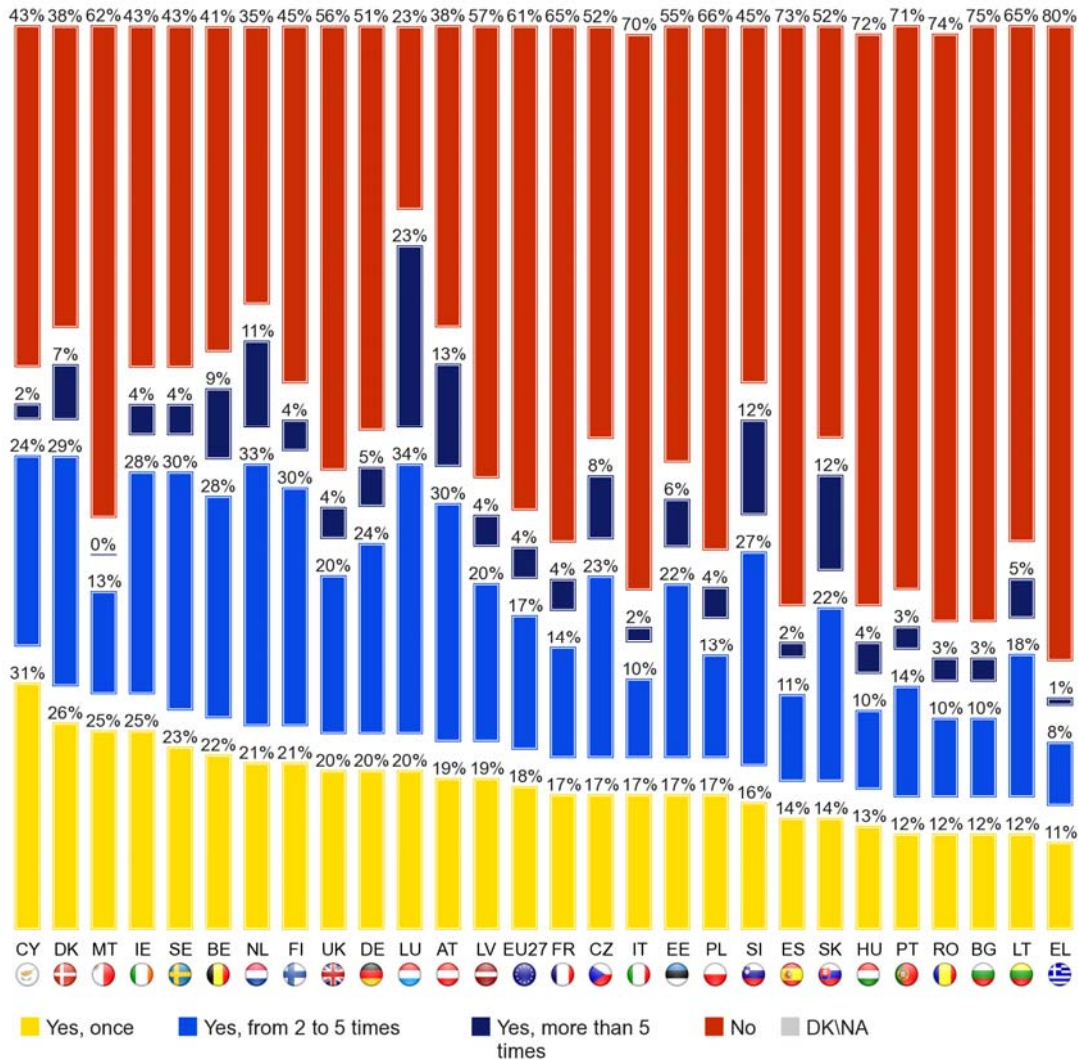
Q8. In the past 12 months have you travelled in another EU country?
Base: all respondents, % EU27

In 17 Member States a majority of respondents said that they had not travelled to another EU country within the last 12 months. At least seven people in ten said this in Greece (80%), Bulgaria (75%), Romania (74%), Spain (73%), Hungary (72%), Portugal (71%), and Italy (70%).

⁹ Q8: In the past 12 months have you travelled in another EU country? Yes, once; yes, 2 to 5 times; yes, more than 5 times; no; don't know/not applicable.

Combining the responses of all those who said they had travelled to a European country at least once over the past year, at least 50% said they had done so in the remaining ten Member States. At least six out of ten people said they had been to another EU country in Luxembourg (77%), the Netherlands (65%), Denmark (62%) and Austria (62%). Frequent travel abroad was the most common in Luxembourg (34% two to five times, 23% more than five times), the Netherlands (33% two to five times, 11% more than five times), and Austria (30% two to five times, 13% more than five times).

Travelling to other EU Member States within the last 12 months



Q8. In the past 12 months have you travelled in another EU country?
Base: all respondents, % by country

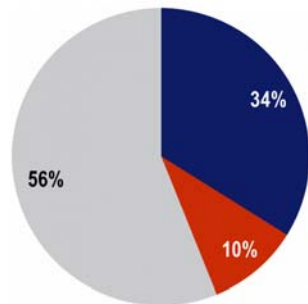
Those who travelled in the EU are more familiar with the European emergency number

Cross-referencing the results of the current question – whether respondents have travelled to another EU country over the past year – with the preceding question about whether respondents know which telephone number enables them to call emergency services anywhere in the EU (Q3; see chapter 1.1) reveals that intra-EU travellers were more familiar with the European-wide emergency number than non-travellers.

34% of those who travelled within the EU in the past 12 months correctly identified 112 as being the number that enables citizens to call emergency services from anywhere in the EU (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?

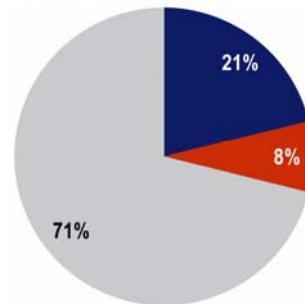


● 112 ● Other number(s) ● DK/NA



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?



● 112 ● Other number(s) ● DK/NA



Socio-demographic considerations






The socio-demographic data show that men were more likely than women to have travelled to another EU country at least once in the past year by a margin of 44% to 35%. Respondents in the three youngest age groups (43-45%) were also more likely than those aged 55 and over (31%) to have travelled to another EU country at least once.

The respondent's level of education has a major impact on his or her mobility within the EU. While 51% of people who left education aged 20 or over said that they had been to another EU country at least once over the past 12 months, this falls to 35% among those who left school aged 16-19, and again to 19% among those who left aged 15 or under.

Urban respondents were more likely to have travelled to another EU country recently than their rural counterparts: while 43% of respondents from large towns said they had done so at least once in the past year, only 37% of people from rural villages said this.

Self-employed respondents (53%) and employees (51%) were also much more likely to have travelled to another EU country within the last 12 months than manual workers (34%) and those who are not working (30%).

Q8 In the past 12 months have you travelled in another EU country?

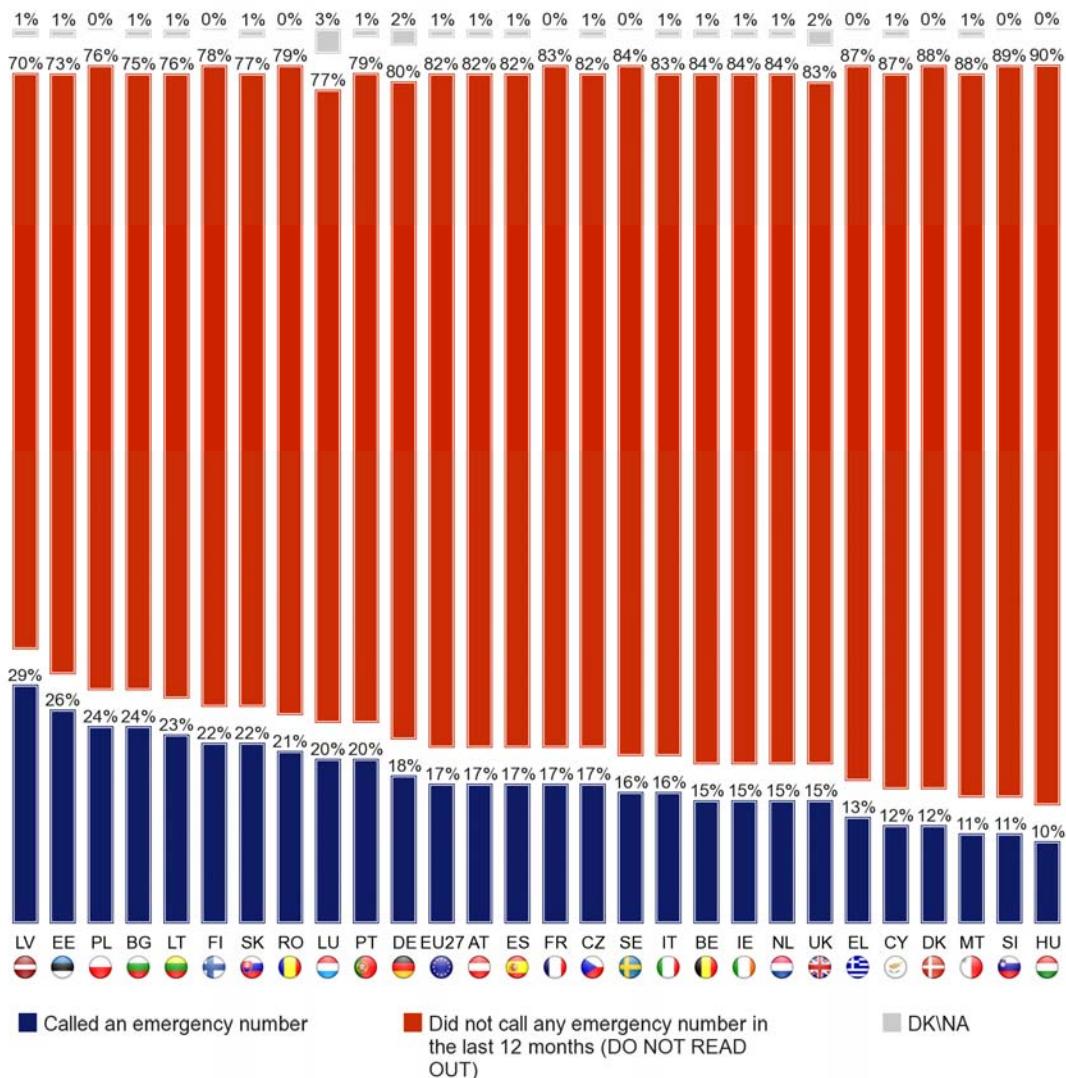
	Yes, once	Yes, from 2 to 5 times	Yes, more than 5 times	No	DKNA	Total 'Yes'
EU27	18%	17%	4%	61%	-	39%
 Sex						
Male	18%	20%	6%	56%	-	44%
Female	18%	15%	2%	65%	-	35%
 Age						
15-24	23%	18%	4%	55%	-	45%
25-39	19%	20%	6%	55%	-	45%
40-54	19%	19%	5%	57%	-	43%
55 +	14%	14%	3%	69%	-	31%
 Education (End of)						
15-	11%	6%	2%	81%	-	19%
16-19	17%	14%	4%	65%	-	35%
20+	20%	25%	6%	49%	-	51%
Still studying	23%	22%	4%	51%	-	49%
 Subjective urbanisation						
Rural village	16%	16%	5%	63%	-	37%
Small/ Mid-size town	18%	17%	4%	61%	-	39%
Large town	18%	20%	5%	57%	-	43%
 Respondent occupation scale						
Self-employed	18%	26%	9%	47%	-	53%
Employee	21%	24%	6%	49%	-	51%
Manual workers	17%	12%	5%	66%	-	34%
Not working	15%	13%	2%	70%	-	30%

2. USAGE OF THE EUROPEAN EMERGENCY NUMBER 112

This chapter looks at the usage of the European emergency number 112 in the 12 months prior to the survey, and compares this to the proportion of calls made to other national emergency numbers.

A sixth (17%) of EU citizens reported having called an emergency number in the past 12 months. The proportion of respondents who had called an emergency service during that time-frame ranged from less than one in eight in Hungary (10%), Slovenia (11%), Malta (11%), Denmark (12%), and Cyprus (12%) to over a quarter in Latvia (29%) and Estonia 26%).

Proportion of respondents who called an emergency number in the past 12 months



ASKED TO SPLIT A (n=15381)

Base: SPLIT A, % by country

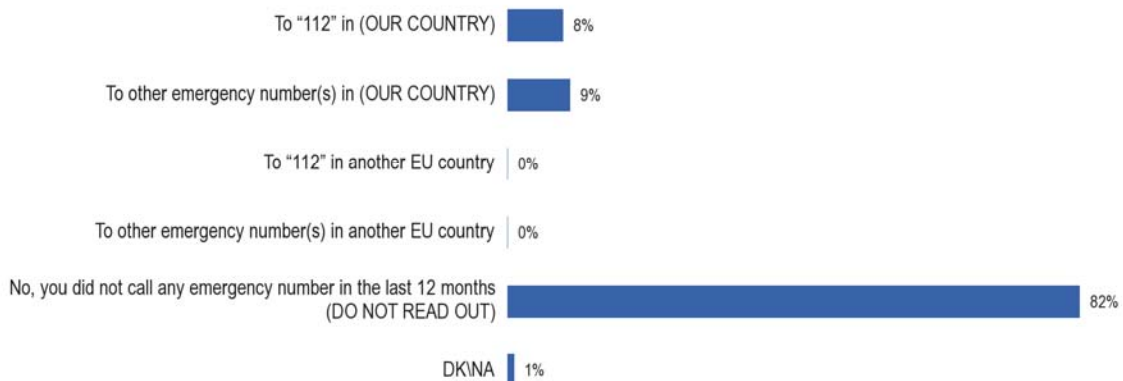
2.1 Usage of 112 vs. usage of national emergency numbers

-- In countries where national emergency numbers exist alongside 112, most emergency calls are still made to the national numbers --

Less than a tenth of respondents said they had called the European emergency number 112 in the 12 months prior to the survey¹⁰: 8% had called this number for an emergency in their own country and virtually none had called it for an emergency that occurred when visiting another EU country.

A similar proportion said they had called another emergency number (i.e. a number other than 112) in the 12 months prior to the survey: 9% had called such a number for an emergency in their own country, though virtually none had done so for an emergency that occurred when visiting another EU country.

Proportion of EU citizens who called an emergency number in the past 12 months



ASKED TO SPLIT A (n=15381)(MULTIPLE ANSWERS)

EU27

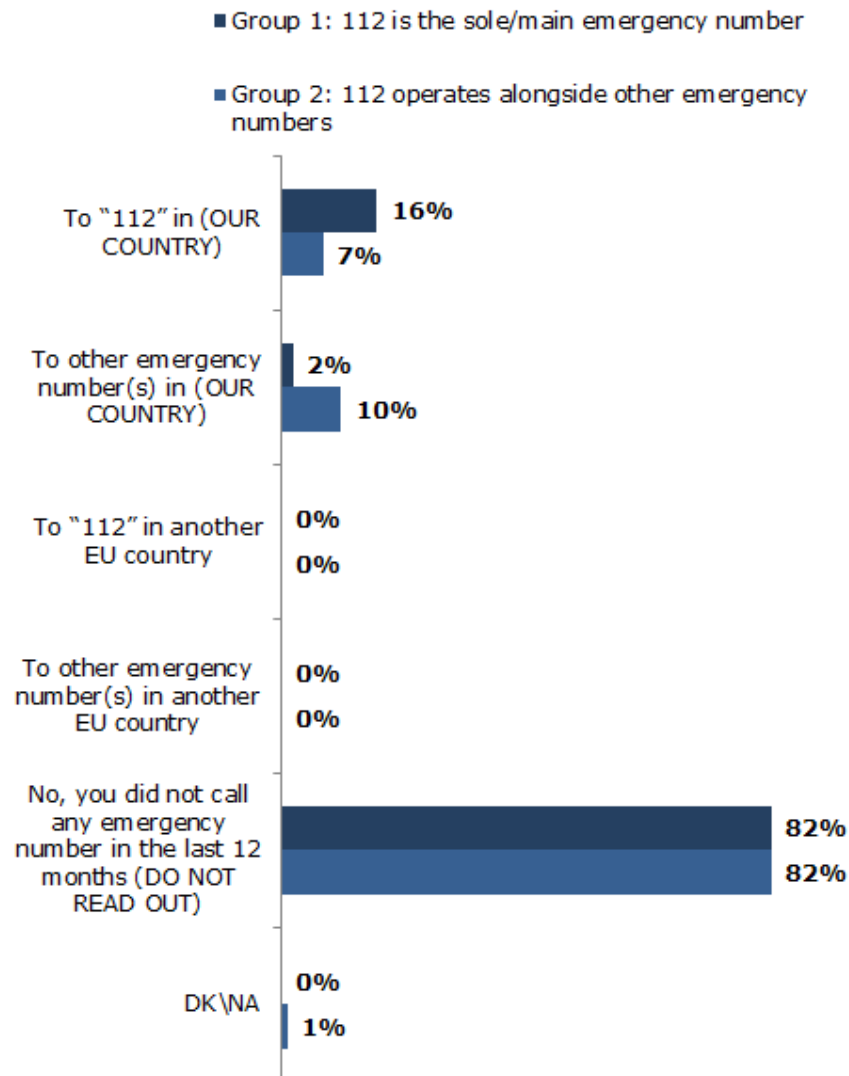
Q2a. If you called any emergency number during the last 12 months, was this call made... ?
Base: SPLIT A, % EU27

In countries where 112 was the sole/main emergency number, 16% of respondents had called this number when needing assistance in their own country, while 2% had called another emergency number.

