



Flash Eurobarometer 368

THE EUROPEAN EMERGENCY NUMBER 112

REPORT

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

Flash Eurobarometer 368 - TNS Political & Social

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The European emergency number 112

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

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

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INTRODUCTION

The single European emergency number 112 was adopted by Council decision in July 1991 in order to enable citizens of the EU to call the emergency services (i.e. police, fire and ambulance) by using the same number from anywhere in the EU¹. This has become more and more important as increasing numbers of European citizens travel to other EU countries for work, study or leisure. Since the end of 2008, it has been a requirement for all EU Member States to ensure that anyone can call the emergency services from fixed and mobile phones by using the 112 number.

National differences in the availability of emergency numbers

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

a) 112 is the sole/main emergency number

In seven Member States, 112 has become the main national emergency number, promoted as the number to be used to contact all emergency services (i.e. police, fire and ambulance). The countries where this is the case are Denmark, Finland, Malta, the Netherlands, Portugal, Romania and Sweden. Collectively, these countries are referred to as 'Group 1' in this report. However, some other previous (legacy)² national emergency numbers may still route callers to the emergency services in these countries.

b) 112 is in operation alongside other emergency numbers

Most Member States, however, have decided to introduce 112 as a number that will work alongside their national emergency numbers. The 20 EU countries in this category are referred to as 'Group 2' in this report. Here, both 112 and national numbers are in service as a way of contacting some or all emergency services. In the UK, for example, citizens can either call 112 or the national number 999 in the event of an emergency.

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

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

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

² It is assumed, on the basis of the yearly COCOM reports from the Member States, that these previous (legacy) emergency numbers are no longer publicly advertised for that purpose but are only kept in operation, with marginal usage, for reasons of public safety.

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

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

Methodological note on the survey

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

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

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

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

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

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

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

The Eurobarometer website can be consulted at the following address:

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

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

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

MAIN FINDINGS

Knowledge of the European emergency number 112

- Most EU respondents are unfamiliar with 112 as an EU-wide emergency number: just over a quarter (27%) correctly identify 112 as the number to call anywhere in the EU in the event of an emergency, though this is up slightly compared to 2012.
- In five countries, 50% or more respondents spontaneously identify 112 as the number to call for emergency services from anywhere in the EU: Poland (57%), Slovakia (55%), Finland (54%), Luxembourg (53%) and the Czech Republic (50%).
- Knowledge of the EU-wide functionality of 112 increased by more than five percentage points in Cyprus (24%, +11), Belgium (48%, +9) and Spain (30%, +9), followed by Slovakia (55%, +8), Slovenia (30%, +8) and Latvia (28%, +6). On the other hand, knowledge of the EU-wide functionality decreased by more than four percentage points in Bulgaria (37%, -6) and Germany (17%, -4).
- Over a third of respondents (36%) say that they have travelled to another EU country at least once in the last 12 months, which is down slightly on the 39% who said this in 2012. Individuals who travelled within the EU showed greater awareness of 112 than people who did not.
- Nearly four out of 10 respondents (39%) who travelled within the EU at least twice in the past 12 months correctly identify 112, but this falls to 28% among those who travelled in the EU only once, and again to 23% among those who did not travel to any other EU countries.
- Just over half (51%) of all EU citizens say that they would call 112 in the event of an emergency in their own country, up from 47% in 2012. However, 51% of respondents also say that they would call a national emergency number, up from 45% in 2012.
- 87% of respondents are able to list at least one correct emergency number when asked which number to call in the event of an emergency in their own country. Of these, 32% mention 112, 34% mention an official national emergency number, and 14% mention both 112 and a national number. The proportion of respondents who would call 112 in their own country ranges from 96% in Sweden to 2% in Greece.
- Awareness of 112 as a domestic emergency number rose in most Member States, increasing the most in Italy (35%, +16), Belgium (49%, +8) and Spain (73%, +8).
- 39% of respondents who say they would call 112 in a national context also identify 112 as the EU-wide emergency number. This is a very slight change compared with 2012, when 38% of people in this group were able to identify 112 as an EU-wide number.

Usage of the European emergency number 112

- When prompted³, 46% of those who called an emergency number say that they called only 112, while 52% say that they called only a national number. This is the same as in 2012. However, when answering spontaneously, 35% of respondents who called an emergency number say that they called only 112, whereas 62% say that they called only a national number.
- The proportion of respondents who called only 112 in an emergency was highest in Romania (98%) and Finland (96%), and lowest in Greece (3%) and the UK (4%).

Information about the European emergency number 112

- Seven respondents out of ten (69%) did not come across information about the 112 emergency number during the previous year, while only slightly over a quarter (28%) did encounter some kind of information about it.
- In Slovakia, Romania and Poland a majority of respondents received information about the 112 emergency number over the last 12 months. But in Greece and Italy only 9% of respondents saw or heard any information.
- 63% of people who were informed about the 112 number obtained their information via television. However, newspapers were the most common source of information about 112 in four Member States: Finland, Luxembourg, Germany and Austria.

³ For questions Q2a and Q2b (If you called an emergency number during the last 12 months, what number did you call ...), 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, i.e read out to the interviewer, to split A (those who answered Q2a), and those given spontaneously, to split B (those who answered Q2b).

I. KNOWLEDGE OF THE EUROPEAN EMERGENCY NUMBER 112

The aim of the survey was to find out whether EU citizens are familiar 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 say which telephone number would enable them to call the emergency services from within other EU countries;
- whether they have travelled to other EU Member States within the last 12 months, and if so how many journeys they made;
- and to identify the telephone number they would call in the event of an emergency in their own country.

1.1 KNOWLEDGE OF THE SINGLE EU-WIDE EMERGENCY NUMBER 112

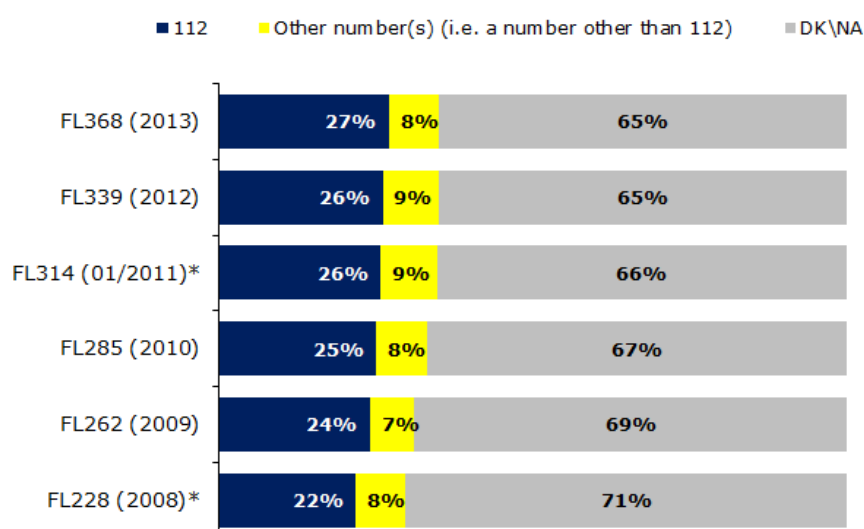
- Just over a quarter of respondents are spontaneously able to identify 112 as the number to call in an emergency anywhere in the EU -

First, respondents were asked to identify the telephone number which enables them to call emergency services anywhere in the European Union.

As in previous waves of the survey, most EU respondents remain unfamiliar with the single European emergency number 112. Just over a quarter (27%) correctly identify 112 as the number to call anywhere in the EU (compared with 51% who identify it as the number to call within their own country). This is a slight increase on the 26% who correctly identified 112 in the 2012 survey, and a 5-point increase on the 22% who did so in the 2008 wave.

About two-thirds (65%) of respondents say that they do not know which number they could call to contact emergency services anywhere in the EU, while a further 8% named an incorrect telephone number (i.e. a number other than 112).