In countries where 112 operates alongside other national emergency numbers, the proportion of respondents who had called the EU-wide emergency number 112 in an emergency in their own country was lower than the proportion who had called a national emergency number, by a margin of 7% to 10%.

¹⁰ Q2a: (SPLIT A) If you called any emergency number during the last 12 months, was this call made... ? (READ OUT-MULTIPLE ANSWERS POSSIBLE). To "112" in (OUR COUNTRY); to other emergency number(s) in (OUR

Proportion of EU citizens who called an emergency number in the past 12 months



Q2a. If you called any emergency number during the last 12 months, was this call made... ?
Base: SPLIT A, % Group1 and Group2

COUNTRY); to "112" in another EU country; to other emergency number(s) in another EU country; no, you did not call any emergency number in the last 12 months (DO NOT READ OUT); don't know/not applicable.

2.2 Variations in usage of the EU-wide emergency number among those who called an emergency number in the past 12 months

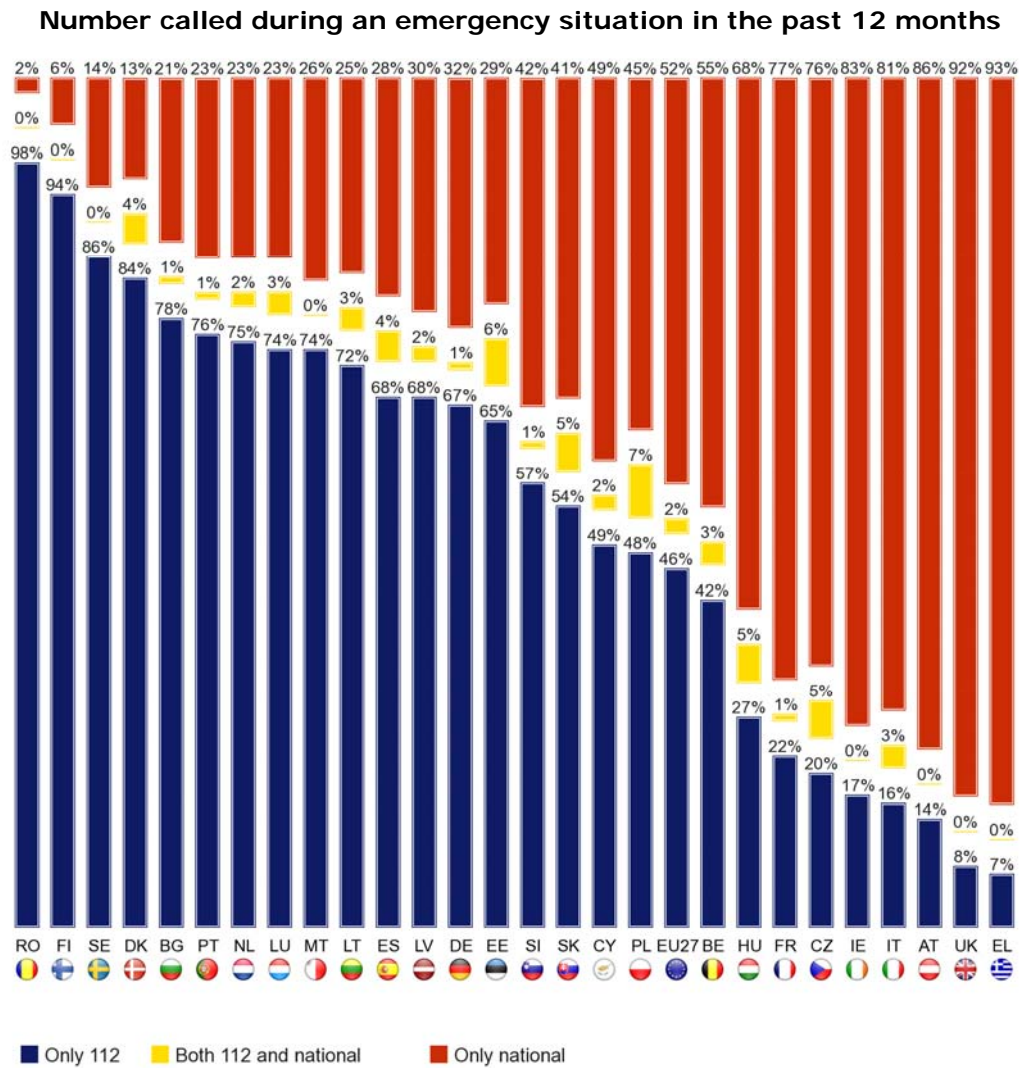
-- Almost half of those who called an emergency number called 112, while just over half called another emergency number --

In this section, we focus solely on respondents who had called an emergency service in the past 12 months.

At EU level, 46% of those who called an emergency number only called 112, as opposed to 52% who only called a national number. Just 2% said they called both.

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.

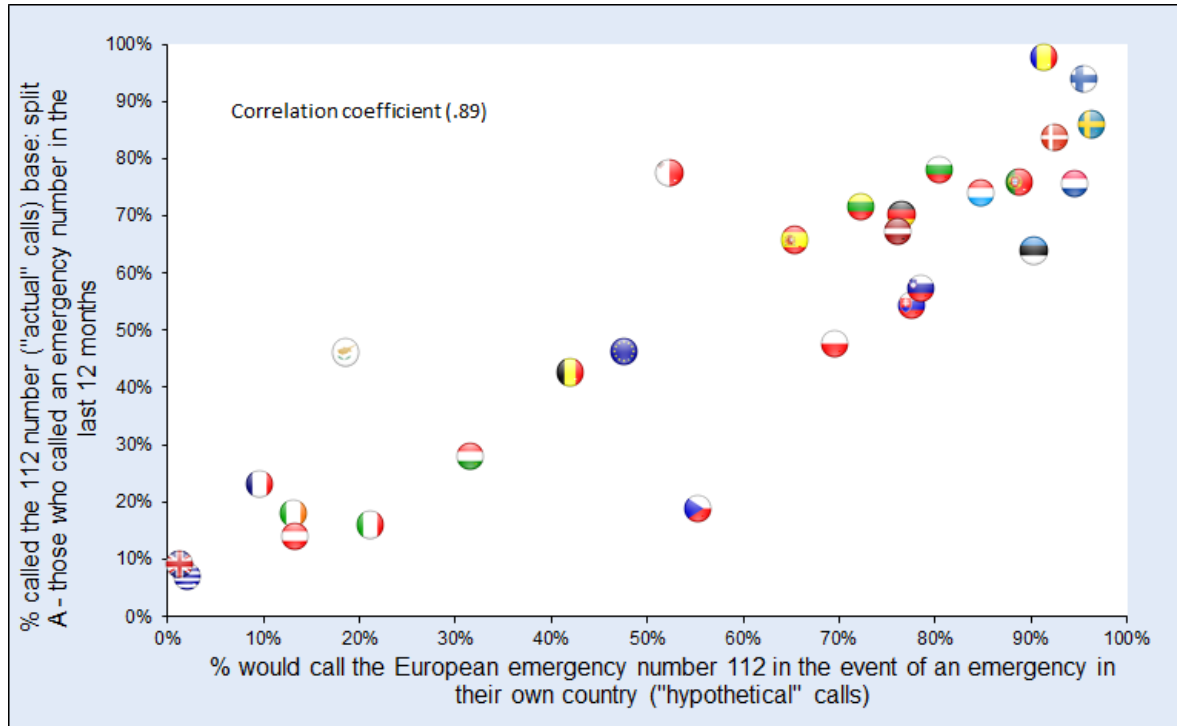


BASE: SPLIT A - THOSE WHO CALLED AN EMERGENCY NUMBER DURING THE LAST 12 MONTHS (n=2670)

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

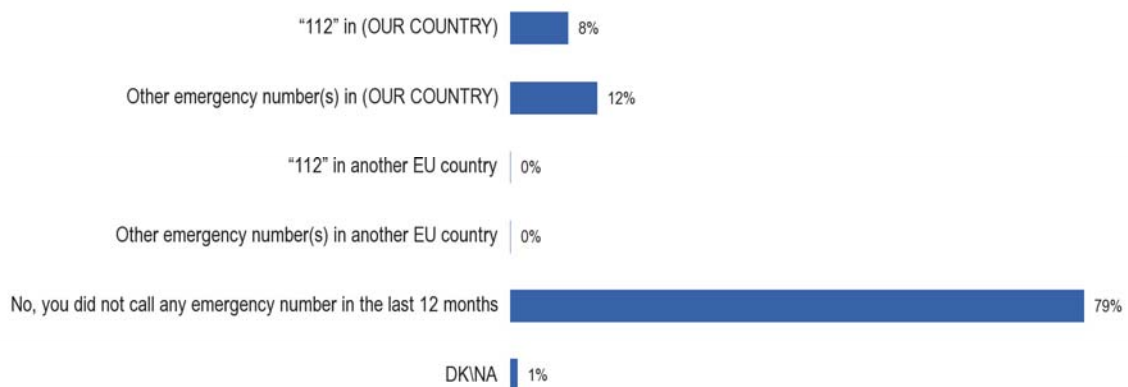
The national differences in the proportions of respondents who called the EU-wide emergency number 112 in the past 12 months are similar to respondents' answers in respect of hypothetical calls to emergency services (those who said they would call 112 in the event of an emergency in their country, see chapter 1.2). The correlation coefficient for the relationship between "hypothetical" and "actual" calls to the 112 number, in each EU country, was equal to .89 – i.e. a very strong correlation between the two variables at national level.

**Usage of the European emergency number 112:
"hypothetical" calls (Q1) and "actual" calls (Q2aT)**



For this question, the opinion was measured by dividing the sample into two halves ('split ballot' method). The results can hence be separated into responses that were prompted by the interviewer, as described above (Q2a), and those given spontaneously, as described below (Q2b)¹¹. This approach yields slightly different results. Less than a tenth of EU citizens said spontaneously they had called the European emergency number 112 in the 12 months prior to the survey (8% – the same proportion that gave this answer when prompted). However, 12% said spontaneously that they had called another emergency number in their country, slightly more than the 9% who said this when prompted.

Proportion of EU citizens who called an emergency number in the past 12 months



ASKED TO SPLIT B (n=14921)(MULTIPLE ANSWERS)

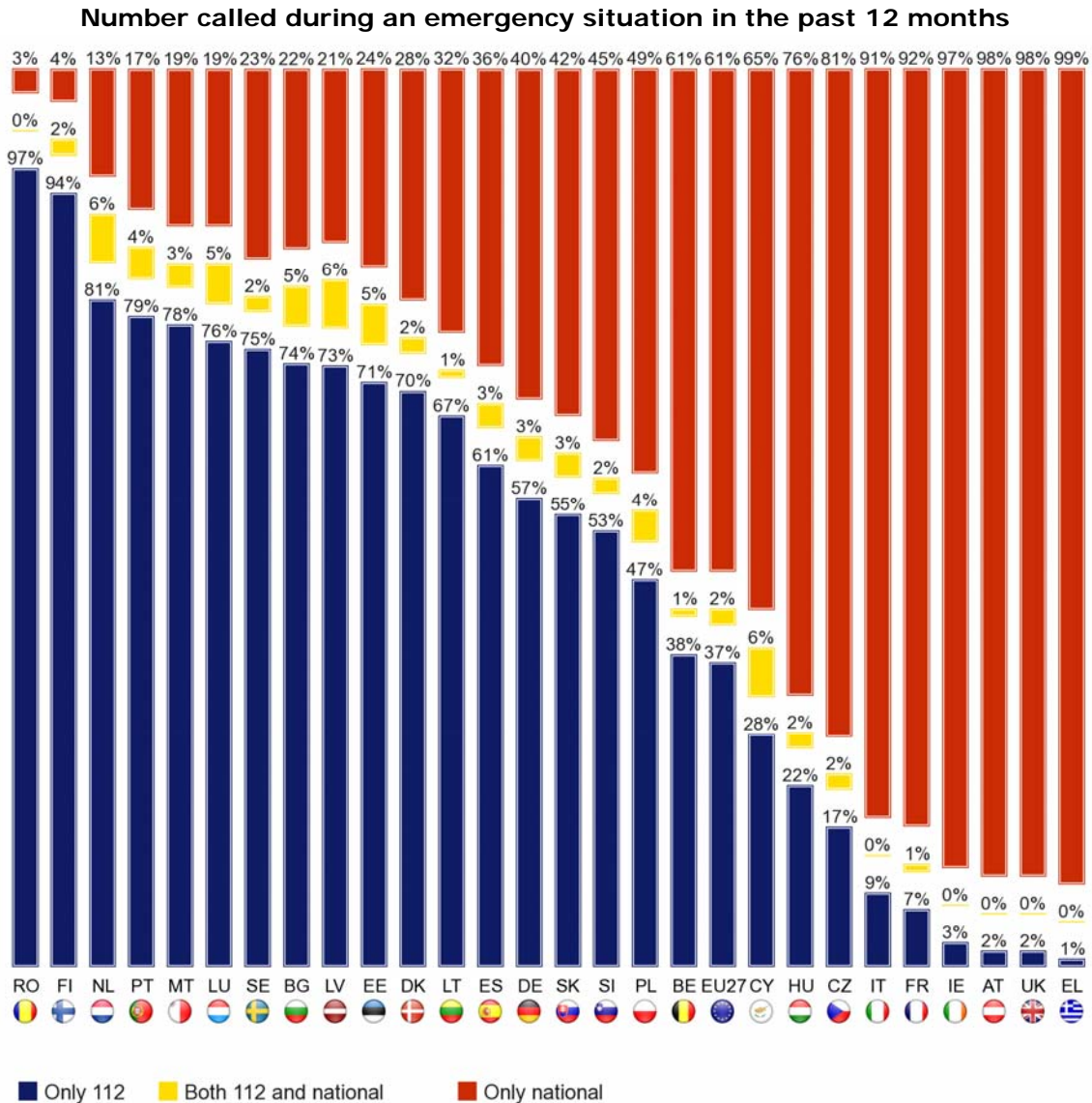
EU27

Q2b If you called any emergency number during the last 12 months, what number did you call?
Base: SPLIT B, % EU27

¹¹ Q2b: (SPLIT B) If you called any emergency number during the last 12 months, was this call made... ? (DO NOT READ OUT-MULTIPLE ANSWERS POSSIBLE). To "112" in (OUR COUNTRY); to other emergency number(s) in (OUR COUNTRY); to "112" in another EU country; to other emergency number(s) in another EU country; no, you did not call any emergency number in the last 12 months (DO NOT READ OUT); don't know/not applicable.