Knowledge of 112 as the EU-wide emergency number



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

Base: all respondents, % EU27

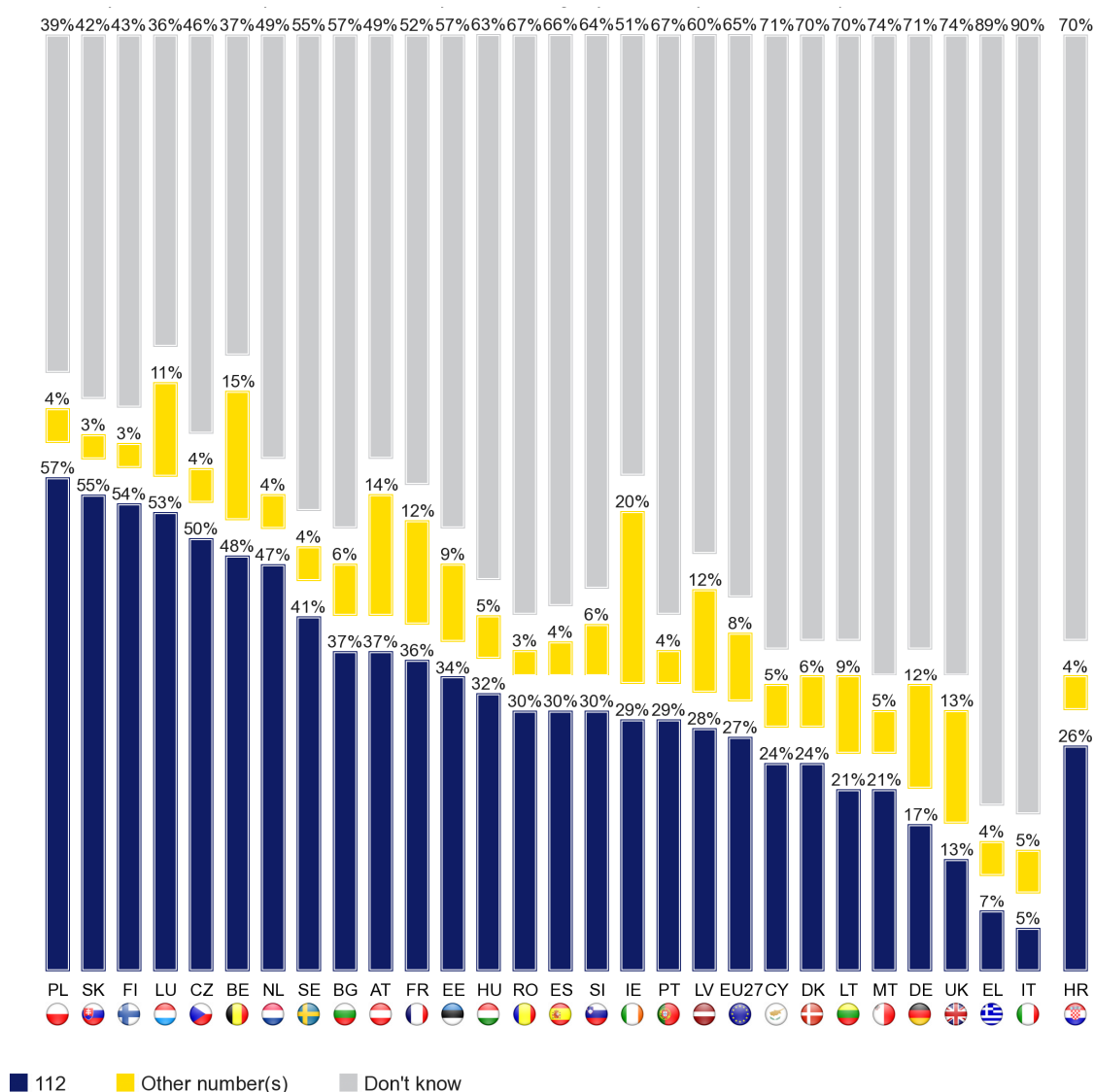
National variations

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

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

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

Knowledge of 112 as the EU-wide emergency number



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

Base: all respondents, % by country

It is interesting to note that while only 3% of UK respondents say they would call 112 in the event of an emergency in their own country, 13% of respondents in that country are aware of 112 as the pan-European emergency number.

At least a tenth of respondents say that a number other than 112 would enable them to call emergency services from anywhere in the EU in Ireland (20%), Belgium (15%), Austria (14%), the UK (13%), France (12%), Germany (12%), Latvia (12%) and Luxembourg (11%).

As in previous waves, knowing that 112 is an emergency number in one's own country does not necessarily translate into a greater awareness of 112 as the EU-wide emergency number. For example, while 91% of respondents in Denmark say they would call 112 in case of an emergency in their own country, only 24% of people there spontaneously identify 112 as the number to call for emergency services from anywhere in the EU. There is a similar knowledge gap in Romania (89% vs. 30%) and Estonia (89% vs. 34%).

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

In most cases, there has been relatively little change since 2012 in terms of the number of respondents who spontaneously identify 112 as the EU-wide emergency number.

Despite the minor change recorded since 2012 at EU level, the proportion of respondents who correctly named 112 as the European emergency number has increased in 17 out of the 27 Member States. Knowledge of the EU-wide functionality of 112 increased by more than five percentage points in Cyprus (24%, +11), Belgium (48%, +9) and Spain (30%, +9), followed by Slovakia (55%, +8), Slovenia (30%, +8) and Latvia (28%, +6).

On the other hand, knowledge of the EU-wide functionality decreased by more than four percentage points in Bulgaria (37%, -6) and Germany (17%, -4).

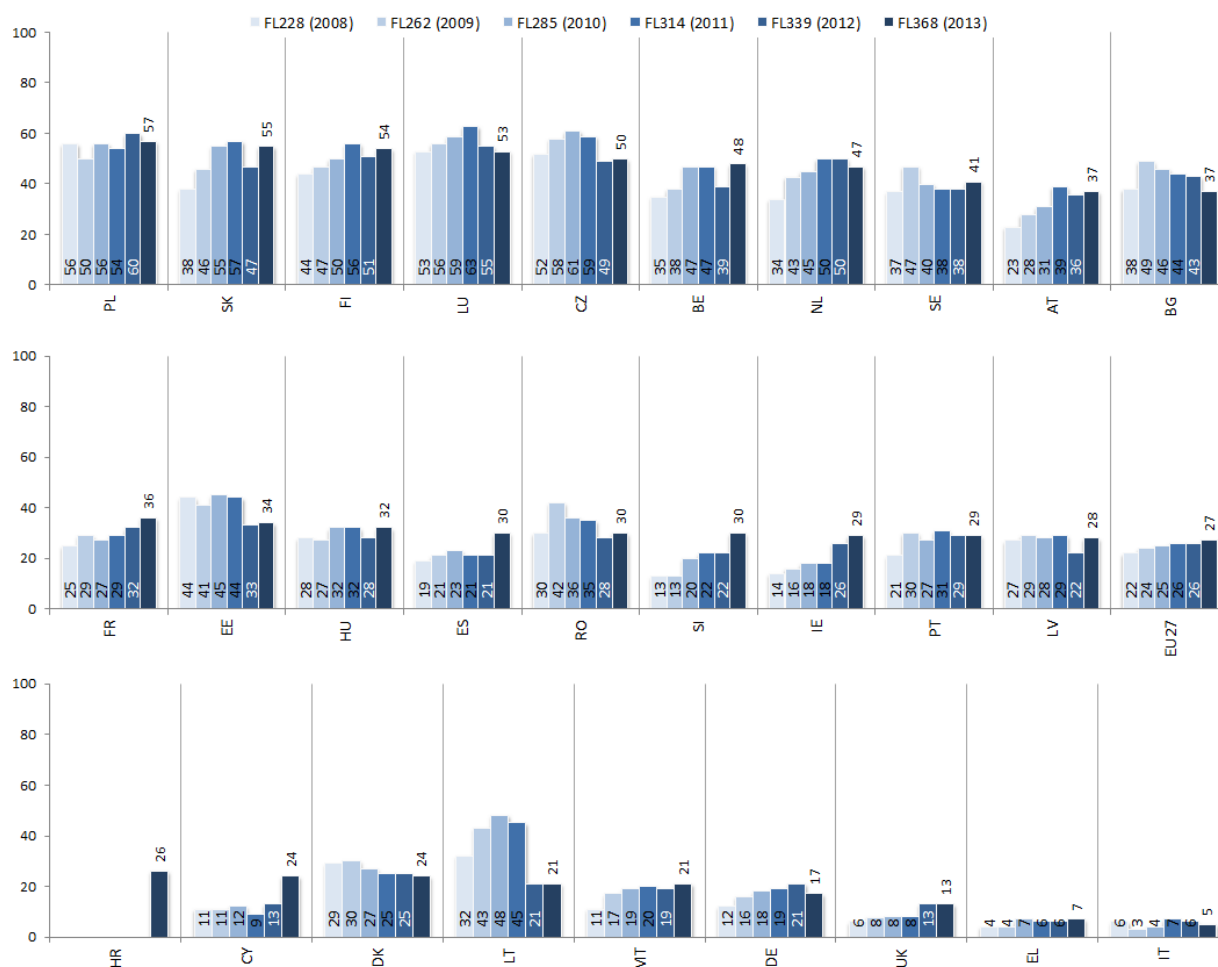
Looking at the data across the waves, it is possible to trace a steady growth in the knowledge of 112 as the EU-wide emergency number. For example, this can be seen in France (27% in 2010, 29% in 2011, 32% in 2012 and 36% in 2013), Slovenia (13% in 2008 and 2009, 20% in 2010, 22% in 2011 and 2012 and 30% in 2013) and Ireland (14% in 2008, 16% in 2009, 18% in 2010 and 2011, 26% in 2012 and 29% in 2013).

Over the six waves, Slovakia and Slovenia are the countries that have recorded the biggest increases in the measured knowledge of 112 as the European emergency number (both +17 since 2008). Other countries that have recorded a steady improvement since 2008 include Ireland (+15), Austria (+14), Belgium, the Netherlands and Cyprus (all +13).

There has been a steady decrease in the knowledge of the geographical coverage of 112 in Bulgaria (49% in 2009, 46% in 2010, 44% in 2011, 43% in 2012 and 37% in 2013), Luxembourg (63% in 2011, 55% in 2012 and 53% in 2013) and Denmark (30% in 2009, 27% in 2010, 25% in 2011 and 2012 and 24% in 2013).

Lithuania (-11 since 2008) and Estonia (-10 since 2008) have witnessed the largest falls over the six waves.

Knowledge of 112 as the EU-wide emergency number: evolution 2008-2013



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

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

Here, we cross-reference the results of the present question about awareness of 112 as the EU-wide emergency number with a later question that asks respondents whether they have received any information about the 112 emergency number over the past 12 months (see Chapter 3.1 below). The reason for doing this is to study the link between public information campaigns and awareness of the 112 service.