By focusing solely on respondents who had called an emergency number, at EU level, 37% said spontaneously that they had only called 112, compared with 46% who said this when prompted. Over six respondents in ten (61%) said spontaneously that they had only called a national number, more than the 52% who said this when prompted.

In most Member States fewer respondents spontaneously said they only called 112 than when prompted. The largest differences could be observed in Cyprus (28% spontaneous, 49% when prompted), France (7% spontaneous, 22% when prompted). However, in some countries more respondents spontaneously said they only called 112 than those who were prompted, notably the Netherlands (81% spontaneous, 75% when prompted) and Estonia (71% spontaneous, 65% when prompted).



BASE: SPLIT B - THOSE WHO CALLED AN EMERGENCY NUMBER DURING THE LAST 12 MONTHS (n=3018)

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

Socio-demographic considerations

In the group of countries where 112 was the sole/main emergency number ('Group 1'), there were some differences between socio-demographic groups. While 95% of respondents aged 15-24 said they had only called 112 in an emergency in the past 12 months, only 84% of people aged over 55 said this. While 90% of respondents who left education aged 16-19 and 85% of those who left aged 20 or over said they had only called 112, just 75% of those who left education aged 15 or under said they had called 112 only. Respondents from large towns (90%) were more likely to have only called 112 than respondents from rural villages (83%). Self-employed respondents (94%) were more likely than employees (84%) to have called 112 only.

Similar differences can be observed in the Group 2 countries where other national emergency numbers are also in operation. 43% of 15-39 year-olds said they only called 112, as opposed to 35-36% of those aged 40 or over. While 41% of respondents who left education aged 20 or over said they only called 112, just 35% of those who left education aged 15 or under said the same.

In a reversal of the situation found in the Group 1 countries, people from rural villages (49%) were more likely to say they only called 112 than those from large towns (35%). Also different from the Group 1 results was the finding that employees (43%) are more likely than self-employed respondents (40%), manual workers (34%) and those who are not working (37%) to have called 112 only.

Q2aT If you called any emergency number during the last 12 months, was this call made... ? (MULTIPLE ANSWERS POSSIBLE)

	Countries where 112 is sole/main emergency number (GROUP1)			Countries where 112 operates alongside other emergency numbers (GROUP2)		
	Only 112	Both 112 and national	Only national	Only 112	Both 112 and national	Only national
Average	87%	1%	12%	39%	2%	58%
Age						
15-24	95%	-	5%	43%	1%	56%
25-39	85%	2%	14%	43%	3%	54%
40-54	90%	1%	10%	36%	3%	61%
55 +	84%	-	16%	35%	2%	62%
Education (End of)						
15-	75%	2%	23%	35%	1%	64%
16-19	90%	-	10%	39%	2%	58%
20+	85%	1%	13%	41%	3%	56%
Still studying	99%	-	1%	38%	1%	60%
Subjective urbanisation						
Rural village	83%	1%	16%	49%	3%	48%
Small/ Mid-size town	89%	-	11%	36%	2%	62%
Large town	90%	1%	8%	35%	3%	62%
Respondent occupation scale						
Self-employed	94%	3%	3%	40%	2%	58%
Employee	84%	0%	15%	43%	3%	55%
Manual workers	86%	2%	12%	34%	1%	65%
Not working	89%	0%	11%	37%	3%	61%

Base: those who called an emergency number in the past 12 months

3. INFORMATION ABOUT THE EUROPEAN EMERGENCY NUMBER 112

Under 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 country¹².

This survey investigated opinions about the adequacy of information on the existence of the European emergency number 112. Respondents were first asked whether they had seen or heard any information regarding the emergency number 112 in their country during the last 12 months. They were then asked where they saw or heard this information. Thirdly, respondents were asked whether they had seen or heard information about other emergency numbers in their country. And lastly, they were asked to assess how adequately people are informed about the existence of the European 112 emergency number in their country.

While trend analysis is possible for this section of the survey, some of the questions asked in this wave were worded or structured slightly differently from previous years. When the current question differs from that used in the previous wave, it will be noted in the text.

3.1 Receiving 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 existence¹³. 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 2011¹⁴, when 27%¹⁵ of respondents said that they had come across information about the 112 emergency number.

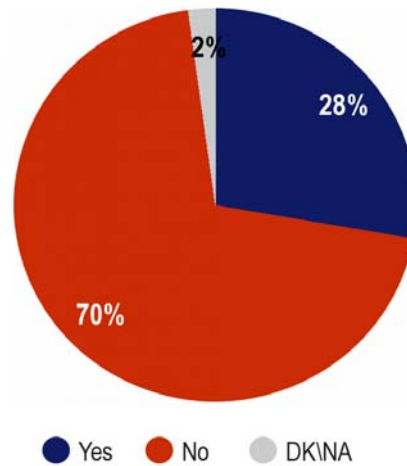
¹² Regulation (EC) No 544/2009 of the European Parliament and the Council of 18 June 2009.

¹³ 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)? Yes; no; don't know/not applicable.

¹⁴ This question was posed in a slightly different way in the previous wave of the survey, when respondents were asked whether they had received any information about 112 and about national emergency numbers as part of the same question.

¹⁵ Specifically, 22% said they had received information about 112, and 5% said they had received information about both 112 and their national emergency number(s).

Information about the European emergency number 112



 EU27

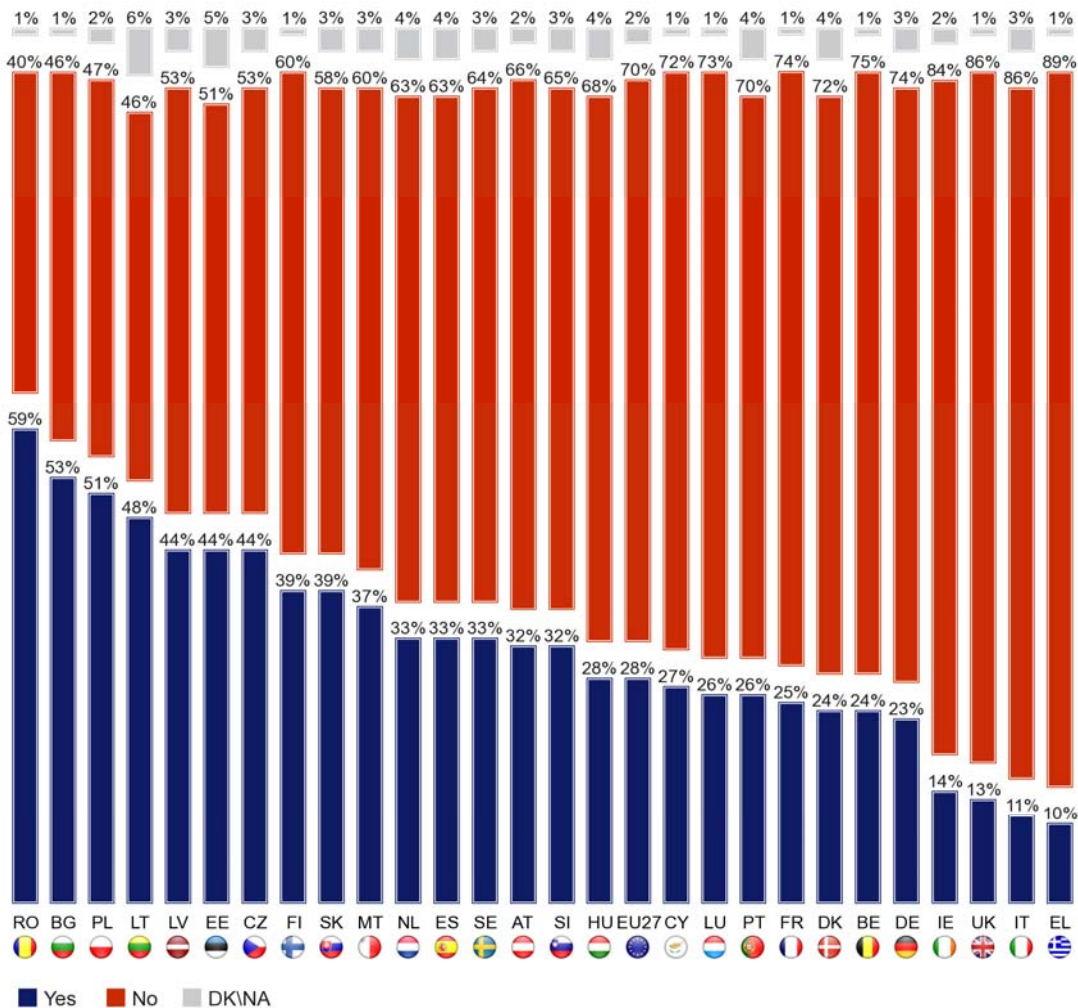
Q4. 112 is the emergency number that can be used to call emergency services anywhere in the European Union. During the last 12 months, have you seen or heard any information regarding the emergency number "112" in (OUR COUNTRY)?

Base: all respondents, % EU27

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%). But at the other end of the scale, just 10% of people in Greece said they had received any information, as did 11% in Italy, 13% in the UK, and 14% in Ireland.

Since the previous wave of the survey, some individual Member States have seen large changes in the proportion of people who said that they had received information about 112. The largest increases occurred in Bulgaria (53%, +12 points) and Sweden (33%, +10 points). However, a very large decline was recorded in Slovakia (39%, -29 points), the Member State where the highest proportion of respondents had received information about the 112 emergency number in the 12 months leading up to January 2011.

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, % by country

Socio-demographic considerations

The socio-demographic data show that the following groups were the most likely to have received information about the 112 emergency number in their country over the last 12 months: men (30% vs. 25% of women); respondents who left education aged 20 or over (31% vs. 21% of those who left aged 15 or under); and manual workers (31% vs. 25% of those who are not working).

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)?

	Yes	No	DK/NA
EU27	28%	70%	2%
 Sex			
Male	30%	68%	2%
Female	25%	72%	3%
 Education (End of)			
15-	21%	76%	3%
16-19	28%	70%	2%
20+	31%	67%	2%
Still studying	26%	73%	1%
 Respondent occupation scale			
Self-employed	28%	70%	2%
Employee	29%	69%	2%
Manual workers	31%	67%	2%
Not working	25%	72%	3%

3.2 Information sources about the European emergency number 112

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

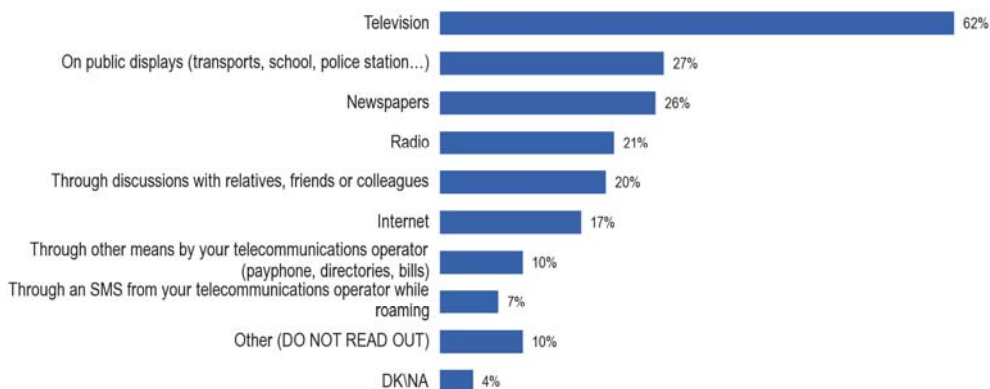
Respondents who said that they had received information about the 112 emergency number during the past year were then asked to give more details about where they saw or heard that information¹⁶.

As in previous wave of the survey¹⁷, 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 (compared with 23% in 2011).

Over a fifth of respondents (21%) had heard about 112 on the radio (up from 16% in the last survey), 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 (up from 11% in the previous wave).

One in ten respondents (10%) had received information from their telecommunications provider via a payphone, directory or bill (up from 5% in 2011), while a further 7% had been notified of the 112 emergency number by SMS while roaming (up from 3% in the last survey). A further 10% said they had heard about 112 through other means (compared with 23% in 2011).

Sources of information regarding the European emergency number 112



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



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

¹⁶ Q5: Where did you see or hear information regarding the European emergency number 112? (MULTIPLE ANSWERS POSSIBLE). Newspapers; internet; through an SMS sent from your telecommunications operator while roaming; Through other means by your telecommunications operator (payphone, directories, bills); through discussions with relatives, friends or colleagues; on public displays (transports, school, police station...); other (DO NOT READ OUT); don't know/not applicable.

¹⁷ In the last wave of the survey, this question was posed slightly differently, with fewer options being offered to the respondent. In this wave, two additional responses have been added: 'public displays', and 'through discussions with relatives, friends or colleagues'.

National variations

In almost all but three EU countries – Austria, Germany and Luxembourg – television was the principal source of information about the 112 emergency number. Respondents in Romania (92%), Bulgaria (88%) and Slovakia (86%) were the most likely to cite television as their information source. In 16 Member States, a majority of respondents said that they obtained their information through this medium. However, relatively few people relied on television for information in Ireland (20%) and Germany (26%).

Interestingly, Romania registered a high proportion of responses for most of the sources of information under discussion here, leading the number of responses given in four of the eight categories, and coming in the top three in three of the others. Of all 27 EU countries, Romania also had the most individuals who said (in answer to the previous question) that they had seen or heard information about 112 during the past 12 months, pointing perhaps to publicity efforts in that Member State.

Over four respondents in ten had read about 112 on public displays in three Member States: Spain (44%), Romania (43%) and the Czech Republic (42%). Over a quarter of respondents had done so in seven countries. However, in Greece and Italy only 5% of people who had received information about the 112 emergency number obtained their information from public displays.

Newspapers were the most common source of information about the 112 number in Luxembourg (42%), Germany (35%) and Austria (34%); relatively high numbers of people also cited this source in Finland (40%) and Romania (35%). In Greece and Ireland, however, only 7% of respondents read about 112 in a newspaper.

In seven EU countries, at least a quarter of respondents said they heard about 112 by listening to the radio. In Romania 41% of respondents received information in this way, as did 32% in Spain and 29% in Slovakia. But in Germany only 6% heard about 112 on the radio, as did just 7% of respondents in Denmark and Greece.

Hearing about the 112 emergency number by talking to relatives, friends or colleagues was most common in Romania (38%) and Spain (35%). However only 5% of people in Malta and Slovenia learned about 112 through these kinds of private discussions.

The Internet was a relatively common source of information about 112 in Romania (30%), the Czech Republic (29%) and Latvia (28%). Elsewhere, however, very few people read about 112 online; the figure was strikingly low in Ireland (1%), Cyprus (3%) and Malta (3%).

Receiving information from a telecommunications provider via such means as payphones, directories and bills was most common in Spain (21%), Poland (16%) and Romania (16%). In only four countries (the fourth being Luxembourg at 10%) did at least a tenth of respondents obtain their information about 112 in this way.

Hearing about 112 through an SMS received from a telecommunications operator while roaming was most common among respondents in Greece (18%), Cyprus (13%) and Poland (13%). In six countries at least one respondent in ten received information via SMS when roaming.

While far fewer people said they obtained information from other sources than did so in the 2011 wave, 'other' remains a common response in some Member States, notably Ireland (38%), Belgium (24%) and Denmark (20%).