As in previous years, there appears to be a fairly strong connection between the level of awareness of 112 and the availability of public information about it. In countries where familiarity with the EU-wide emergency number is relatively high, respondents are also relatively likely to say that they received information about it during the last 12 months, whereas respondents are relatively unlikely to say this in Member States where awareness of the 112 service is low. For example:

- A majority of respondents in Slovakia (59%) and Poland (53%) say that they have received information about the 112 emergency number over the past 12 months, and a majority in Poland (57%) and Slovakia (55%) also correctly identify 112 as the EU-wide emergency number.




- In contrast, Greece and Italy (both 9%) have the lowest proportion of respondents in the EU who say that they have received information about the 112 emergency number over the past 12 months, and they also have the smallest number of people who correctly identify 112 as the EU-wide emergency number (7% and 5% respectively).

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

Familiarity with 112 varies according to the different socio-demographic groups. Gender is the first important variable, with men (32%) more likely than women (23%) to identify 112 as the EU-wide emergency number. Age is also relevant: people aged 25-39 (35%) are the most likely to know that 112 is the EU-wide emergency number, while those aged 55 and over (20%) are the least likely to know this. Respondents with a higher level of education are also more likely to be familiar with 112: while 35% of those who finished their education aged 20 and over correctly identify 112 as the EU-wide emergency number, only 13% of people who left school aged 15 and under do so.

Travelling within the EU appears to increase awareness of the 112 service. Nearly four out of 10 respondents (39%) who travelled within the EU at least twice in the past 12 months correctly identify 112, but this falls to 28% among those who travelled in the EU only once, and again to 23% among those who did not travel to any other EU countries.

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
EU27	27%	8%	65%
 Sex			
Male	32%	8%	60%
Female	23%	9%	68%
 Age			
15-24	29%	9%	62%
25-39	35%	7%	58%
40-54	29%	9%	62%
55 +	20%	8%	72%
 Education (End of)			
15-	13%	8%	79%
16-19	26%	9%	65%
20+	35%	7%	58%
Still studying	28%	9%	63%
Travelled in EU			
Once	28%	10%	62%
Two times or more	39%	9%	52%
No	23%	8%	69%

Base: All respondents = 25,623

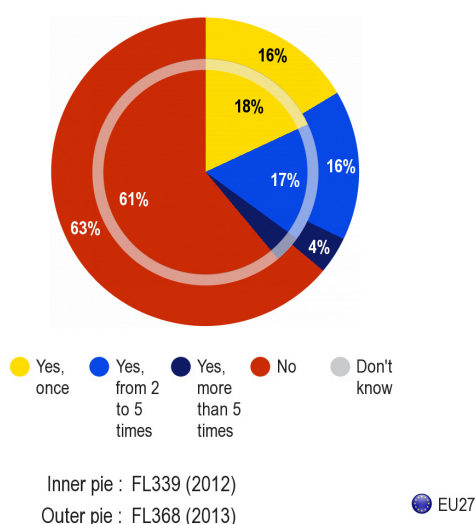
1.2 TRAVEL TO ANOTHER EU COUNTRY

- In nine Member States a majority of respondents say that they travelled to another EU country during the previous year -

Having discussed their awareness of the 112 EU-wide emergency number, respondents were then asked whether they had travelled to another EU country in the last 12 months, and also how many times they had done this.

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

Travel to other EU Member States within the last 12 months

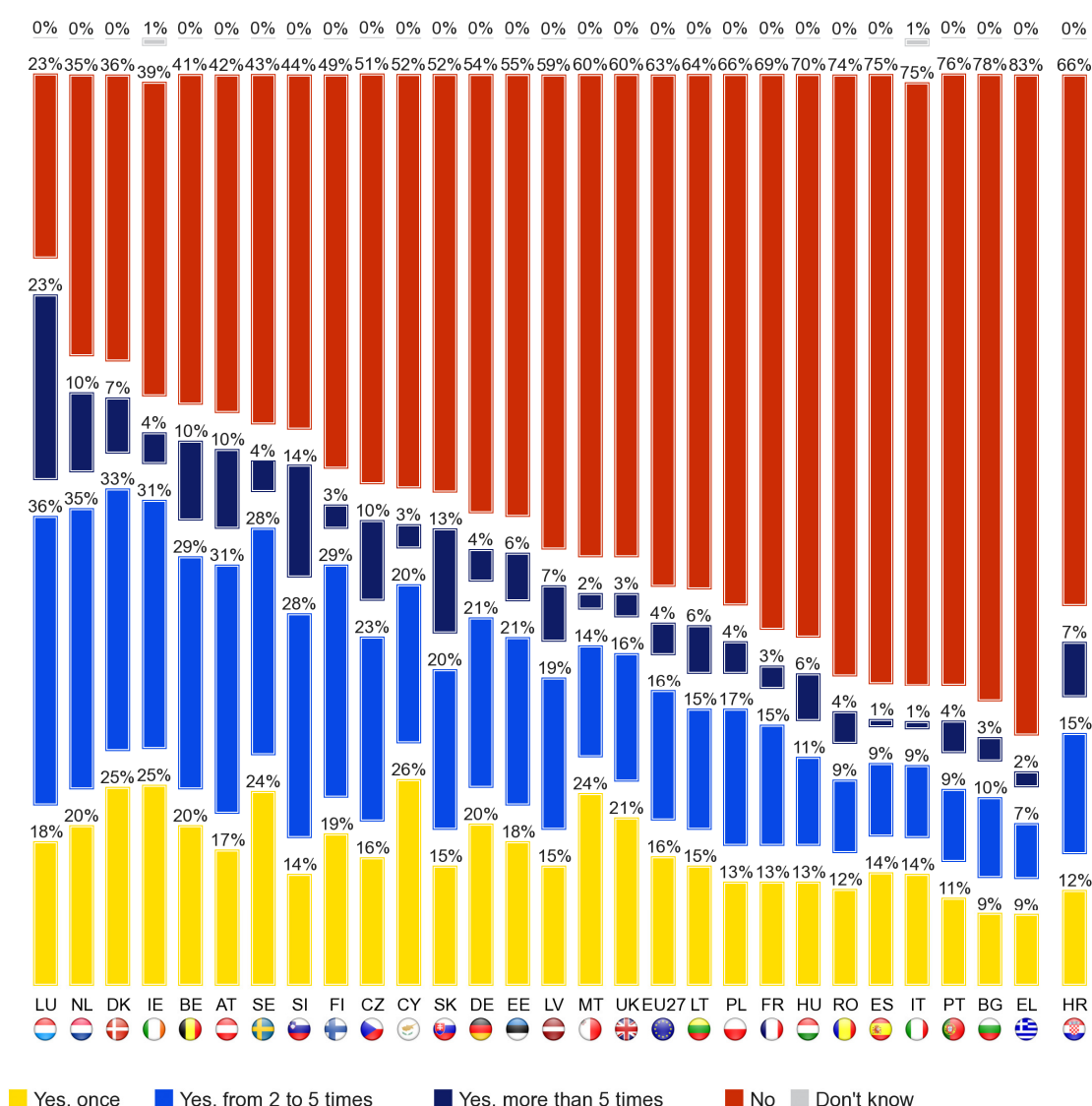


Q6. In the past 12 months have you travelled in another EU country?
Base: all respondents, % EU27

A majority of people in nine Member States say that they travelled to another EU country at least once: Luxembourg (77%), the Netherlands (65%), Denmark (65%), Ireland (60%), Belgium (59%), Austria (58%), Slovenia (56%), Sweden (56%) and Finland (51%). But at the other end of the scale, less than a quarter of respondents went to another EU country in Greece (18%), Bulgaria (22%), Spain (24%), Italy (24%) and Portugal (24%). At least four out of 10 people went to another EU country at least twice in Luxembourg (59%), the Netherlands (45%), Slovenia (42%) and Austria (41%), but relatively few people did so in Greece (9%), Spain (10%) and Italy (10%). Croatia's result (34%) is again very much in line with the European average.

In 18 Member States a majority of people say that they did not go to any other EU countries. Greece (83%), Bulgaria (78%) and Portugal (76%) have the highest numbers of people who say this.

Travel to other EU Member States within the last 12 months



Q6. In the past 12 months have you travelled in another EU country?
Base: all respondents, % by country

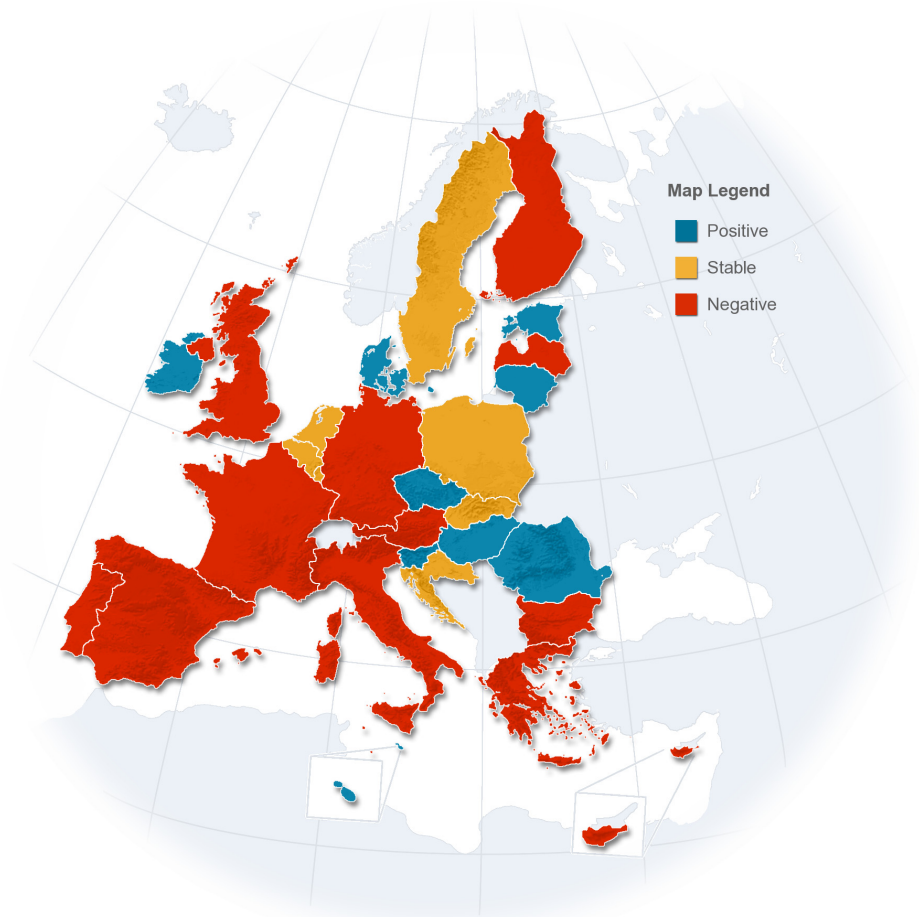
Ireland (60%, +3) is the only country where the number of people who went to another EU country at least once increased by more than one or two percentage points. However, the number of people who did this declined by at least five points in four Member States: Cyprus (48%, -9), the UK (39%, -5), Italy (24%, -5) and Portugal (24%, -5).

Travel to other EU Member States within the last 12 months among all respondents

	IE	60%	+3
	DK	64%	+2
	MT	40%	+2
	HU	30%	+2
	SI	56%	+1
	CZ	49%	+1
	EE	45%	+1
	LT	36%	+1
	RO	26%	+1
	LU	77%	=
	NL	65%	=
	BE	59%	=
	SE	56%	=
	SK	48%	=
	PL	34%	=
	EU27	37%	-2
	DE	46%	-3
	LV	40%	-3
	FR	31%	-3
	ES	24%	-3
	BG	22%	-3
	EL	17%	-3
	AT	58%	-4
	FI	51%	-4
	UK	39%	-5
	PT	24%	-5
	IT	24%	-5
	CY	48%	-9
	HR	34%	=

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

Answers: Total 'Yes'

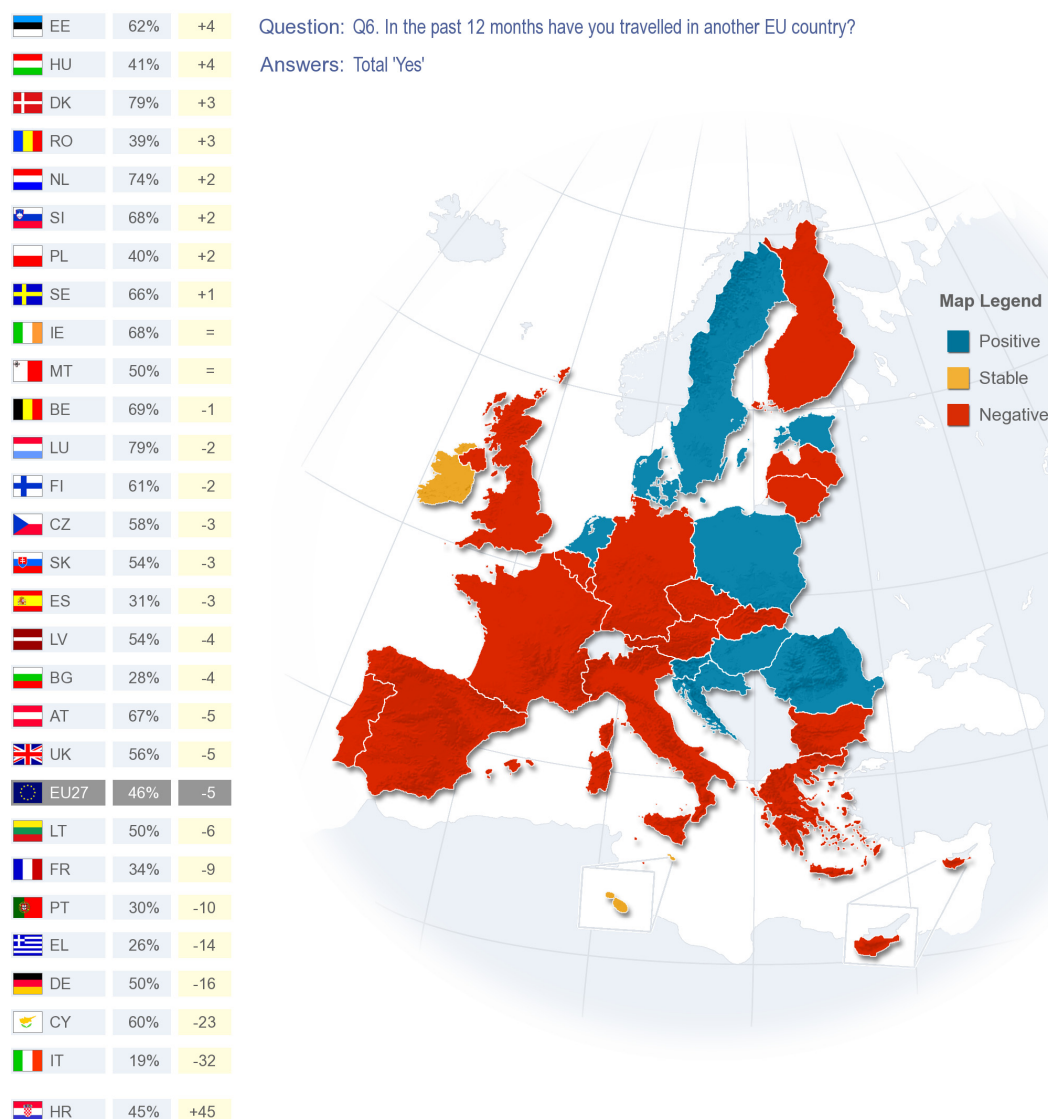


Base: all respondents, % by country, comparison with the previous wave

Moreover, there is a decline of five percentage points in the proportion of those who made at least one journey to another EU country in the last 12 months among respondents who correctly identified 112 as the EU-wide emergency number.

Estonia (+4), Hungary (+4), Romania (+3) and Denmark (+3) witnessed the highest growth in the proportion of travellers who know that they can reach emergency services anywhere in the EU by calling 112. Conversely, in Italy (-32), Cyprus (-23) and Germany (-16) the proportion of travellers who identified 112 as the EU-wide emergency number decreased by more than sixteen percentage points.

Travel to other EU Member States within the last 12 months among those who correctly identified 112 as the EU-wide emergency number



Base: respondents who correctly identified 112 as the EU-wide emergency number, % by country, comparison with the previous wave

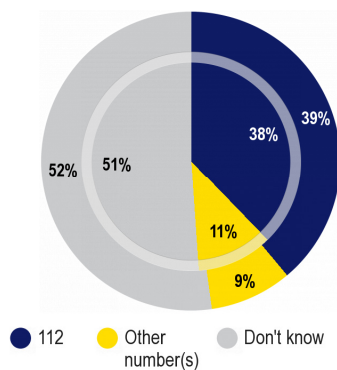
Those who travelled in the EU are more familiar with the European emergency number

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 EU travellers were more familiar with the European-wide emergency number than non-travellers.

Respondents who travelled to another EU country two times or more over the past year are more likely to correctly name 112 as the European-wide number than non-travellers (39% vs. 23% respectively). Fewer than one in 10 respondents for both groups cited other numbers (9% - frequent travellers, 8% - non-travellers).

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

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

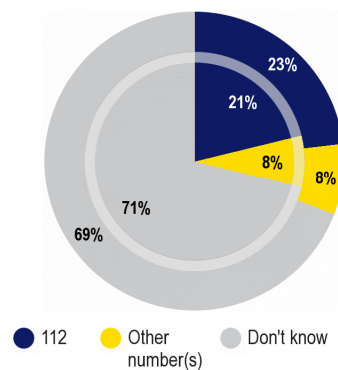


Inner pie : FL339 (2012)
Outer pie : FL368 (2013)

EU27

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

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



Inner pie : FL339 (2012)
Outer pie : FL368 (2013)

EU27

Compared with 2012, among frequent travellers there has been a slight increase (+1, from 38%) in the number of people who are aware that 112 is the Europe-wide number, and a slight decline (-2, from 11%) in the proportion of respondents who cite other numbers. There was also an increase in awareness (+2, from 21%) among non-travellers.

Socio-demographic considerations






The socio-demographic data show that men are more likely than women to have travelled to another EU country at least once in the past 12 months, by a margin of 41% to 32%. Respondents in the three youngest age groups (39-41%) are also more likely than those aged 55 and over (30%) to have travelled to another EU country at least once.

The respondent's level of education is also linked to his or her mobility within the EU. While 47% of people who left education aged 20 or over say that they have been to another EU country at least once over the past 12 months, this falls to 33% among those who left school aged 16-19, and again to 17% among those who left school aged 15 or under.

Respondents who live in urban areas are more likely to have travelled to another EU country recently than those who live in rural areas: while 41% of respondents from large towns went to another EU country at least once in the past year, only 35% of people from small towns and rural villages say this.