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

	Television	On public displays (transports, school, police station...)	Newspapers	Radio	Through discussions with relatives, friends or colleagues	Internet	Through other means by your telecommunications operator (payphone, directories, bills)	Through an SMS from your telecommunications operator while roaming	Other (DO NOT READ OUT)	DKNA
EU27	62%	27%	26%	21%	20%	17%	10%	7%	10%	4%
BE	51%	23%	19%	17%	15%	13%	9%	10%	24%	2%
BG	88%	10%	22%	20%	17%	13%	3%	1%	4%	2%
CZ	79%	42%	28%	25%	23%	29%	8%	12%	6%	3%
DK	46%	17%	17%	7%	8%	9%	2%	2%	20%	9%
DE	26%	19%	35%	6%	6%	4%	5%	2%	16%	9%
EE	55%	19%	24%	18%	8%	19%	2%	1%	10%	5%
IE	20%	17%	7%	8%	9%	1%	7%	2%	38%	6%
EL	37%	5%	7%	7%	18%	19%	6%	18%	7%	1%
ES	77%	44%	31%	32%	35%	22%	21%	7%	9%	2%
FR	66%	23%	16%	19%	23%	14%	8%	6%	13%	2%
IT	51%	5%	18%	8%	16%	15%	3%	2%	5%	5%
CY	46%	12%	13%	9%	9%	3%	8%	13%	8%	3%
LV	77%	26%	19%	24%	20%	28%	9%	11%	2%	2%
LT	71%	13%	24%	25%	11%	18%	4%	5%	5%	2%
LU	37%	20%	42%	28%	14%	8%	10%	2%	4%	3%
HU	59%	14%	14%	14%	6%	10%	5%	1%	4%	7%
MT	68%	17%	19%	23%	5%	3%	3%	1%	14%	2%
NL	60%	17%	24%	19%	10%	14%	3%	4%	17%	7%
AT	30%	20%	34%	13%	12%	9%	4%	4%	16%	3%
PL	75%	35%	25%	27%	19%	25%	16%	13%	5%	1%
PT	73%	29%	25%	19%	23%	17%	8%	5%	5%	4%
RO	92%	43%	35%	41%	38%	30%	16%	9%	4%	1%
SI	49%	24%	24%	16%	5%	10%	3%	5%	6%	3%
SK	86%	20%	24%	29%	21%	17%	9%	9%	3%	2%
FI	41%	33%	40%	19%	23%	23%	5%	2%	8%	4%
SE	46%	21%	30%	15%	8%	9%	4%	3%	13%	7%
UK	39%	15%	24%	16%	16%	17%	4%	9%	12%	6%

Highest percentage per country	Lowest percentage per country
Highest percentage per item	Lowest percentage per item

Base: all respondents, % by country

Socio-demographic considerations

Across all socio-demographic groups, television was the main source of information about the European emergency number 112. This medium was most frequently named by people who were not working (68%).

Women were more likely than men, by a margin of 65% to 59%, to have heard about 112 on television; they were also more likely to have heard about it through discussions with relatives, friends and colleagues (23% vs. 18%) and on the radio (22% vs. 20%).





Those aged 55 year and over were the most likely to say that they had learned about the EU-wide emergency number on television: 66% heard about it this way, compared with 58% of 15-39 year-olds. They were also the most likely to have read about it in a newspaper (32%, vs. 21-22% of 15-39 year-olds). However, respondents in the 15-24 age bracket were the most likely to have heard about 112 on the Internet (30% vs. 7% of over-55s), through discussions with relatives, friends and colleagues (26% vs. 15% of over-55s), and from public displays (41% vs. 17% of over-55s).

Respondents with a lower level of formal education rely more on television as an information source: while 65-66% of those who left school aged 19 or earlier heard about 112 by watching television, only 59% of those who left education aged 20 or over say the same. However, people in the latter group were more likely to have sourced their information about 112 on the Internet and from public displays.

Analysis by occupation shows that while 68% of people not working heard about 112 by watching television, only 61% of manual workers, 56% of employees and 55% of self-employed people did so. Employees were the most likely to have obtained information about 112 through discussions with relatives, friends and colleagues, or from public displays.

Respondents who said they had travelled in the EU within the last 12 months were much less likely to have seen or heard information about 112 on television than respondents who did not travel within the EU, by a margin of 51% to 70%. However, they were more likely to have received information about 112 via an SMS from their telecommunications provider, by a margin of 10% to 4%.

Q5 Where did you see or hear information regarding the European emergency number 112? (MULTIPLE ANSWERS POSSIBLE)

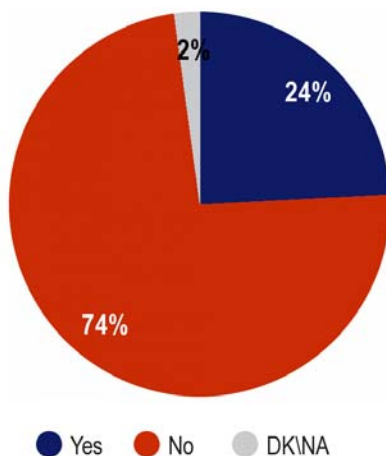
	Television	On public displays (transports, school, police station...)	Newspapers	Radio	Through discussions with relatives, friends or colleagues	Internet	Through other means by your telecommunications operator (payphone, directories, bills)	Through an SMS from your telecommunications operator while roaming	Other (DO NOT READ OUT)	DK/NA
EU27	62%	27%	26%	21%	20%	17%	10%	7%	10%	4%
 Sex										
Male	59%	27%	27%	20%	18%	18%	9%	7%	9%	3%
Female	65%	27%	26%	22%	23%	16%	11%	6%	10%	4%
 Age										
15-24	58%	41%	22%	19%	26%	30%	13%	7%	12%	2%
25-39	58%	33%	21%	22%	23%	25%	12%	9%	10%	2%
40-54	61%	26%	26%	21%	20%	16%	9%	8%	10%	5%
55 +	66%	17%	32%	21%	15%	7%	8%	4%	8%	4%
 Education (End of)										
15-	65%	20%	28%	18%	20%	7%	8%	3%	8%	3%
16-19	66%	25%	26%	22%	19%	15%	10%	6%	10%	3%
20+	59%	28%	28%	23%	20%	20%	9%	8%	10%	4%
Still studying	54%	41%	20%	15%	23%	30%	10%	6%	10%	5%
 Respondent occupation scale										
Self-employed	55%	24%	24%	20%	16%	17%	10%	11%	9%	4%
Employee	56%	30%	26%	22%	22%	20%	9%	8%	12%	4%
Manual workers	61%	29%	24%	25%	21%	20%	12%	8%	12%	4%
Not working	68%	24%	28%	20%	19%	15%	10%	5%	8%	3%
Travelled in EU										
Yes	51%	28%	27%	18%	17%	18%	9%	10%	12%	5%
No	70%	26%	26%	24%	22%	16%	11%	4%	8%	3%

3.3 Receiving information about other emergency numbers

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

All respondents were then asked whether they had seen or heard information about other emergency numbers, besides 112, in their home country¹⁸. 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 2011¹⁹.

Information about other (national) emergency numbers



 EU27

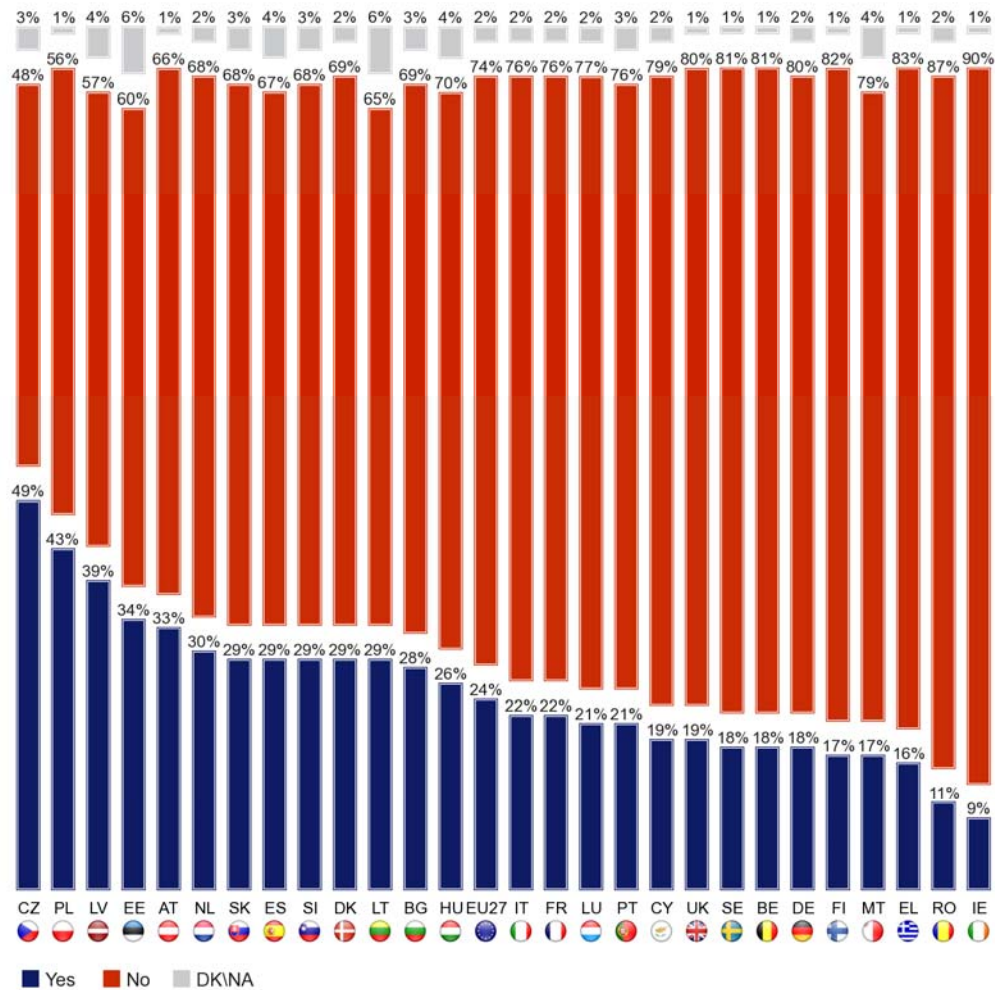
Q6. Have you seen or heard any information about other emergency number(s) in (OUR COUNTRY)?
Base: all respondents, % EU27

In six Member States, at least three out of ten respondents said that they had received information about national emergency numbers: the Czech Republic (49%), Poland (43%), Latvia (39%), Estonia (34%), Austria (33%), and the Netherlands (30%). But in ten countries, less than one respondent in five had received information about other emergency numbers, with the lowest proportions occurring in Ireland (9%) and Romania (11%).

¹⁸ Q6: Have you seen or heard any information about other emergency number(s) in (OUR COUNTRY)? Yes; no; don't know/not applicable.

¹⁹ As already explained in chapter 3.1, this question was posed in a slightly different way in the previous wave of the survey, when respondents were asked whether they had received any information about 112 and about national emergency numbers as part of the same question. In 2011, 5% of respondents said they had received information about national emergency numbers, and another 5% said they had received information about both 112 and national numbers.

Information about other (national) emergency numbers



Q6. Have you seen or heard any information about other emergency number(s) in (OUR COUNTRY)?
Base: all respondents, % by country

Socio-demographic considerations

While the socio-demographic variations are relatively minor on this question, the respondent's level of education influences the likelihood of seeing or hearing information about national emergency numbers. Among respondents who left education at age 20 or over 27% said that they had received information about national emergency numbers. However, this falls to 23% among those who left aged 16-19 and again to 16% among those who left school at 15 or under.

Individuals who said they had received information about the 112 emergency number were more likely to have received information about national numbers than those who had not, by a margin of 38% to 18%.

Respondents who said they had travelled in the EU within the last 12 months were more likely to have received information about national numbers than those who had not, by a margin of 27% to 22%.

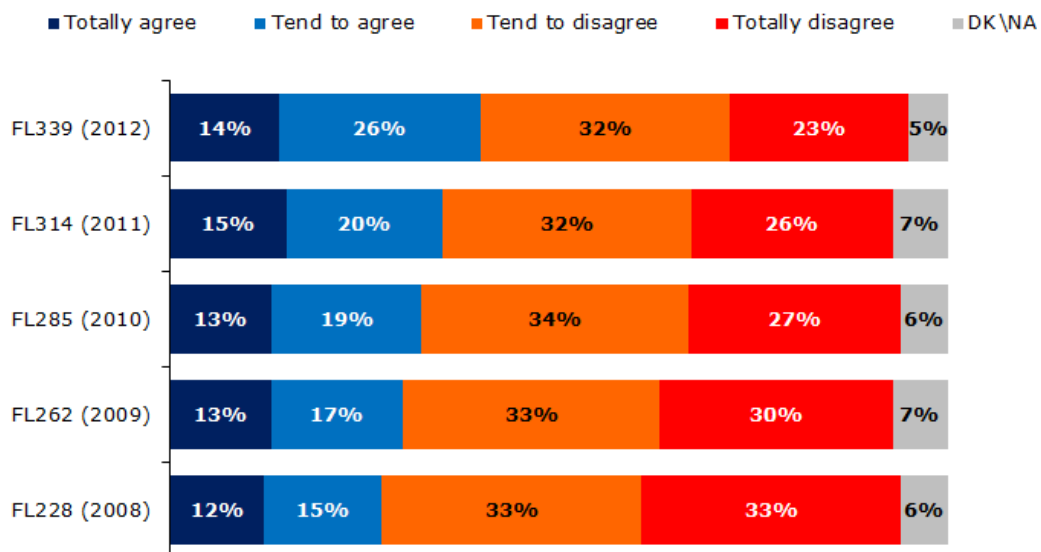
3.4 Adequacy of information about the European emergency number 112

-- *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 country²⁰. 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. This compares with 58% who disagreed in the previous wave, and 66% who disagreed in the 2008 survey.

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

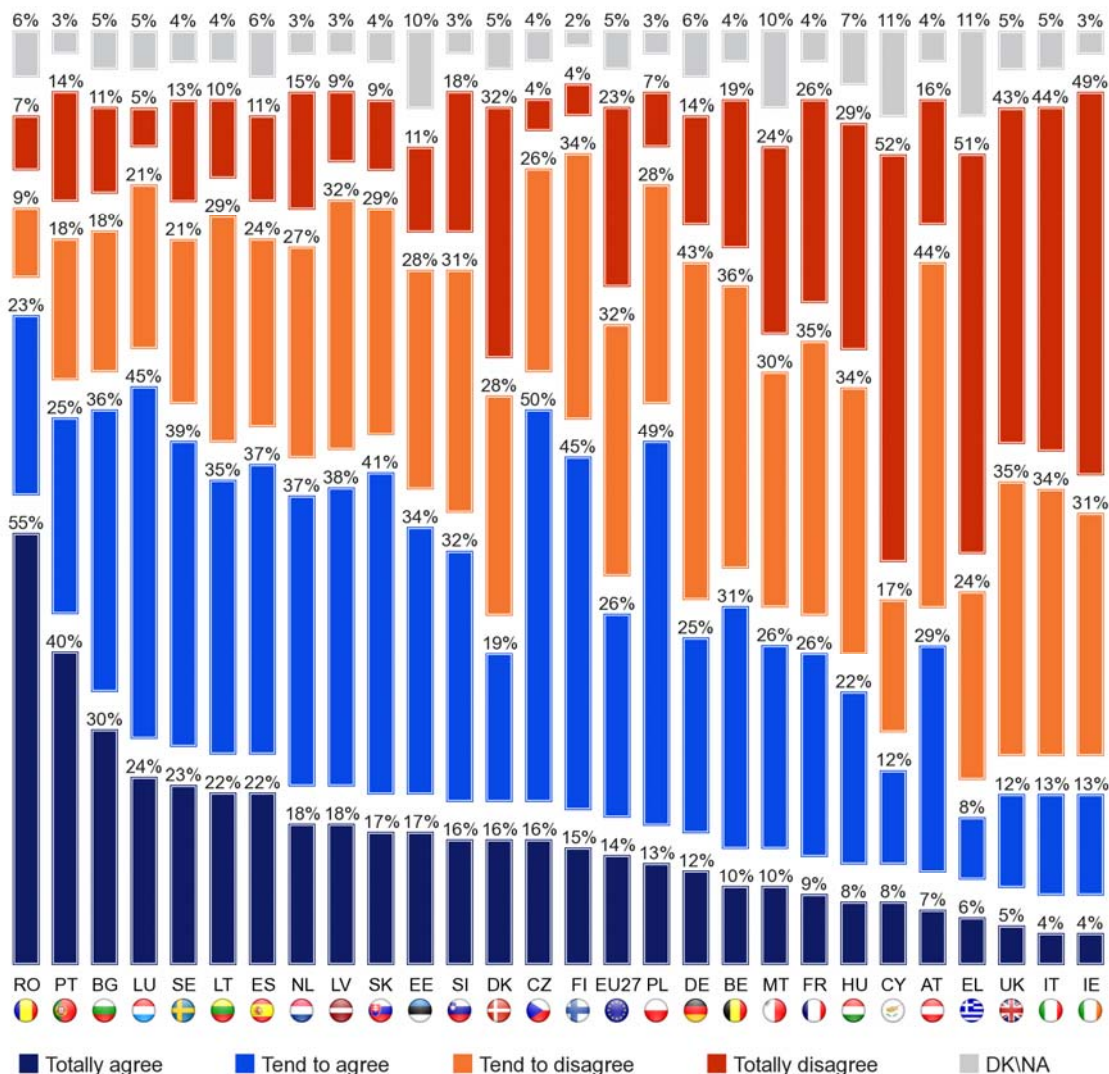
Base: all respondents, % EU27

National results showed wide variations in the proportions of respondents who agreed or disagreed that people in their country were adequately informed about the European emergency number 112. In 14 Member States, a majority of respondents agreed that people were adequately informed. In a change from previous years, Romania has overtaken Luxembourg as the country with the highest proportion of respondents (78%) who agree that information about the 112 emergency number is adequate in their country. Romania is now followed by Luxembourg (69%), Bulgaria (66%) and the Czech Republic (66%).