Self-employed respondents (51%) and employees (45%) are also much more likely to have travelled to another EU country within the last 12 months than manual workers (31%) and people who are not currently working (28%).

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

	Yes, once	Two times or more	No	Don't know	Total 'Yes'
EU27	16%	20%	63%	0%	37%
 Sex					
Male	16%	25%	59%	0%	41%
Female	16%	16%	67%	0%	32%
 Age					
15-24	21%	20%	59%	0%	41%
25-39	17%	24%	59%	0%	41%
40-54	16%	23%	60%	0%	39%
55 +	14%	16%	70%	0%	30%
 Education (End of)					
15-	10%	7%	82%	1%	17%
16-19	17%	16%	67%	0%	33%
20+	18%	29%	53%	0%	47%
Still studying	20%	24%	56%	0%	44%
 Subjective urbanisation					
Rural village	15%	20%	65%	0%	35%
Small/ Mid-size town	16%	19%	65%	0%	35%
Large town	17%	24%	58%	0%	41%
 Respondent occupation scale					
Self-employed	17%	34%	49%	1%	51%
Employee	19%	26%	54%	0%	45%
Manual workers	15%	16%	69%	0%	31%
Not working	14%	14%	71%	0%	28%

Base: All respondents = 25,623

Socio-demographic considerations for the respondents who correctly identified 112 as the EU-wide emergency number






The analysis of the socio-demographic profile of travellers who correctly named 112 as the EU-wide emergency numbers yields similar patterns when compared to the profile of travellers among the general population. However, the differences observed are augmented.

Men are more likely than women to have travelled to another EU country at least once in the past 12 months, by a margin of 51% to 39%. Furthermore, the respondents in the three youngest age groups (45-49%) are again more likely than those aged 55 and over (42%) to have travelled to another EU country at least once.

The finding that the respondent's level of education is also linked to his or her mobility within the EU is confirmed in the analysis below. Respondents with a higher level of education who identify 112 as the number to call for emergency services from anywhere in the EU are the most likely to have travelled at least once in the past 12 months (54%), compared to those who finished their education before the age of 20 or who are still studying (24-49%).

Of the respondents who correctly named 112 as the EU-wide emergency number, those who live in large towns (52%), are self-employed (62%) and employees (51%) are more likely to have travelled at least once in the past 12 months within the EU.

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

	Yes, once	Two times or more	No	Don't know	Total 'Yes'
EU27	17%	29%	54%	0%	46%
 Sex					
Male	17%	34%	49%	0%	51%
Female	16%	23%	61%	0%	39%
 Age					
15-24	18%	28%	55%	0%	45%
25-39	17%	31%	51%	0%	49%
40-54	16%	31%	53%	0%	47%
55 +	16%	25%	58%	0%	42%
 Education (End of)					
15-	12%	12%	75%	1%	24%
16-19	17%	23%	60%	0%	40%
20+	17%	36%	46%	0%	54%
Still studying	16%	33%	51%	0%	49%
 Subjective urbanisation					
Rural village	17%	27%	57%	0%	43%
Small/ Mid-size town	16%	28%	56%	0%	44%
Large town	18%	34%	48%	0%	52%
 Respondent occupation scale					
Self-employed	18%	44%	38%	0%	62%
Employee	19%	32%	49%	0%	51%
Manual workers	14%	24%	62%	0%	38%
Not working	15%	23%	62%	0%	38%

Base: respondents who correctly identified 112 as the EU-wide emergency number
(demographic categories)

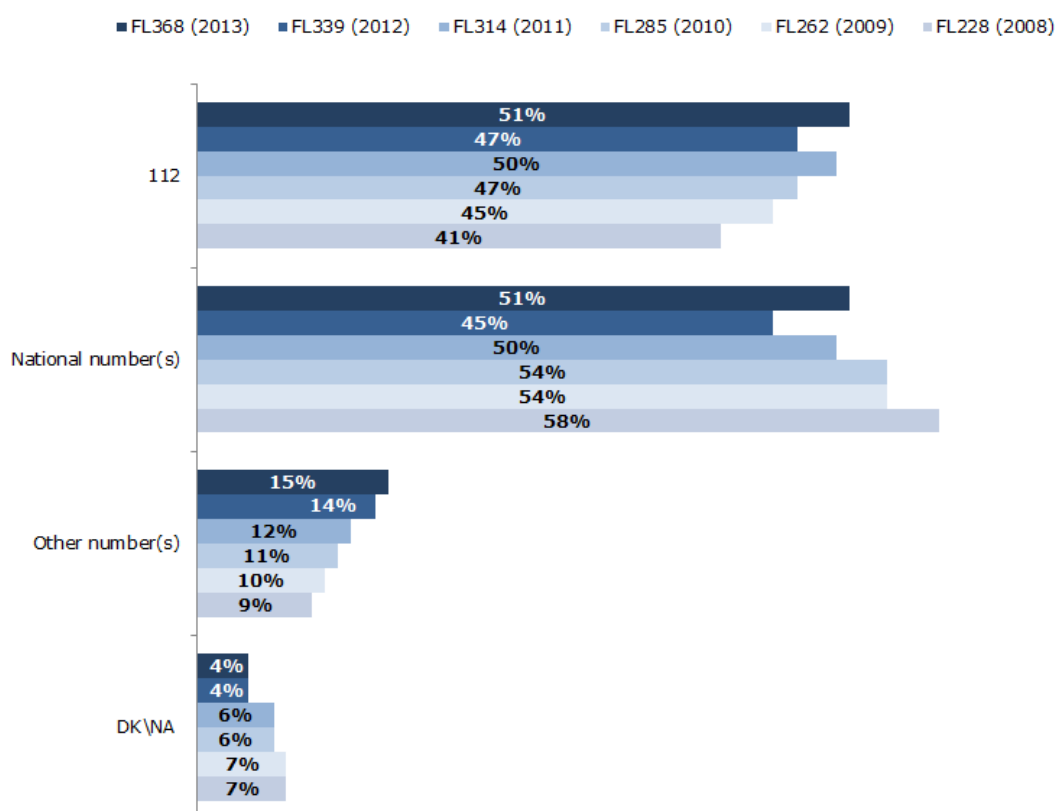
1.3 CALLING THE EMERGENCY SERVICES FROM WITHIN ONE'S OWN COUNTRY

- A majority of people in the EU say they would call 112 in the event of an emergency in their own country -

Earlier in the chapter respondents were asked which number they would call in an emergency in another EU country. Then, they were asked which number they would call in the event of an emergency in their own country. As some Member States have specific numbers for certain emergency services, as opposed to just one main number, respondents were able to list more than one number.

Across the EU, a majority of respondents (51%) say that they would call 112 in the event of an emergency in their own country, up from 47% in 2012. The same number of respondents (51%) say that they would call an official national emergency number, which is also an increase on the 45% of people who gave this answer in 2012. While the proportion of respondents who say they would call 112 has been steadily increasing since 2008, the number of people who say they would call a national number had been steadily declining (from 58% in 2008) until this year. The relatively large, six-point increase recorded this year is therefore a significant result in the historical context of the survey.

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



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

Base: all respondents, % EU27

One in seven respondents (15%) say that they would call 'other number(s)'. 'Other number' responses were recorded when respondents listed an incorrect number (e.g. "1012" instead of "112") or when respondents listed a telephone number that was not an official emergency number in their country (e.g. the telephone number of their local police force or a roadside assistance telephone number). The proportion of EU respondents giving this answer has risen slowly but steadily since 2008, when only 9% of people said they would call 'other number(s)'.

Finally, 4% of respondents say they do not know which number they would call.

As mentioned above, interviewees had the option of listing more than one number when asked which number they would call in the event of an emergency in their own country. The analysis 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.

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

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

Base: All respondents = 25,623

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

The socio-demographic data show that respondents aged 55 and over (18%) are more likely to be unable to name at least one emergency number than respondents in the three youngest age groups (9-11%).

The respondent's level of education is also linked to knowledge about emergency numbers. While only 10% of people who left education aged 20 or over were unable to mention at least one emergency number, this rises to 22% among those who left school aged 15 or under.

Respondents who are currently not working (17%) are more likely to be unable to name at least one emergency number than self-employed respondents (12%), employees (8%) and manual workers (11%).

Respondents who report owning a landline only (22%) are more likely to be unable to name at least one emergency number than respondents owning a mobile only or both a landline and a mobile (11% and 12% respectively).

Respondents who travelled once (11%) or at least twice (8%) in the past 12 months are also less likely to be unable to name at least one emergency number than those who did not travel at all (15%).

Q1.2 Can you tell me what telephone number or numbers you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or in case you need to contact the police or the fire brigade?

(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

	Proportion of respondents who were unable to mention at least one correct emergency number
EU27	13%
Age	
15-24	9%
25-39	10%
40-54	11%
55 +	18%
Education (End of)	
15-	22%
16-19	12%
20+	10%
Still studying	10%
Respondent occupation scale	
Self-employed	12%
Employee	8%
Manual workers	11%
Not working	17%
Landline/ mobile	
Mobile only	11%
Landline only	22%
Landline & mobile	12%
Travelled in EU	
Once	11%
Two times or more	8%
No	15%

Base: All respondents = 25,623

National variations

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








Group 1: 112 is the sole/main emergency number

Among the Group 1 countries, 91% of respondents say that they would call 112 in the event of an emergency (-1 point compared with 2012). Just 4% would call a national number, while 6% would call other number(s), and 4% don't know which number to call.