In Romania a majority (55%) of respondents totally agreed that the information provided in their country was adequate. Relatively high numbers of people also totally agreed in Portugal (40%) and Bulgaria (30%).

However, in other Member States relatively few people agreed that the information provided about 112 was adequate in their country. In four EU countries less than one person in five agreed: Greece (14%), and Ireland, Italy and the UK (all 17%). Disagreement was also highest in these countries: Ireland (80%), Italy (78%), the UK (78%), and Greece (75%). In Cyprus (52%) and Greece (51%) a majority of respondents totally disagreed that the information provided was adequate.

Adequacy of information about the European emergency number 112



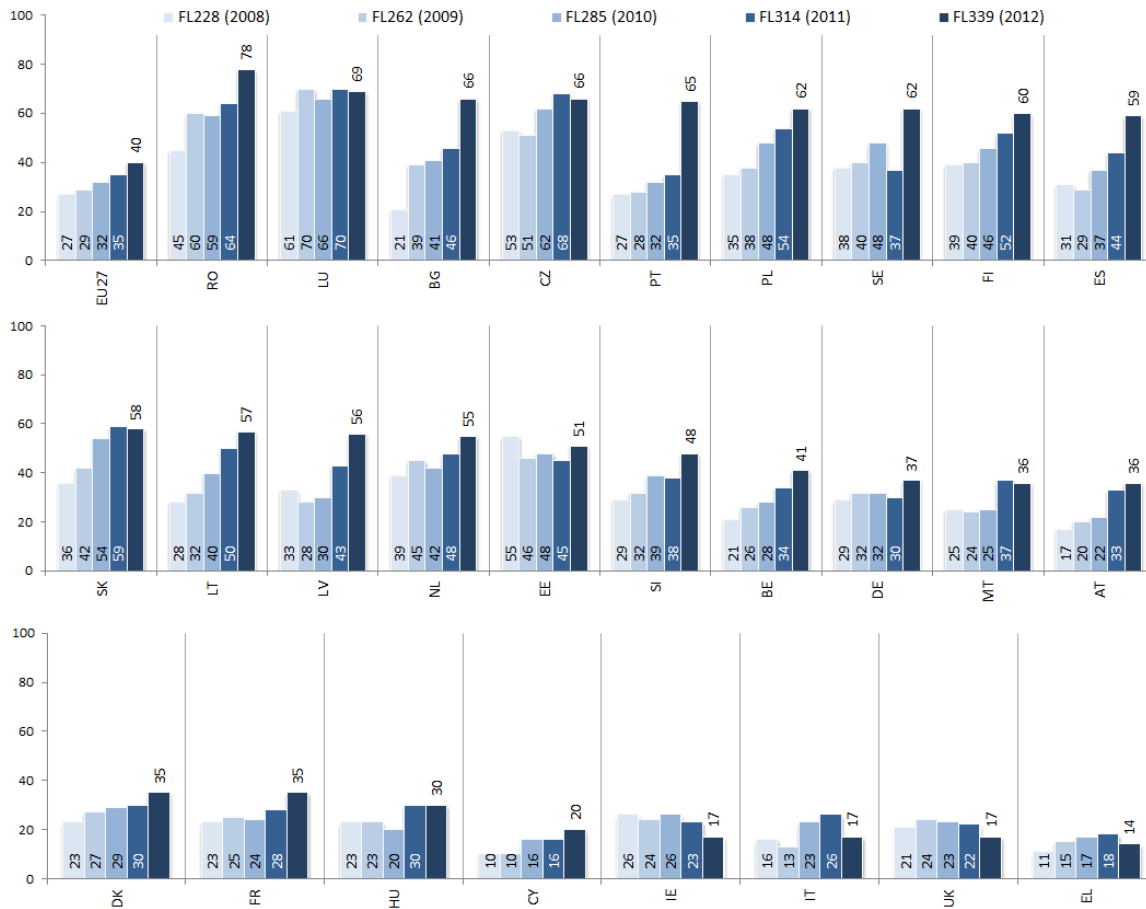
Q7.1 Please tell me to what extent you agree or disagree with the following statements: In (OUR COUNTRY), people are adequately informed about the existence of the European emergency number 112
 Base: all respondents, % by country

²⁰ Q7.1: Please tell me to what extent you agree or disagree with the following statement: In (OUR COUNTRY), people are adequately informed about the existence of the European emergency number 112. Totally agree; tend to agree; tend to disagree; totally disagree; don't know/not applicable.

In keeping with the overall steady upward trend in the proportion of respondents who agree that the information being provided is adequate since 2008, in most Member States the number of people who agree has gone up since the previous wave. Seven Member States saw a double-digit increase in the proportion of people agreeing that the information provided is adequate in their country: Portugal (65%, +30 points), Sweden (62%, +25 points), Bulgaria (66%, +20 points), Spain (59%, +15 points), Latvia (56%, +13 points), Romania (78%, +14 points) and Slovenia (48%, +10 points). It is interesting to note, referring back to Chapter 1.2, that some of these countries did not see a similar rise in the number of people demonstrating knowledge of 112 (although some, notably Bulgaria, did), suggesting that there is not a direct link between people's perception of the information available and actual knowledge.

However, in eight EU countries the proportion of respondents who agreed that the information provided was adequate had fallen since 2011. These decreases were much smaller than the increases described above, with the largest falls occurring in Italy (17%, -9 points), Ireland (17%, -6 points), and the UK (17%, -5 points).

In (OUR COUNTRY), people are adequately informed about the existence of the European emergency number 112: % "Total agree" evolution 2008-2012



Base: all respondents, % by country (comparison between waves)

Socio-demographic considerations

People aged 15-24 were the most likely to agree that people were adequately informed about the existence of the 112 emergency number: 45% of respondents in this group agreed, compared with 38-41% of people in the three older age brackets.

Rural respondents were also more likely to agree that adequate information was provided: 45% of people from rural villages agreed, as opposed to 38% of respondents from large towns.

Among the occupational groups, around half (49%) of manual workers agreed that an adequate level of information was provided about 112, compared with 43% of people not working, and 35-36% of employees and self-employed people.

A majority (59%) of people who said they had received information about 112 during the past 12 months said that the information provided was adequate. However, only a third (33%) of respondents who had not seen or heard any information agreed that the information provided in their country was adequate.

Respondents who travelled within the EU at least once in the past 12 months were slightly less likely to think that people in their country were adequately informed about 112 than individuals who did not travel to another EU country, by a margin of 37% to 43%.

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

	Total 'Agree'	Total 'Disagree'	DK/NA
EU27	40%	55%	5%
Age			
15-24	45%	53%	2%
25-39	41%	57%	2%
40-54	38%	59%	3%
55 +	40%	50%	10%
Subjective urbanisation			
Rural village	45%	50%	5%
Small/ Mid-size town	39%	56%	5%
Large town	38%	57%	5%
Respondent occupation scale			
Self-employed	35%	61%	4%
Employee	36%	62%	2%
Manual workers	49%	48%	3%
Not working	43%	50%	7%
Information about 112			
Yes	59%	38%	3%
No	33%	61%	6%
Travelled in EU			
Yes	37%	60%	3%
No	43%	51%	6%

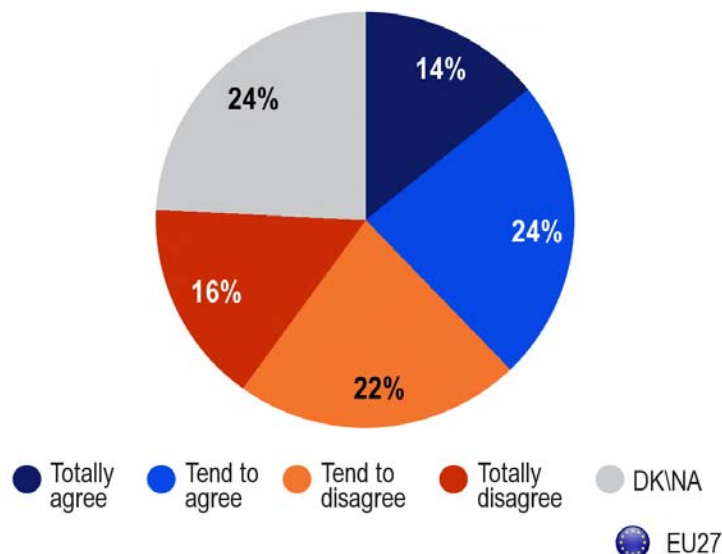
4. ACCESS TO EMERGENCY SERVICES VIA 112 FOR DISABLED USERS

-- 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 phones²¹. Just under four respondents in ten (38%) agreed that enough was being done, with 14% totally agreeing and 24% tending to agree. The same number of respondents (38%) disagreed that enough is being done, with 22% tending to disagree and 16% totally disagreeing. A quarter (24%) of respondents were unable to answer this question.

Trend analysis is not possible for this question, as the issue was addressed differently in previous waves of the survey.

Enough is being done at national level to make it easier for disabled users to contact the emergency services via 112



Q7.2 Please tell me to what extent you agree or disagree with the following statements: Enough is being done in (OUR COUNTRY) to make it easier for disabled users to contact the emergency services via 112, such as by providing adapted phones

Base: all respondents, % EU27

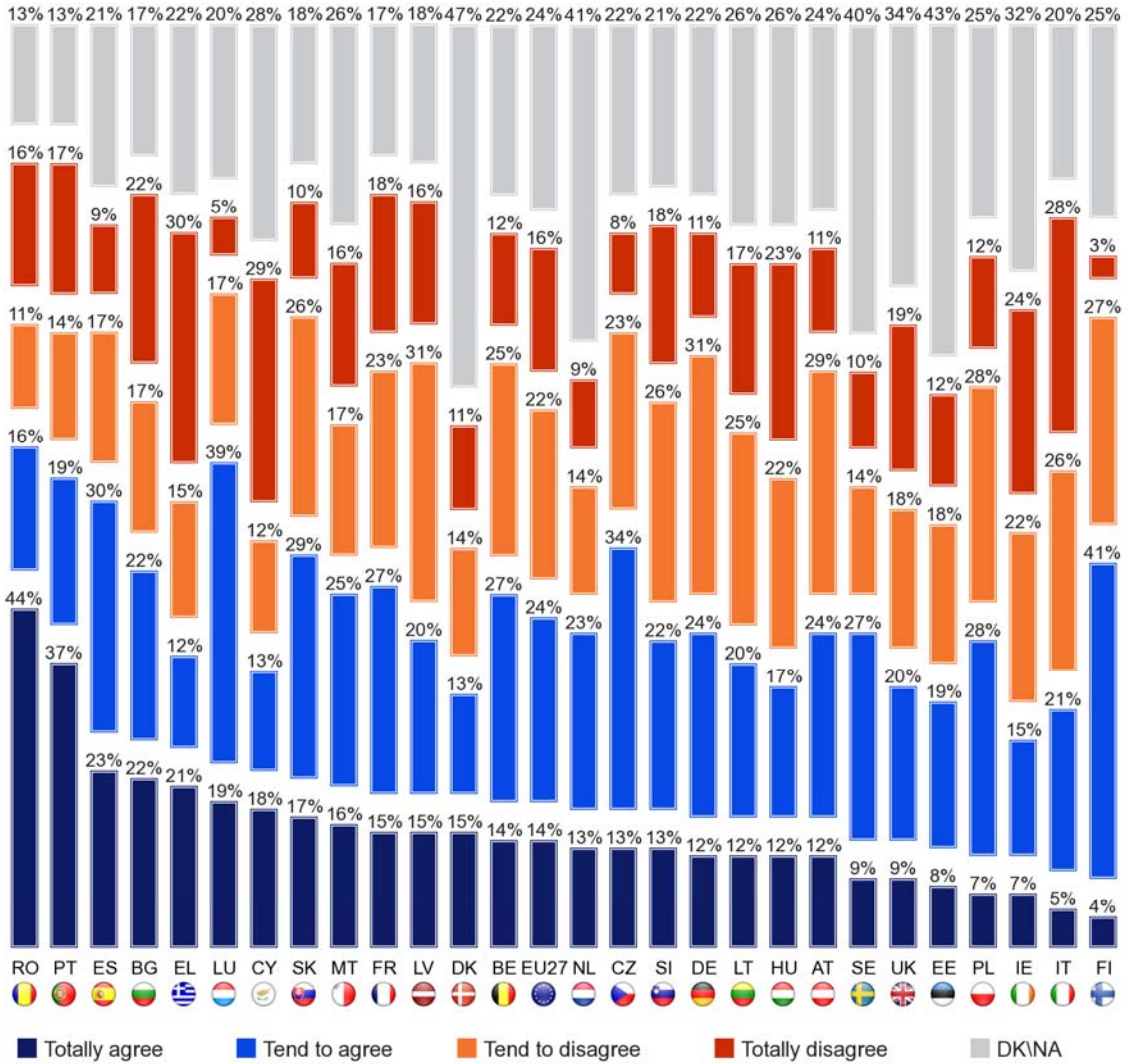
In four Member States a majority of respondents agreed that enough was being done in their country to make it easier for disabled users to contact emergency services via 112: Romania (60%), Luxembourg (58%), Portugal (56%), and Spain (53%). Total agreement was highest in Romania (44%) and Portugal (37%).

²¹ Q7.2: Please tell me to what extent you agree or disagree with the following statement: Enough is being done in (OUR COUNTRY) 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; don't know/not applicable.

Agreement was lowest in Ireland (22%), Italy (26%) and Estonia (27%). Disagreement was highest in Italy (54%), Latvia (47%), and Ireland (46%), with total disagreement particularly high in Greece (30%), Cyprus (29%), and Italy (28%).

The Don't know rate was very high in Denmark (47%), Estonia (43%), the Netherlands (41%), and Sweden (40%).

Enough is being done at national level to make it easier for disabled users to contact the emergency services via 112



Base: all respondents, % by country

Socio-demographic considerations

People aged 15-24 were the most likely to agree that enough was being done in their country to make it easier for disabled users to contact the emergency services via 112: 46% of respondents in this group agreed, compared with 34-39% of people in the three older age brackets.

Respondents who had spent less time in formal education were the most likely to agree with the statement. While 46% of people who left school aged 15 or under agreed with this, only 40% of those who left aged 16-19 and 31% of those who left aged 20 or over agreed.

Rural respondents were also more likely to agree: 41% of people from rural villages agreed, as opposed to 35% of respondents from large towns.

Among the occupational groups, manual workers (43%) and people not in work (42%) were the most inclined to agree that enough was being done to make it easier for disabled users to contact the emergency services via 112; employees (32%) and self-employed people (30%) were the least likely to say this.

A majority (56%) of the respondents who agreed that people were adequately informed about the 112 emergency number in their country also agreed that enough was being done to make it easier for disabled users to use it. However, only a quarter (25%) of respondents who did not agree that the information being provided in their country was adequate agreed that enough was being done to help disabled users.

Q7.2 Please tell me to what extent you agree or disagree with the following statements:

Enough is being done in (OUR COUNTRY) to make it easier for disabled users to contact the emergency services via 112, such as by providing adapted phones

	Total 'Agree'	Total 'Disagree'	DK/NA
EU27	38%	38%	24%
Age			
15-24	46%	39%	15%
25-39	35%	41%	24%
40-54	34%	41%	25%
55 +	39%	35%	26%
Education (End of)			
15-	46%	31%	23%
16-19	40%	39%	21%
20+	31%	41%	28%
Still studying	43%	41%	16%
Subjective urbanisation			
Rural village	41%	36%	23%
Small/ Mid-size town	37%	41%	22%
Large town	35%	39%	26%
Respondent occupation scale			
Self-employed	30%	43%	27%
Employee	32%	42%	26%
Manual workers	43%	36%	21%
Not working	42%	36%	22%
Adequately informed about 112			
Agree	56%	24%	20%
Disagree	25%	51%	24%

ANNEXES

TECHNICAL SPECIFICATIONS

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

QUESTIONNAIRE

THE EUROPEAN EMERGENCY NUMBER 112

ASK ALL

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?

(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

- | | |
|--------------------|----|
| 112 | 1, |
| National number(s) | 2, |
| Other number(s) | 3, |
| DK\NA | 4, |

FL314 Q1

LE NUMERO D'URGENCE EUROPEEN 112

A TOUS

Q1 Pouvez-vous me dire quel numéro de téléphone vous appelleriez en cas d'urgence en (NOTRE PAYS) ; par exemple, si quelqu'un a besoin d'une aide médicale d'urgence ou au cas où vous auriez besoin de contacter la police ou les pompiers ?

(NE PAS LIRE - PLUSIEURS REPONSES POSSIBLES)

- | | |
|------------------------|----|
| 112 | 1, |
| Numéro(s) national(ux) | 2, |
| Autre(s) numéro(s) | 3, |
| NSP\SR | 4, |

FL314 Q1

ASK Q2a TO SPLIT A

POSER Q2a AU SPLIT A

Q2a If you called any emergency number during the last 12 months, was this call made... ?

Q2a Si vous avez appelé un numéro d'urgence au cours des 12 derniers mois, cet appel a-t-il été fait ...?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

(LIRE – PLUSIEURS REPONSES POSSIBLES)

- | | |
|---|----|
| To "112" in (OUR COUNTRY) | 1, |
| To other emergency number(s) in (OUR COUNTRY) | 2, |
| To "112" in another EU country | 3, |
| To other emergency number(s) in another EU country | 4, |
| No, you did not call any emergency number in the last 12 months (DO NOT READ OUT) | 5, |
| DK\NA | 6, |

- | | |
|--|----|
| Vers le "112" en (NOTRE PAYS) | 1, |
| Vers un/d'autre(s) numéro(s) d'urgence en (NOTRE PAYS) | 2, |
| Vers le "112" dans un autre pays de l'Union européenne | 3, |
| Vers un/d'autre(s) numéro(s) d'urgence dans un autre pays de l'Union Européenne | 4, |
| Non, vous n'avez appelé aucun numéro d'urgence au cours des 12 derniers mois (NE PAS LIRE) | 5, |
| NSP\SR | 6, |

FL314 Q3

FL314 Q3

ASK Q2b TO SPLIT B

POSER Q2b AU SPLIT B

Q2b If you called any emergency number during the last 12 months, what number did you call? (M)

Q2b Si vous avez appelé un numéro d'urgence au cours des 12 derniers mois, quel numéro avez-vous appelé? (M)

(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE) (M)

(NE PAS LIRE - PLUSIEURS REPONSES POSSIBLES) (M)

- "112" in (OUR COUNTRY) 1,
- Other emergency number(s) in (OUR COUNTRY) 2,
- "112" in another EU country 3,
- Other emergency number(s) in another EU country 4,
- No, you did not call any emergency number in the last 12 months 5,
- DK\NA 6,

- Le "112" en (NOTRE PAYS) 1,
- Un\ d'autre(s) numéro(s) d'urgence en (NOTRE PAYS) 2,
- Le "112" dans un autre pays de l'Union européenne 3,
- Un\ d'autre(s) numéro(s) d'urgence dans un autre pays de l'Union Européenne 4,
- Non, vous n'avez appelé aucun numéro d'urgence au cours des 12 derniers mois 5,
- NSP\SR 6,

FL314 Q3 TREND MODIFIED

FL314 Q3 TREND MODIFIED

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

Q3 Pouvez-vous me dire quel numéro de téléphone vous permet d'appeler les services d'urgence partout dans l'Union européenne ?

(DO NOT READ OUT - ONE ANSWER ONLY)

(NE PAS LIRE - UNE SEULE REPONSE)

- 112 1
- Other number(s) 2
- DK\NA 3

- 112 1
- Autre(s) numéro(s) 2
- NSP\SR 3

FL314 Q2

FL314 Q2

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)?
----	--

Q4	112 est le numéro d'urgence qui peut être utilisé pour appeler les services d'urgence partout dans l'Union Européenne. Au cours des 12 derniers mois, avez-vous vu ou entendu de quelconques informations concernant le numéro d'urgence "112" en (NOTRE PAYS) ?
----	--

(ONE ANSWER ONLY)

(UNE SEULE REPONSE)

Yes	1
No	2
DK\NA	3

Oui	1
Non	2
NSP\SR	3

NEW BASED ON FL314Q4A

NEW BASED ON FL314Q4A

ASK Q5 IF ANSWER IS CODE 1 IN Q4 – OTHERS GO TO Q6

POSER Q5 SI CODE 1 EN Q4 – LES AUTRES ALLER EN Q6

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

Q5 Où avez-vous vu ou entendu des informations sur le numéro d'urgence européen "112" ?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

(LIRE – PLUSIEURS REPONSES POSSIBLES)

Television	1,
Radio	2,
Newspapers	3,
Internet	4,
Through an SMS from your telecommunications operator while roaming	5,
Through other means by your telecommunications operator (payphone, directories, bills)	6,
Through discussions with relatives, friends or colleagues (N)	7,
On public displays (transports, school, police station...) (N)	8,
Other (DO NOT READ OUT)	9,
DK\NA	10,

A la télévision	1,
A la radio	2,
Dans les journaux	3,
Sur Internet	4,
Par le biais d'un SMS de votre opérateur de télécommunications lorsque vous étiez en itinérance	5,
Par des moyens autres fournis par votre opérateur de télécommunications (téléphones publics, annuaires téléphoniques, factures)	6,
En discutant avec des proches, des amis ou des collègues (N)	7,
Sur des panneaux d'affichage (transports, école, poste de police...) (N)	8,
Autre (NE PAS LIRE)	9,
NSP\SR	10,

FL314 Q4B TREND MODIFIED

FL314 Q4B TREND MODIFIED

Q6 Have you seen or heard any information about other emergency number(s) in (OUR COUNTRY)?

Q6 Avez-vous vu ou entendu des informations sur un/d'autre(s) numéro(s) d'urgence en (NOTRE PAYS) ?

(ONE ANSWER ONLY)

(UNE SEULE REPONSE)

Yes	1
No	2
DK\NA	3

Oui	1
Non	2
NSP\SR	3

NEW BASED ON FL314Q4A

NEW BASED ON FL314Q4A

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--

Q7 Please tell me to what extent you agree or disagree with the following statements:

Q7 Veuillez me dire dans quelle mesure vous êtes d'accord ou pas avec les déclarations suivantes :

(READ OUT - ONE ANSWER)

(LIRE - UNE REPONSE)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK\NA
--	--	---------------	---------------	------------------	------------------	-------

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP\SR
--	--	----------------------	-----------------	---------------------	----------------------	--------

1	In (OUR COUNTRY), people are adequately informed about the existence of the European emergency number 112	1	2	3	4	5
2	Enough is being done in (OUR COUNTRY) to make it easier for disabled users to contact the emergency services via 112, such as by providing adapted phones (M)	1	2	3	4	5

1	En (NOTRE PAYS), les gens sont suffisamment informés de l'existence du numéro d'urgence européen 112	1	2	3	4	5
2	On en fait assez en (NOTRE PAYS) pour aider les utilisateurs handicapés à joindre les services d'urgence par le biais du 112, par exemple en fournissant des téléphones adaptés (M)	1	2	3	4	5

FL314Q6B (item 1) + FL314 Q6C TREND MODIFIED (item 2)

FL314Q6B (item 1) + FL314 Q6C TREND MODIFIED (item 2)

[Empty box]

[Empty box]

Q8 In the past 12 months have you travelled in another EU country?

Q8 Au cours des 12 derniers mois, avez-vous voyagé dans un autre pays de l'UE?

(READ OUT - ONE ANSWER ONLY)

(LIRE - UNE SEULE REPONSE)

Yes, once	1
Yes, from 2 to 5 times	2
Yes, more than 5 times	3
No	4
DK\NA	5

Oui, une fois	1
Oui, de 2 à 5 fois	2
Oui, plus de 5 fois	3
Non	4
NSP\SR	5

NEW





























NEW

TABLES

Q1 Pouvez-vous me dire quel numéro de téléphone vous appelleriez en cas d'urgence en (NOTRE PAYS) ; par exemple, si quelqu'un a besoin d'une aide médicale d'urgence ou au cas où vous auriez besoin de contacter la police ou les pompiers ? (NE PAS LIRE - PLUSIEURS REPONSES POSSIBLES)

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? (DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)





























Q1 Können Sie mir bitte sagen, welche Telefonnummer Sie bei einem Notfall in (UNSER LAND) anrufen würden, zum Beispiel, wenn jemand dringend medizinische Hilfe benötigt oder Sie die Polizei oder Feuerwehr kontaktieren müssten? (NICHT VORLESEN - MEHRFACHANTWORTEN MÖGLICH)

		112		Numéro(s) national(ux)		Autre(s) numéro(s)		NSP\NR	
		112		National number(s)		Other number(s)		DK\NA	
		112		Nationale Rufnummer		Andere Nummer		WN\KA	
%		Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314
 EU 27		47	-3	45	-5	14	2	4	-2
 BE		41	2	28	-23	35	29	6	-2
 BG		80	14	12	-24	6	0	5	-6
 CZ		56	10	70	11	4	-3	2	-2
 DK		92	-2	3	-4	5	-3	2	0
 DE		76	-6	18	-23	28	14	3	0
 EE		90	1	15	6	11	3	3	-3
 IE		13	-6	79	-3	12	-4	2	-1
 EL		2	-2	81	2	9	-1	10	-2
 ES		65	4	11	-19	25	16	9	-4
 FR		9	-5	83	-5	8	2	4	0
 IT		19	-9	72	20	14	-11	5	-5
 CY		18	6	31	3	20	-4	36	-4
 LV		76	7	11	-8	19	3	7	-2
 LT		72	-7	20	8	11	2	6	-2
 LU		84	-2	14	-3	29	11	6	3
 HU		31	-4	20	-30	45	29	11	-2
 MT		52	-4	5	1	15	8	31	-3
 NL		94	-2	1	-1	5	3	2	-1
 AT		13	-8	83	7	5	-3	4	1
 PL		69	0	37	-4	10	4	2	-3
 PT		86	1	5	2	9	1	6	-2
 RO		91	5	0	-1	6	4	5	-6
 SI		79	-3	35	-31	14	5	3	-2
 SK		77	-3	40	4	6	5	2	-1
 FI		95	-1	1	-1	4	2	2	0
 SE		96	0	0	-1	3	1	1	-1
 UK		1	-8	95	3	3	-22	2	0

Q2a Si vous avez appelé un numéro d'urgence au cours des 12 derniers mois, cet appel a-t-il été fait ...?
(PLUSIEURS REPONSES POSSIBLES)

Q2a If you called any emergency number during the last 12 months, was this call made... ?
(MULTIPLE ANSWERS POSSIBLE)





























Q2a Wenn Sie irgendeine Notrufnummer während der letzten 12 Monate angerufen haben, wurde dieser Anruf gemacht ...? (MEHRFACHNENNUNGEN MÖGLICH)

SPLIT A		Vers le "112" en (NOTRE PAYS)		Vers un\ d'autre(s) numéro(s) d'urgence en (NOTRE PAYS)		Vers le "112" dans un autre pays de l'Union européenne		Vers un\ d'autre(s) numéro(s) d'urgence dans un autre pays de l'Union Européenne	
		To "112" in (OUR COUNTRY)		To other emergency number(s) in (OUR COUNTRY)		To "112" in another EU country		To other emergency number(s) in another EU country	
		Zur "112" in (UNSER LAND)		Zu einer anderen / zu anderen Notrufnummer in (UNSER LAND)		Zur "112" in einem anderen EU-Land		Zu einer anderen / zu anderen Notrufnummer in einem anderen EU-Land	
%		Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314
	EU 27	8	0	9	0	0	0	0	0
	BE	6	1	8	2	0	0	0	-1
	BG	19	5	5	-5	0	0	0	0
	CZ	4	2	13	4	1	1	0	0
	DK	11	2	2	-1	0	0	0	0
	DE	12	1	5	-1	0	0	1	1
	EE	18	-4	9	4	0	0	0	0
	IE	3	0	11	1	0	-1	1	0
	EL	1	-1	12	-2	0	0	0	0
	ES	12	-1	5	-3	0	0	0	0
	FR	4	3	13	0	0	0	0	0
	IT	3	-2	13	3	0	0	0	-1
	CY	7	5	6	-2	0	0	0	-1
	LV	21	3	9	1	0	0	0	0
	LT	17	0	6	-1	0	0	0	0
	LU	15	-2	5	2	0	0	0	0
	HU	3	0	7	-2	0	0	1	1
	MT	8	1	3	1	0	0	0	0
	NL	11	1	3	1	0	0	1	1
	AT	2	0	14	-1	0	0	1	0
	PL	12	0	12	0	1	1	0	0
	PT	16	3	4	1	0	0	1	1
	RO	20	1	0	0	0	0	1	1
	SI	6	0	4	0	0	0	0	0
	SK	13	2	8	4	0	0	2	1
	FI	21	-1	1	-1	0	0	0	0
	SE	14	2	2	0	0	0	0	0
	UK	1	0	14	-1	0	0	0	0

Q2a Si vous avez appelé un numéro d'urgence au cours des 12 derniers mois, cet appel a-t-il été fait ...? (PLUSIEURS REPONSES POSSIBLES)

Q2a If you called any emergency number during the last 12 months, was this call made...? (MULTIPLE ANSWERS POSSIBLE)





























Q2a Wenn Sie irgendeine Notrufnummer während der letzten 12 Monate angerufen haben, wurde dieser Anruf gemacht ...? (MEHRFACHNENNUNGEN MÖGLICH)

SPLIT A		Non, vous n'avez appelé aucun numéro d'urgence au cours des 12 derniers mois (NE PAS LIRE)		NSP\NR	
		No, you did not call any emergency number in the last 12 months (DO NOT READ OUT)		DK\NA	
%		Nein, Sie haben in den letzten 12 Monaten keine Notrufnummer angerufen (NICHT VORLESEN)		WN\KA	
		Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314
	EU 27	82	-1	1	0
	BE	84	-3	1	0
	BG	75	-3	1	0
	CZ	82	-6	1	1
	DK	88	0	0	0
	DE	80	-4	2	2
	EE	73	2	1	-2
	IE	84	-3	1	1
	EL	87	4	0	-1
	ES	82	2	1	1
	FR	83	-2	0	0
	IT	83	1	1	-2
	CY	87	0	1	0
	LV	70	-3	1	1
	LT	76	1	1	-1
	LU	77	-3	3	3
	HU	90	2	0	0
	MT	88	-3	1	1
	NL	84	-3	1	1
	AT	82	2	1	0
	PL	76	0	0	0
	PT	79	-4	1	0
	RO	79	-1	0	-1
	SI	89	-1	0	0
	SK	77	-8	1	1
	FI	78	2	0	0
	SE	84	-2	0	0
	UK	83	-2	2	2