In Denmark, the Netherlands, Finland and Sweden, between 91% and 96% of interviewees say they would call the emergency number 112 when confronted with an emergency in their own country. A relatively high proportion of respondents who say they would call the 112 number was also recorded in Romania (89%) and Portugal (84%). In all of these countries, 112 is the sole/main emergency number⁴.

Although 112 is also presented as the sole emergency number in Malta, just 54% of respondents there say they would call 112 in the event of an emergency. This figure has increased slightly since 2012 (+2 points). As in previous waves, a relatively high proportion (28%) of respondents in Malta don't know which number to call, while 14% say that they would call 'other number(s)'. Only 8% would call a national number besides 112.

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)	DK/NA
GROUP 1: Countries where 112 is the sole/main emergency number				
Average	91%	4%	6%	4%
 SE	96%	3%	5%	2%
 FI	94%	1%	4%	3%
 NL	93%	5%	5%	4%
 DK	91%	9%	10%	2%
 RO	89%	2%	6%	5%
 PT	84%	6%	9%	6%
 MT	54%	8%	14%	28%

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

Base: Group 1 respondents = 6,563, % by country






















⁴ "National number(s)" here refers to other legacy numbers which are no longer promoted.

Group 2: 112 operates alongside other emergency numbers

In the Group 2 countries 44% of respondents say that they would call 112 in the event of an emergency – an increase of five percentage points compared with 2012. A majority (58%, +5) say they would call a national number, while 17% say they would call other number(s) (+1). 5% (+1) don't know which number to call.

Group 2 countries are those where 112 was introduced as a number alongside a national emergency number. The proportion of respondents who mention the emergency number 112 ranges from just 2% in Greece to 89% in Estonia. The number of respondents who cite other national emergency numbers ranges from 10% in Bulgaria to 94% in the UK.

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

	112	National number(s)	Other number(s)	DK/NA
GROUP 2: Countries where 112 operates alongside other emergency numbers				
Average	44%	58%	17%	5%
 EE	89%	19%	15%	3%
 SI	84%	65%	7%	2%
 BG	83%	10%	9%	4%
 LU	83%	56%	11%	3%
 SK	80%	33%	14%	3%
 LT	79%	15%	8%	7%
 DE	75%	45%	22%	4%
 ES	73%	15%	23%	8%
 LV	71%	37%	14%	6%
 PL	68%	45%	9%	2%
 CZ	58%	70%	5%	2%
 HR	52%	33%	10%	16%
 BE	49%	51%	20%	5%
 IT	35%	55%	32%	6%
 HU	35%	65%	15%	9%
 CY	25%	31%	15%	35%
 IE	19%	81%	16%	2%
 FR	16%	84%	11%	4%
 AT	16%	83%	11%	4%
 UK	3%	94%	9%	2%
 EL	2%	84%	7%	10%

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

Base: Group 2 respondents = 20,061, % by country

The countries in this group with the highest proportions of respondents who mention the emergency number 112 are Estonia (89%), Slovenia (84%), Bulgaria (83%), Luxembourg (83%) and Slovakia (80%). '112' is the most common answer in 10 of the 20 Member States in Group 2. In Croatia, 52% of respondents mention 112 as the number they would call.

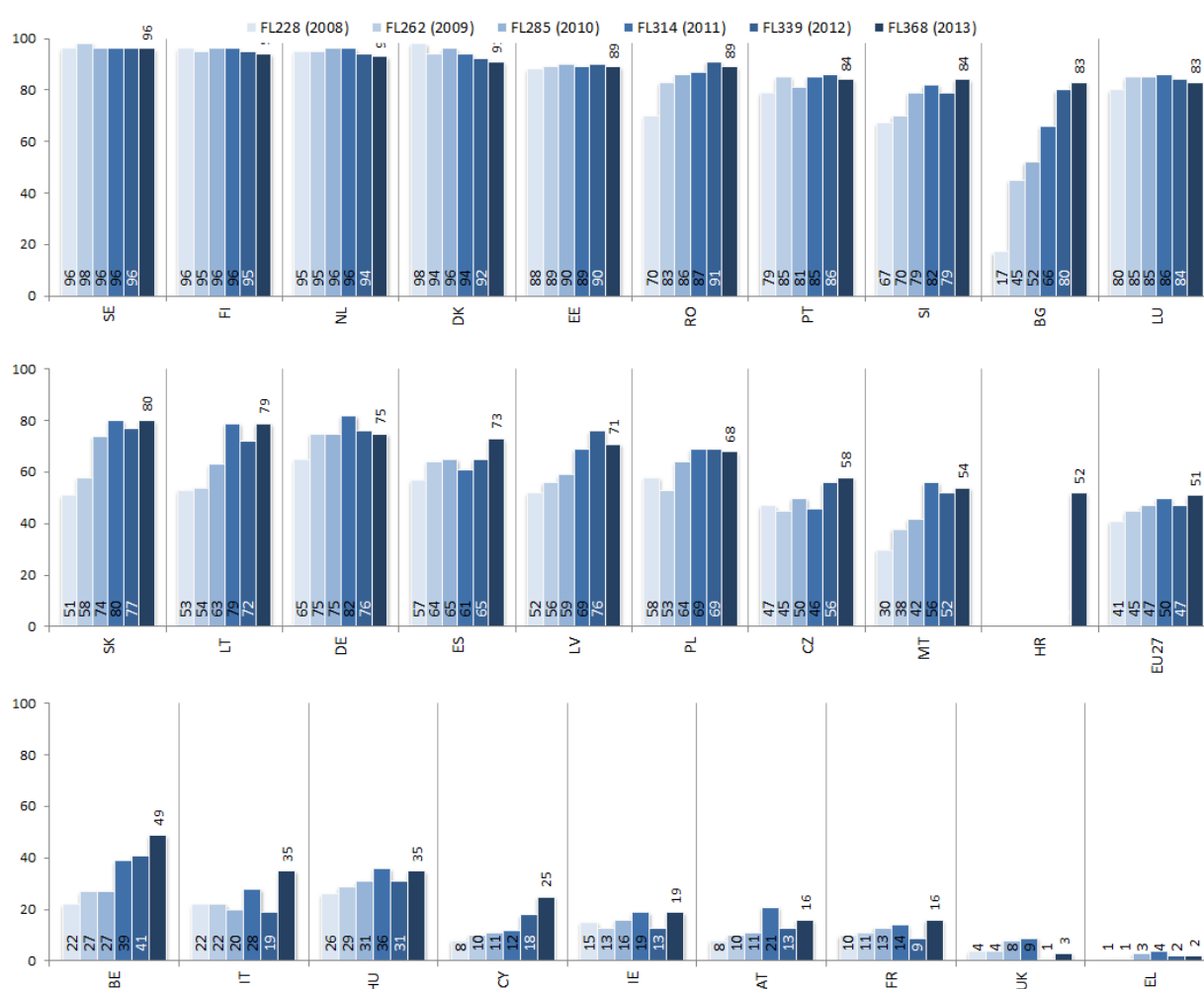
In 10 of the 20 Group 2 countries more respondents say they would call a national number instead of 112. Knowledge of 112 as the number to call in emergencies is lowest in Greece (2%), the UK (3%), France (16%), Austria (16%) and Ireland (19%). At least eight out of 10 respondents say they would call a national emergency number in the UK (94%), France (84%), Greece (84%), Austria (83%) and Ireland (81%).

The proportion of respondents who say that they would call 'other number(s)' in an emergency is highest in Italy (32%, compared to 35% who would call 112), Spain (23%), Germany (22%) and Belgium (20%). The number answering 'don't know' is highest in Cyprus (35%), where a relative majority of people give this answer (25% would call 112, and 31% would call a national number).

Telephone number(s) EU citizens would call in the event of an emergency in their own country - a comparison across the six waves

With the number of people who say they would call 112 having increased by 4 points since 2012, it is unsurprising to find that the proportion of respondents who would call 112 increased by at least 5 points in eight individual Member States: Italy (35%, +16), Belgium (49%, +16), Belgium (49%, +8), Spain (73%, +8), Cyprus (25%, +7), France (16%, +7), Lithuania (79%, +7), Ireland (19%, +6) and Slovenia (84%, +5). The large increase recorded in Italy more than compensates for the 9-point decline recorded there in 2012. Latvia (71%, -5) is the only country where there was a decline of more than a couple of percentage points.

Calling "112" in the event of emergencies in one's own country: evolution 2008-2013

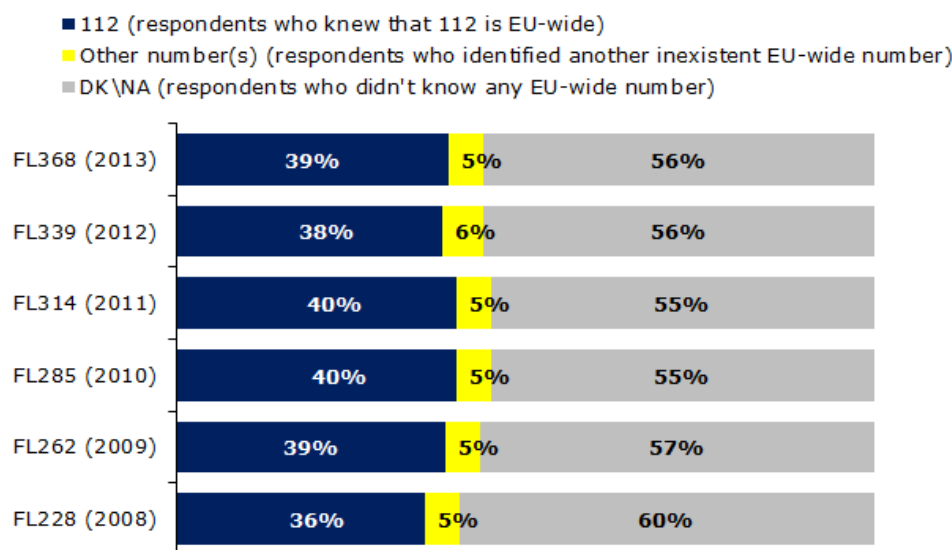


Base: all respondents, % by country (comparison between waves)

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 among those who identified 112 as a national emergency number. Focusing solely on those who say they would call 112 in a national context, we find that 39% of people in this group also identify 112 as the EU-wide emergency number. This is a very slight increase on the 38% of respondents in this category who said this in 2012.

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



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

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

Socio-demographic considerations

In this section we look only at the Group 2 countries, where wider socio-demographic variations can be found than for the Group 1 countries.

Men are more likely than women to call 112 in the event of an emergency in their own country, by a margin of 48% to 41%. Respondents in the two youngest age groups (49%) are the most likely to call 112, while people aged 55 and over (38%) are the least likely. Also more inclined to use 112 are: respondents who left education aged 20 or over (51% vs. 35% of those who left aged 15 or under) and rural respondents (47% vs. 41% of those living in large towns).

Q1.1 Can you tell me what telephone number or numbers you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or in case you need to contact the police or the fire brigade? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

	112	National number(s)	Other number(s)	Don't know
EU27	44%	58%	17%	5%
Sex				
Male	48%	58%	17%	3%
Female	41%	58%	17%	6%
Age				
15-24	49%	62%	16%	3%
25-39	49%	58%	16%	3%
40-54	46%	59%	17%	2%
55 +	38%	56%	18%	8%
Education (End of)				
15-	35%	53%	20%	10%
16-19	42%	61%	16%	4%
20+	51%	56%	17%	3%
Still studying	48%	62%	16%	4%
Subjective urbanisation				
Rural village	47%	56%	15%	5%
Small/ Mid-size town	45%	57%	19%	4%
Large town	41%	61%	16%	4%
Information about 112				
Yes	61%	49%	15%	3%
No	39%	61%	18%	5%
Travelled in EU				
Once	46%	60%	18%	3%
Two times or more	53%	60%	16%	2%
No	41%	57%	17%	6%

Base: Group 2 respondents = 20,061

Travel within the EU again has an impact. Over half (53%) of people who travelled within the EU at least twice within the last 12 months say that they would call 112 in the event of an emergency in their own country, compared with 46% of people who travelled once within the EU, and 41% of those who did not travel to any other EU countries.

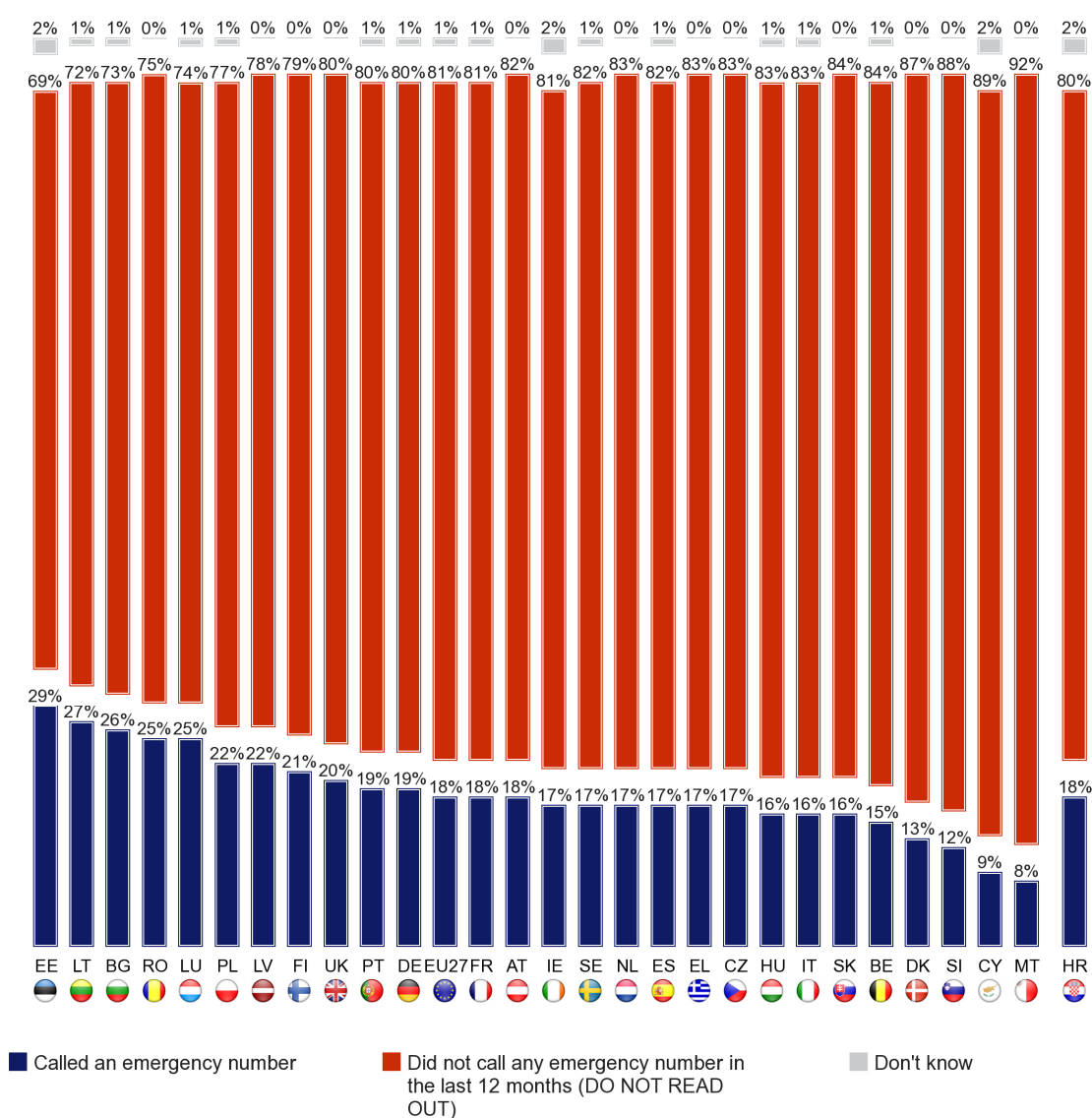
People who received some information about the 112 service are also more likely to say that they would call this number in the event of an emergency in their own country: 61% of people who received information would call 112, whereas only 39% of respondents who did not receive any information would do so.

II. 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.

Roughly a fifth (18%) of EU citizens report having called an emergency number in the past 12 months, which is a slight increase (+3 points) compared with 2012. The proportion of respondents who called an emergency service during that time-frame ranges from around a tenth in Malta (8%), Cyprus (9%) and Slovenia (12%), to over a quarter in Estonia (29%), Lithuania (27%), Bulgaria (26%), Romania and Luxembourg (25%).

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



ASKED TO SPLIT A (n=12624)

Base: SPLIT A, % by country

2.1 USAGE OF 112 VS. USAGE OF NATIONAL EMERGENCY NUMBERS

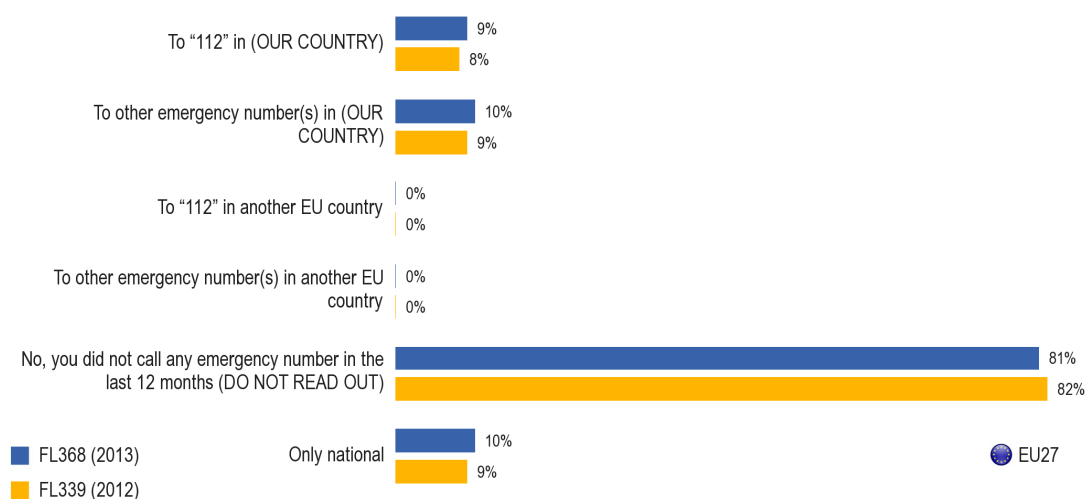
- People who called an emergency number are evenly divided between those who called 112 and those who called a different number -

Less than a tenth of respondents say that they called the European emergency number 112 in the 12 months prior to the survey: 9% called 112 for an emergency in their own country (+1 compared with 2012), and virtually none called in response to an emergency while visiting another EU country.

A similar proportion called another emergency number (i.e. a number other than 112): 10% (+1) say they did this, though virtually no respondents did so when visiting another EU country.