Q2aT Si vous avez appelé un numéro d'urgence au cours des 12 derniers mois, cet appel a-t-il été fait ...?
(PLUSIEURS REponses POSSIBLES)

Q2aT If you called any emergency number during the last 12 months, was this call made... ?
(MULTIPLE ANSWERS POSSIBLE)





























Q2aT Wenn Sie irgendeine Notrufnummer während der letzten 12 Monate angerufen haben, wurde dieser Anruf gemacht ...? (MEHRFACHNENNUNGEN MÖGLICH)

SPLIT A		Vers le "112" en (NOTRE PAYS)		Vers un\ d'autre(s) numéro(s) d'urgence en (NOTRE PAYS)		Vers le "112" dans un autre pays de l'Union européenne		Vers un\ d'autre(s) numéro(s) d'urgence dans un autre pays de l'Union Européenne	
		To "112" in (OUR COUNTRY)		To other emergency number(s) in (OUR COUNTRY)		To "112" in another EU country		To other emergency number(s) in another EU country	
		Zur "112" in (UNSER LAND)		Zu einer anderen / zu anderen Notrufnummer in (UNSER LAND)		Zur "112" in einem anderen EU-Land		Zu einer anderen / zu anderen Notrufnummer in einem anderen EU-Land	
%		Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314
	EU 27	47	0	52	-2	2	1	2	0
	BE	43	-1	56	9	1	0	2	-6
	BG	79	16	22	-22	0	-1	0	0
	CZ	21	1	79	1	3	1	2	-2
	DK	87	9	16	-9	0	0	0	0
	DE	67	0	30	-7	1	0	4	2
	EE	71	-11	35	15	1	0	1	0
	IE	17	-5	78	2	0	-7	5	-4
	EL	7	-7	89	7	0	-2	4	2
	ES	72	7	30	-8	0	0	3	2
	FR	23	15	78	-14	1	0	1	0
	IT	16	-14	83	16	3	2	1	-6
	CY	51	31	48	-23	0	-1	3	-7
	LV	70	0	31	-1	0	0	1	0
	LT	75	1	27	-2	0	0	1	1
	LU	76	-8	25	9	0	-1	1	-1
	HU	29	2	67	-8	3	1	6	3
	MT	74	-7	26	8	0	0	0	-1
	NL	75	-7	21	2	3	2	4	3
	AT	14	4	82	1	0	-2	4	-3
	PL	52	2	50	-3	4	3	2	1
	PT	77	-7	22	5	0	0	3	2
	RO	97	-1	0	-1	1	-2	2	2
	SI	58	-7	39	-2	0	0	5	0
	SK	59	-14	38	9	0	0	8	4
	FI	94	1	5	-3	0	0	1	1
	SE	85	-1	14	0	1	0	0	-2
	UK	6	-1	92	-4	2	1	1	0

Q2aT Si vous avez appelé un numéro d'urgence au cours des 12 derniers mois, cet appel a-t-il été fait ...? (PLUSIEURS REPONSES POSSIBLES)

Q2aT If you called any emergency number during the last 12 months, was this call made... ? (MULTIPLE ANSWERS POSSIBLE)





























Q2aT Wenn Sie irgendeine Notrufnummer während der letzten 12 Monate angerufen haben, wurde dieser Anruf gemacht ...? (MEHRFACHNENNUNGEN MÖGLICH)

SPLIT A		Non, vous n'avez appelé aucun numéro d'urgence au cours des 12 derniers mois (NE PAS LIRE)		NSP\NR	
		No, you did not call any emergency number in the last 12 months (DO NOT READ OUT)		DK\NA	
		Nein, Sie haben in den letzten 12 Monaten keine Notrufnummer angerufen (NICHT VORLESEN)		WN\KA	
%		Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314
	EU 27	0	0	0	0
	BE	0	0	0	0
	BG	0	0	0	0
	CZ	0	0	0	0
	DK	0	0	0	0
	DE	0	0	0	0
	EE	0	0	0	0
	IE	0	0	0	0
	EL	0	0	0	0
	ES	0	0	0	0
	FR	0	0	0	0
	IT	0	0	0	0
	CY	0	0	0	0
	LV	0	0	0	0
	LT	0	0	0	0
	LU	0	0	0	0
	HU	0	0	0	0
	MT	0	0	0	0
	NL	0	0	0	0
	AT	0	0	0	0
	PL	0	0	0	0
	PT	0	0	0	0
	RO	0	0	0	0
	SI	0	0	0	0
	SK	0	0	0	0
	FI	0	0	0	0
	SE	0	0	0	0
	UK	0	0	0	0

Q2b Si vous avez appelé un numéro d'urgence au cours des 12 derniers mois, quel numéro avez-vous appelé?
(NE PAS LIRE - PLUSIEURS REPONSES POSSIBLES)

Q2b If you called any emergency number during the last 12 months, what number did you call?
(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)





























Q2b Wenn Sie irgendeine Notrufnummer während der letzten 12 Monate angerufen haben, welche Nummer haben Sie angerufen? (NICHT VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

SPLIT B		Le "112" en (NOTRE PAYS)	Un\ d'autre(s) numéro(s) d'urgence en (NOTRE PAYS)	Le "112" dans un autre pays de l'Union européenne	Un\ d'autre(s) numéro(s) d'urgence dans un autre pays de l'Union Européenne
		"112" in (OUR COUNTRY)	Other emergency number(s) in (OUR COUNTRY)	"112" in another EU country	Other emergency number(s) in another EU country
		"112" in (UNSER LAND)	Andere Notrufnummer in (UNSER LAND)	"112" in einem anderen EU-Land	Andere Notrufnummer in einem anderen EU-Land
%		Flash EB 339	Flash EB 339	Flash EB 339	Flash EB 339
	EU 27	8	12	0	0
	BE	5	7	0	1
	BG	19	6	0	0
	CZ	4	15	0	0
	DK	11	5	0	0
	DE	12	8	0	1
	EE	22	8	0	0
	IE	1	14	0	0
	EL	0	14	0	1
	ES	11	7	0	0
	FR	2	22	0	1
	IT	2	17	0	1
	CY	4	8	0	0
	LV	21	7	0	0
	LT	18	9	0	0
	LU	20	6	0	0
	HU	3	10	0	0
	MT	5	1	0	0
	NL	13	2	0	1
	AT	0	17	0	0
	PL	13	14	0	0
	PT	15	3	0	1
	RO	23	1	0	0
	SI	6	5	0	0
	SK	9	7	0	0
	FI	21	1	0	0
	SE	13	4	0	0
	UK	0	21	0	0

Q2b Si vous avez appelé un numéro d'urgence au cours des 12 derniers mois, quel numéro avez-vous appelé? (NE PAS LIRE - PLUSIEURS REPONSES POSSIBLES)

Q2b If you called any emergency number during the last 12 months, what number did you call? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)





























Q2b Wenn Sie irgendeine Notrufnummer während der letzten 12 Monate angerufen haben, welche Nummer haben Sie angerufen? (NICHT VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

SPLIT B		Non, vous n'avez appelé aucun numéro d'urgence au cours des 12 derniers mois	NSP\NR
		No, you did not call any emergency number in the last 12 months	DK\NA
		Nein, Sie haben in den letzten 12 Monaten keine Notrufnummer angerufen	WN\KA
%		Flash EB 339	Flash EB 339
	EU 27	79	1
	BE	86	2
	BG	75	1
	CZ	81	1
	DK	83	1
	DE	79	1
	EE	70	2
	IE	84	1
	EL	84	1
	ES	81	1
	FR	75	1
	IT	80	0
	CY	88	1
	LV	72	1
	LT	73	2
	LU	73	2
	HU	86	1
	MT	92	2
	NL	84	1
	AT	82	1
	PL	73	0
	PT	80	2
	RO	75	1
	SI	90	0
	SK	84	0
	FI	78	0
	SE	82	0
	UK	78	1

Q2bT Si vous avez appelé un numéro d'urgence au cours des 12 derniers mois, quel numéro avez-vous appelé?
(NE PAS LIRE - PLUSIEURS REPONSES POSSIBLES)

Q2bT If you called any emergency number during the last 12 months, what number did you call? (DO NOT READ
OUT - MULTIPLE ANSWERS POSSIBLE)





























Q2bT Wenn Sie irgendeine Notrufnummer während der letzten 12 Monate angerufen haben, welche Nummer haben
Sie angerufen? (NICHT VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

SPLIT B		Le "112" en (NOTRE PAYS)	Un\ d'autre(s) numéro(s) d'urgence en (NOTRE PAYS)	Le "112" dans un autre pays de l'Union européenne	Un\ d'autre(s) numéro(s) d'urgence dans un autre pays de l'Union Européenne
		"112" in (OUR COUNTRY)	Other emergency number(s) in (OUR COUNTRY)	"112" in another EU country	Other emergency number(s) in another EU country
		"112" in (UNSER LAND)	Andere Notrufnummer in (UNSER LAND)	"112" in einem anderen EU-Land	Andere Notrufnummer in einem anderen EU-Land
%		Flash EB 339	Flash EB 339	Flash EB 339	Flash EB 339
	EU 27	39	61	1	2
	BE	39	57	0	7
	BG	78	25	0	1
	CZ	19	81	0	2
	DK	72	30	0	0
	DE	60	39	0	4
	EE	76	28	0	1
	IE	3	97	0	0
	EL	0	95	1	4
	ES	64	39	1	2
	FR	7	90	1	3
	IT	9	87	0	4
	CY	35	72	0	0
	LV	79	26	0	2
	LT	68	33	0	0
	LU	80	22	1	2
	HU	24	76	0	2
	MT	81	15	0	7
	NL	87	15	0	4
	AT	2	96	0	2
	PL	51	53	1	0
	PT	81	18	2	3
	RO	97	3	0	0
	SI	55	44	0	3
	SK	58	44	0	2
	FI	96	6	0	0
	SE	76	24	1	1
	UK	1	98	1	0

Q2bT Si vous avez appelé un numéro d'urgence au cours des 12 derniers mois, quel numéro avez-vous appelé? (NE PAS LIRE - PLUSIEURS REPONSES POSSIBLES)

Q2bT If you called any emergency number during the last 12 months, what number did you call? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)





























Q2bT Wenn Sie irgendeine Notrufnummer während der letzten 12 Monate angerufen haben, welche Nummer haben Sie angerufen? (NICHT VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

SPLIT B		Non, vous n'avez appelé aucun numéro d'urgence au cours des 12 derniers mois	NSP\NR
		No, you did not call any emergency number in the last 12 months	DK\NA
		Nein, Sie haben in den letzten 12 Monaten keine Notrufnummer angerufen	WN\KA
%		Flash EB 339	Flash EB 339
	EU 27	0	0
	BE	0	0
	BG	0	0
	CZ	0	0
	DK	0	0
	DE	0	0
	EE	0	0
	IE	0	0
	EL	0	0
	ES	0	0
	FR	0	0
	IT	0	0
	CY	0	0
	LV	0	0
	LT	0	0
	LU	0	0
	HU	0	0
	MT	0	0
	NL	0	0
	AT	0	0
	PL	0	0
	PT	0	0
	RO	0	0
	SI	0	0
	SK	0	0
	FI	0	0
	SE	0	0
	UK	0	0

Q3 Pouvez-vous me dire quel numéro de téléphone vous permet d'appeler les services d'urgence partout dans l'Union européenne ? (NE PAS LIRE)

Q3 Can you tell me what telephone number enables you to call emergency services anywhere in the European Union? (DO NOT READ OUT)

Q3 Können Sie mir sagen, mit welcher Telefonnummer Sie überall in der Europäischen Union Notdienste erreichen? (NICHT VORLESEN)





























		112		Autre(s) numéro(s) Other number(s)		NSP\NR DK\NA	
		112		Autre(s) numéro(s) Other number(s)		DK\NA	
		112		Andere Nummer		WN\KA	
%		Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314
	EU 27	26	<i>0</i>	9	<i>0</i>	65	<i>0</i>
	BE	39	<i>-8</i>	9	<i>1</i>	52	<i>7</i>
	BG	43	<i>-1</i>	4	<i>2</i>	53	<i>-1</i>
	CZ	49	<i>-10</i>	5	<i>1</i>	46	<i>9</i>
	DK	25	<i>0</i>	6	<i>-1</i>	69	<i>1</i>
	DE	21	<i>2</i>	11	<i>1</i>	68	<i>-3</i>
	EE	33	<i>-11</i>	8	<i>3</i>	59	<i>8</i>
	IE	26	<i>8</i>	16	<i>-2</i>	58	<i>-6</i>
	EL	6	<i>0</i>	2	<i>-3</i>	92	<i>3</i>
	ES	21	<i>0</i>	6	<i>2</i>	73	<i>-2</i>
	FR	32	<i>3</i>	14	<i>3</i>	54	<i>-6</i>
	IT	6	<i>-1</i>	6	<i>-7</i>	88	<i>8</i>
	CY	13	<i>4</i>	5	<i>0</i>	82	<i>-4</i>
	LV	22	<i>-7</i>	6	<i>-3</i>	72	<i>10</i>
	LT	21	<i>-24</i>	10	<i>6</i>	69	<i>18</i>
	LU	55	<i>-8</i>	10	<i>3</i>	35	<i>5</i>
	HU	28	<i>-3</i>	5	<i>0</i>	67	<i>3</i>
	MT	19	<i>-1</i>	4	<i>2</i>	77	<i>-1</i>
	NL	50	<i>0</i>	5	<i>2</i>	45	<i>-2</i>
	AT	36	<i>-3</i>	12	<i>2</i>	52	<i>1</i>
	PL	60	<i>6</i>	6	<i>1</i>	34	<i>-7</i>
	PT	29	<i>-2</i>	3	<i>1</i>	68	<i>1</i>
	RO	28	<i>-7</i>	2	<i>1</i>	70	<i>6</i>
	SI	22	<i>0</i>	7	<i>-1</i>	71	<i>1</i>
	SK	47	<i>-10</i>	5	<i>1</i>	48	<i>9</i>
	FI	51	<i>-5</i>	4	<i>2</i>	45	<i>3</i>
	SE	38	<i>0</i>	4	<i>0</i>	58	<i>0</i>
	UK	13	<i>5</i>	14	<i>-1</i>	73	<i>-4</i>

Flash Eurobarometer 339

Q4 112 est le numéro d'urgence qui peut être utilisé pour appeler les services d'urgence partout dans l'Union Européenne. Au cours des 12 derniers mois, avez-vous vu ou entendu de quelconques informations concernant le numéro d'urgence "112" en (NOTRE PAYS) ?

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)?





























Q4 112 ist die Notrufnummer, die überall in der Europäischen Union verwendet werden kann, um Notdienste zu erreichen. Haben Sie innerhalb der letzten 12 Monate irgendwelche Informationen über die Notrufnummer "112" in (UNSER LAND) gesehen oder gehört?

		Oui		Non		NSP\NR	
		Yes		No		DK\NA	
		Ja		Nein		WN\KA	
%		Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314
 EU 27		28	<i>0</i>	70	<i>-1</i>	2	<i>1</i>
 BE		24	<i>-10</i>	75	<i>10</i>	1	<i>0</i>
 BG		53	<i>12</i>	46	<i>-11</i>	1	<i>-1</i>
 CZ		44	<i>-8</i>	53	<i>6</i>	3	<i>2</i>
 DK		24	<i>3</i>	72	<i>-6</i>	4	<i>3</i>
 DE		23	<i>2</i>	74	<i>-3</i>	3	<i>1</i>
 EE		44	<i>-1</i>	51	<i>0</i>	5	<i>1</i>
 IE		14	<i>0</i>	84	<i>-1</i>	2	<i>1</i>
 EL		10	<i>-5</i>	89	<i>5</i>	1	<i>0</i>
 ES		33	<i>-4</i>	63	<i>2</i>	4	<i>2</i>
 FR		25	<i>-3</i>	74	<i>3</i>	1	<i>0</i>
 IT		11	<i>3</i>	86	<i>-4</i>	3	<i>1</i>
 CY		27	<i>8</i>	72	<i>-8</i>	1	<i>0</i>
 LV		44	<i>-3</i>	53	<i>3</i>	3	<i>0</i>
 LT		48	<i>-7</i>	46	<i>6</i>	6	<i>1</i>
 LU		26	<i>-2</i>	73	<i>2</i>	1	<i>0</i>
 HU		28	<i>3</i>	68	<i>-5</i>	4	<i>2</i>
 MT		37	<i>-8</i>	60	<i>7</i>	3	<i>1</i>
 NL		33	<i>-7</i>	63	<i>7</i>	4	<i>0</i>
 AT		32	<i>-9</i>	66	<i>9</i>	2	<i>0</i>
 PL		51	<i>0</i>	47	<i>-1</i>	2	<i>1</i>
 PT		26	<i>-2</i>	70	<i>1</i>	4	<i>1</i>
 RO		59	<i>4</i>	40	<i>-3</i>	1	<i>-1</i>
 SI		32	<i>2</i>	65	<i>0</i>	3	<i>-2</i>
 SK		39	<i>-29</i>	58	<i>28</i>	3	<i>1</i>
 FI		39	<i>-12</i>	60	<i>13</i>	1	<i>-1</i>
 SE		33	<i>10</i>	64	<i>-9</i>	3	<i>-1</i>
 UK		13	<i>3</i>	86	<i>-3</i>	1	<i>0</i>

Q5 Où avez-vous vu ou entendu des informations sur le numéro d'urgence européen "112" ?
(PLUSIEURS REPONSES POSSIBLES)

Q5 Where did you see or hear information regarding the European emergency number 112?
(MULTIPLE ANSWERS POSSIBLE)





























Q5 Wo haben Sie diese Informationen über die europäische Notrufnummer "112" gesehen oder gehört? (MEHRFACHNENNUNGEN MÖGLICH)

	%	A la télévision		A la radio		Dans les journaux	
		Television		Radio		Newspapers	
		Fernsehgerät		Dem Radio		Den Tageszeitungen	
		Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314
 EU 27		62	1	21	5	26	3
 BE		51	8	17	6	19	3
 BG		88	4	20	4	22	8
 CZ		79	10	25	12	28	9
 DK		46	0	7	1	17	2
 DE		26	2	6	-2	35	-3
 EE		55	4	18	-6	24	2
 IE		20	-19	8	-6	7	-17
 EL		37	-4	7	1	7	-13
 ES		77	-1	32	12	31	8
 FR		66	8	19	6	16	1
 IT		51	-18	8	-2	18	-9
 CY		46	1	9	-3	13	-2
 LV		77	2	24	6	19	4
 LT		71	2	25	1	24	10
 LU		37	-11	28	1	42	-9
 HU		59	-2	14	-2	14	-2
 MT		68	-3	23	10	19	0
 NL		60	0	19	10	24	1
 AT		30	-17	13	3	34	0
 PL		75	2	27	4	25	5
 PT		73	-5	19	7	25	14
 RO		92	3	41	12	35	10
 SI		49	-8	16	-3	24	-4
 SK		86	-4	29	11	24	0
 FI		41	3	19	1	40	2
 SE		46	16	15	11	30	11
 UK		39	0	16	5	24	6

Q5 Où avez-vous vu ou entendu des informations sur le numéro d'urgence européen "112" ?
(PLUSIEURS REPONSES POSSIBLES)

Q5 Where did you see or hear information regarding the European emergency number 112?
(MULTIPLE ANSWERS POSSIBLE)





























Q5 Wo haben Sie diese Informationen über die europäische Notrufnummer "112" gesehen oder gehört? (MEHRFACHNENNUNGEN MÖGLICH)

	%	Sur Internet		Internet		Internet	
		Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314
 EU 27		17	6	7	4	10	5
 BE		13	8	10	5	9	4
 BG		13	-1	1	0	3	1
 CZ		29	15	12	11	8	7
 DK		9	6	2	2	2	-3
 DE		4	-4	2	0	5	0
 EE		19	4	1	-1	2	-2
 IE		1	-8	2	-3	7	-2
 EL		19	-8	18	3	6	2
 ES		22	14	7	6	21	13
 FR		14	10	6	3	8	5
 IT		15	6	2	2	3	3
 CY		3	-2	13	9	8	0
 LV		28	15	11	10	9	4
 LT		18	3	5	2	4	3
 LU		8	-4	2	0	10	1
 HU		10	-6	1	0	5	-5
 MT		3	0	1	1	3	0
 NL		14	4	4	4	3	1
 AT		9	3	4	3	4	2
 PL		25	3	13	4	16	7
 PT		17	10	5	5	8	5
 RO		30	17	9	7	16	12
 SI		10	-18	5	-1	3	-5
 SK		17	2	9	6	9	7
 FI		23	10	2	1	5	-7
 SE		9	6	3	3	4	-2
 UK		17	13	9	7	4	0

Q5 Où avez-vous vu ou entendu des informations sur le numéro d'urgence européen "112" ?
(PLUSIEURS REPONSES POSSIBLES)

Q5 Where did you see or hear information regarding the European emergency number 112?
(MULTIPLE ANSWERS POSSIBLE)





























Q5 Wo haben Sie diese Informationen über die europäische Notrufnummer "112" gesehen oder gehört?
(MEHRFACHNENNUNGEN MÖGLICH)

	%	En discutant avec des proches, des amis ou des collègues (N)		Sur des panneaux d'affichage (transports, école, poste de police...) (N)		Autre (NE PAS LIRE)		NSP\NR	
		Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314
 EU 27		20		27		10	-13	4	0
 BE		15		23		24	-6	2	-2
 BG		17		10		4	-10	2	1
 CZ		23		42		6	-16	3	0
 DK		8		17		20	-15	9	0
 DE		6		19		16	-24	9	4
 EE		8		19		10	-12	5	-4
 IE		9		17		38	-1	6	-1
 EL		18		5		7	-12	1	-1
 ES		35		44		9	-8	2	0
 FR		23		23		13	-13	2	-2
 IT		16		5		5	-1	5	3
 CY		9		12		8	-26	3	1
 LV		20		26		2	-7	2	-2
 LT		11		13		5	-6	2	-3
 LU		14		20		4	-16	3	1
 HU		6		14		4	-15	7	3
 MT		5		17		14	-4	2	0
 NL		10		17		17	-7	7	0
 AT		12		20		16	-3	3	-1
 PL		19		35		5	-13	1	-1
 PT		23		29		5	-11	4	3
 RO		38		43		4	-11	1	1
 SI		5		24		6	-16	3	-2
 SK		21		20		3	-7	2	1
 FI		23		33		8	-17	4	-4
 SE		8		21		13	-31	7	-3
 UK		16		15		12	-24	6	-4

Q6 Avez-vous vu ou entendu des informations sur un/d'autre(s) numéro(s) d'urgence en (NOTRE PAYS) ?

Q6 Have you seen or heard any information about other emergency number(s) in (OUR COUNTRY)?

Q6 Haben Sie irgendwelche Informationen über andere Notrufnummern in (UNSER LAND) gesehen oder gehört?

		Oui		Non		NSP\NR	
		Yes		No		DK\NA	
		Ja		Nein		WN\KA	
%		Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314
	EU 27	24	14	74	-14	2	0
	BE	18	8	81	-9	1	1
	BG	28	12	69	-13	3	1
	CZ	49	40	48	-42	3	2
	DK	29	17	69	-18	2	1
	DE	18	8	80	-9	2	1
	EE	34	27	60	-29	6	2
	IE	9	3	90	-3	1	0
	EL	16	6	83	-6	1	0
	ES	29	20	67	-22	4	2
	FR	22	6	76	-7	2	1
	IT	22	18	76	-18	2	0
	CY	19	14	79	-15	2	1
	LV	39	23	57	-24	4	1
	LT	29	18	65	-19	6	1
	LU	21	15	77	-16	2	1
	HU	26	15	70	-17	4	2
	MT	17	13	79	-15	4	2
	NL	30	18	68	-16	2	-2
	AT	33	17	66	-16	1	-1
	PL	43	21	56	-20	1	-1
	PT	21	16	76	-16	3	0
	RO	11	8	87	-8	2	0
	SI	29	12	68	-11	3	-1
	SK	29	23	68	-24	3	1
	FI	17	8	82	-7	1	-1
	SE	18	13	81	-10	1	-3
	UK	19	11	80	-11	1	0

Q7.1 Veuillez me dire dans quelle mesure vous êtes d'accord ou pas avec les déclarations suivantes :





























En (NOTRE PAYS), les gens sont suffisamment informés de l'existence du numéro d'urgence européen 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

Q7.1 Bitte sagen Sie mir, inwieweit Sie den folgenden Aussagen zustimmen oder nicht zustimmen:





























In (UNSER LAND) sind die Menschen ausreichend über die Existenz der europäischen Notrufnummer "112" informiert

	%	Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		NSP\NR		Total 'D'accord'		Total 'Pas d'accord'	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		DK\NA		Total 'Agree'		Total 'Disagree'	
		Stimme voll und ganz zu		Stimme eher zu		Lehne eher ab		Stimme überhaupt nicht zu		WN\KA		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
		Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314	Flash EB 339	Diff. Flash EB 314
 EU 27		14	-1	26	6	32	0	23	-3	5	-2	40	5	55	-3
 BE		10	-4	31	11	36	6	19	-10	4	-3	41	7	55	-4
 BG		30	7	36	13	18	-17	11	-2	5	-1	66	20	29	-19
 CZ		16	-11	50	10	26	5	4	0	4	-4	66	-1	30	5
 DK		16	3	19	2	28	-1	32	-4	5	0	35	5	60	-5
 DE		12	0	25	7	43	-2	14	-5	6	0	37	7	57	-7
 EE		17	-5	34	11	28	-4	11	-5	10	3	51	6	39	-9
 IE		4	-10	13	4	31	6	49	1	3	-1	17	-6	80	7
 EL		6	-5	8	1	24	-3	51	9	11	-2	14	-4	75	6
 ES		22	5	37	11	24	-7	11	-9	6	0	59	16	35	-16
 FR		9	1	26	6	35	-3	26	-3	4	-1	35	7	61	-6
 IT		4	-8	13	-1	34	2	44	10	5	-3	17	-9	78	12
 CY		8	-1	12	5	17	-4	52	-2	11	2	20	4	69	-6
 LV		18	-3	38	17	32	4	9	-12	3	-6	56	14	41	-8
 LT		22	-1	35	9	29	1	10	-5	4	-4	57	8	39	-4
 LU		24	-15	45	14	21	2	5	1	5	-2	69	-1	26	3
 HU		8	-3	22	3	34	0	29	4	7	-4	30	0	63	4
 MT		10	-7	26	6	30	-4	24	2	10	3	36	-1	54	-2
 NL		18	-5	37	12	27	-2	15	-4	3	-1	55	7	42	-6
 AT		7	-3	29	6	44	7	16	-5	4	-5	36	3	60	2
 PL		13	-7	49	15	28	-4	7	-1	3	-3	62	8	35	-5
 PT		40	22	25	8	18	-6	14	-18	3	-6	65	30	32	-24
 RO		55	19	23	-5	9	-6	7	-5	6	-3	78	14	16	-11
 SI		16	0	32	10	31	-5	18	0	3	-5	48	10	49	-5
 SK		17	-4	41	3	29	7	9	-5	4	-1	58	-1	38	2
 FI		15	-5	45	13	34	2	4	-10	2	0	60	8	38	-8
 SE		23	7	39	18	21	-6	13	-16	4	-3	62	25	34	-22
 UK		5	-8	12	3	35	10	43	-6	5	1	17	-5	78	4

Q7.2 Veuillez me dire dans quelle mesure vous êtes d'accord ou pas avec les déclarations suivantes :
On en fait assez en (NOTRE PAYS) pour aider les utilisateurs handicapés à joindre les services d'urgence par le biais du 112, par exemple en fournissant des téléphones adaptés

Q7.2 Please tell me to what extent you agree or disagree with the following statements:
Enough is being done in (OUR COUNTRY) to make it easier for disabled users to contact the emergency services via 112, such as by providing adapted phones





























Q7.2 Bitte sagen Sie mir, inwieweit Sie den folgenden Aussagen zustimmen oder nicht zustimmen:
In (UNSER LAND) wird genug getan, um es für behinderte Menschen leichter zu machen, Notdienste über die 112 zu kontaktieren, indem zum Beispiel geeignete Telefone zur Verfügung gestellt werden

	Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP\NR	Total 'D'accord'	Total 'Pas d'accord'
	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK\NA	Total 'Agree'	Total 'Disagree'
	Stimme voll und ganz zu	Stimme eher zu	Lehne eher ab	Stimme überhaupt nicht zu	WN\KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%	Flash EB 339	Flash EB 339	Flash EB 339	Flash EB 339	Flash EB 339	Flash EB 339	Flash EB 339
 EU 27	14	24	22	16	24	38	38
 BE	14	27	25	12	22	41	37
 BG	22	22	17	22	17	44	39
 CZ	13	34	23	8	22	47	31
 DK	15	13	14	11	47	28	25
 DE	12	24	31	11	22	36	42
 EE	8	19	18	12	43	27	30
 IE	7	15	22	24	32	22	46
 EL	21	12	15	30	22	33	45
 ES	23	30	17	9	21	53	26
 FR	15	27	23	18	17	42	41
 IT	5	21	26	28	20	26	54
 CY	18	13	12	29	28	31	41
 LV	15	20	31	16	18	35	47
 LT	12	20	25	17	26	32	42
 LU	19	39	17	5	20	58	22
 HU	12	17	22	23	26	29	45
 MT	16	25	17	16	26	41	33
 NL	13	23	14	9	41	36	23
 AT	12	24	29	11	24	36	40
 PL	7	28	28	12	25	35	40
 PT	37	19	14	17	13	56	31
 RO	44	16	11	16	13	60	27
 SI	13	22	26	18	21	35	44
 SK	17	29	26	10	18	46	36
 FI	4	41	27	3	25	45	30
 SE	9	27	14	10	40	36	24
 UK	9	20	18	19	34	29	37

Q8 Au cours des 12 derniers mois, avez-vous voyagé dans un autre pays de l'UE?

Q8 In the past 12 months have you travelled in another EU country?

Q8 Sind Sie in den letzten 12 Monaten in ein anderes EU-Land gereist?

		Oui, une fois	Oui, de 2 à 5 fois	Oui, plus de 5 fois	Non	NSP\NR	Total 'Oui'
		Yes, once	Yes, from 2 to 5 times	Yes, more than 5 times	No	DK\NA	Total 'Yes'
		Ja, einmal	Ja, zwischen zwei und fünfmal	Ja, häufiger als fünfmal	Nein	WN\KA	Gesamt 'Ja'
%		Flash EB 339	Flash EB 339	Flash EB 339	Flash EB 339	Flash EB 339	Flash EB 339
	EU 27	18	17	4	61	0	39
	BE	22	28	9	41	0	59
	BG	12	10	3	75	0	25
	CZ	17	23	8	52	0	48
	DK	26	29	7	38	0	62
	DE	20	24	5	51	0	49
	EE	17	22	6	55	0	45
	IE	25	28	4	43	0	57
	EL	11	8	1	80	0	20
	ES	14	11	2	73	0	27
	FR	17	14	4	65	0	35
	IT	17	10	2	70	1	29
	CY	31	24	2	43	0	57
	LV	19	20	4	57	0	43
	LT	12	18	5	65	0	35
	LU	20	34	23	23	0	77
	HU	13	10	4	72	1	27
	MT	25	13	0	62	0	38
	NL	21	33	11	35	0	65
	AT	19	30	13	38	0	62
	PL	17	13	4	66	0	34
	PT	12	14	3	71	0	29
	RO	12	10	3	74	1	25
	SI	16	27	12	45	0	55
	SK	14	22	12	52	0	48
	FI	21	30	4	45	0	55
	SE	23	30	4	43	0	57
	UK	20	20	4	56	0	44