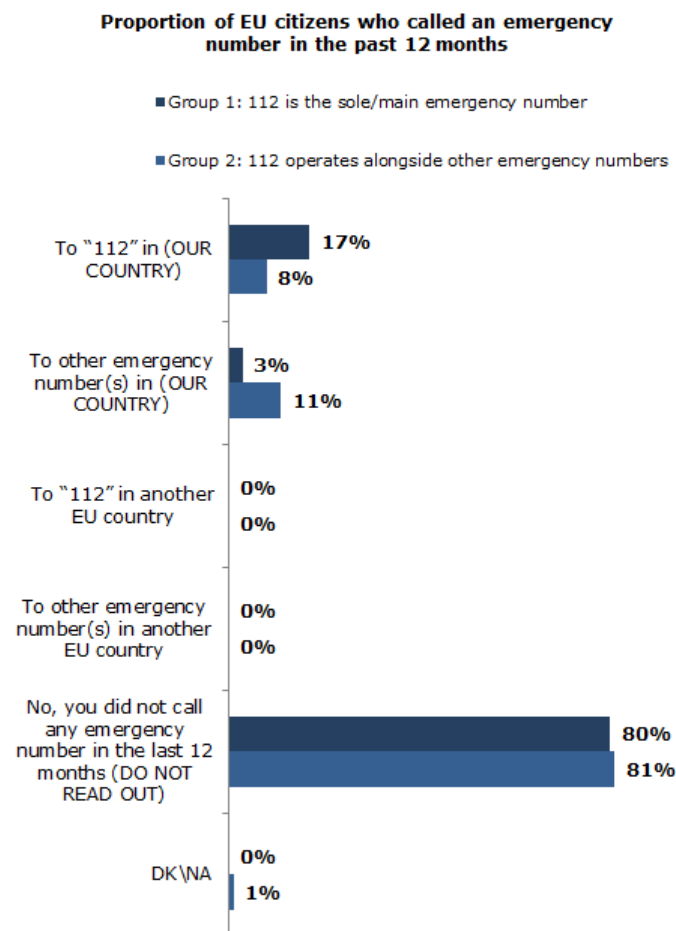
The rest of the respondents - 81% (-1) - say spontaneously that they did not call any emergency numbers.

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, % EU27

In countries where 112 is the sole or main emergency number (Group 1), 17% (+1) of respondents say that they called this number in response to an emergency in their own country, with 3% (+1) saying that they called another number. But in the Group 2 countries, only 8% (+1) of people called 112, whereas 11% (+1) called another number.



Q2a. If you called any emergency number during the last 12 months, was this call made... ?
Base: SPLIT A, % Group 1 and Group 2

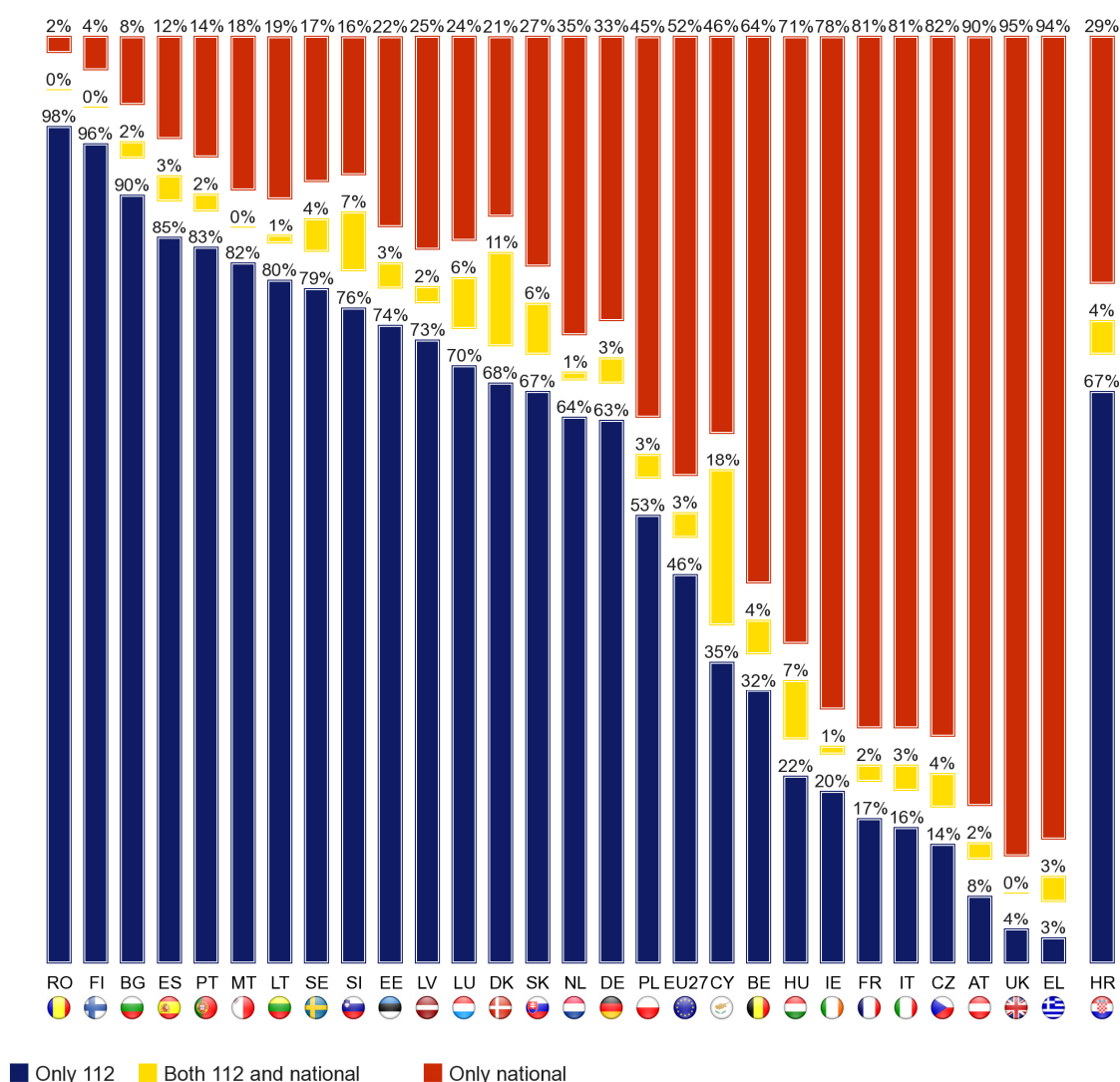
2.2 VARIATIONS IN USAGE OF THE EU-WIDE EMERGENCY NUMBER AMONG THOSE WHO CALLED AN EMERGENCY NUMBER IN THE PAST 12 MONTHS

- A majority of Europeans who called an emergency number called another number, while just under half called 112 -

The focus of this section narrows to consider only those respondents who say they called an emergency number during the past 12 months.

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

Number called during an emergency situation in the past 12 months



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

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

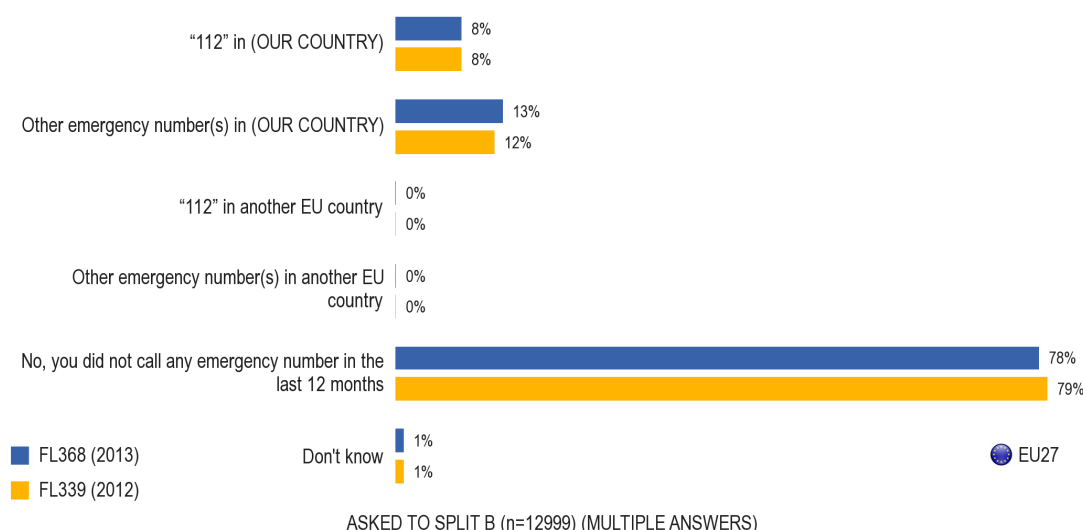
In the Group 1 countries, where 112 is the sole or main emergency number, a large majority of respondents say that they called only 112 in Romania (98%) and Finland (96%). Fewer people give this answer in the Netherlands (64%) and Denmark (68%), where a relatively high number of respondents (35% and 21% respectively) say that they called only another national number⁵.

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

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

This approach yields slightly different results. Less than a tenth of EU citizens say spontaneously that they had called the European emergency number 112 in the 12 months prior to the survey (8% – slightly fewer than the proportion that gave this answer when prompted). However, 13% say spontaneously that they had called another emergency number in their country, more than the 10% who say this when prompted. Over three quarters of respondents (78%) say spontaneously that they did not call any emergency number (as opposed to 81% who say this when prompted).

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



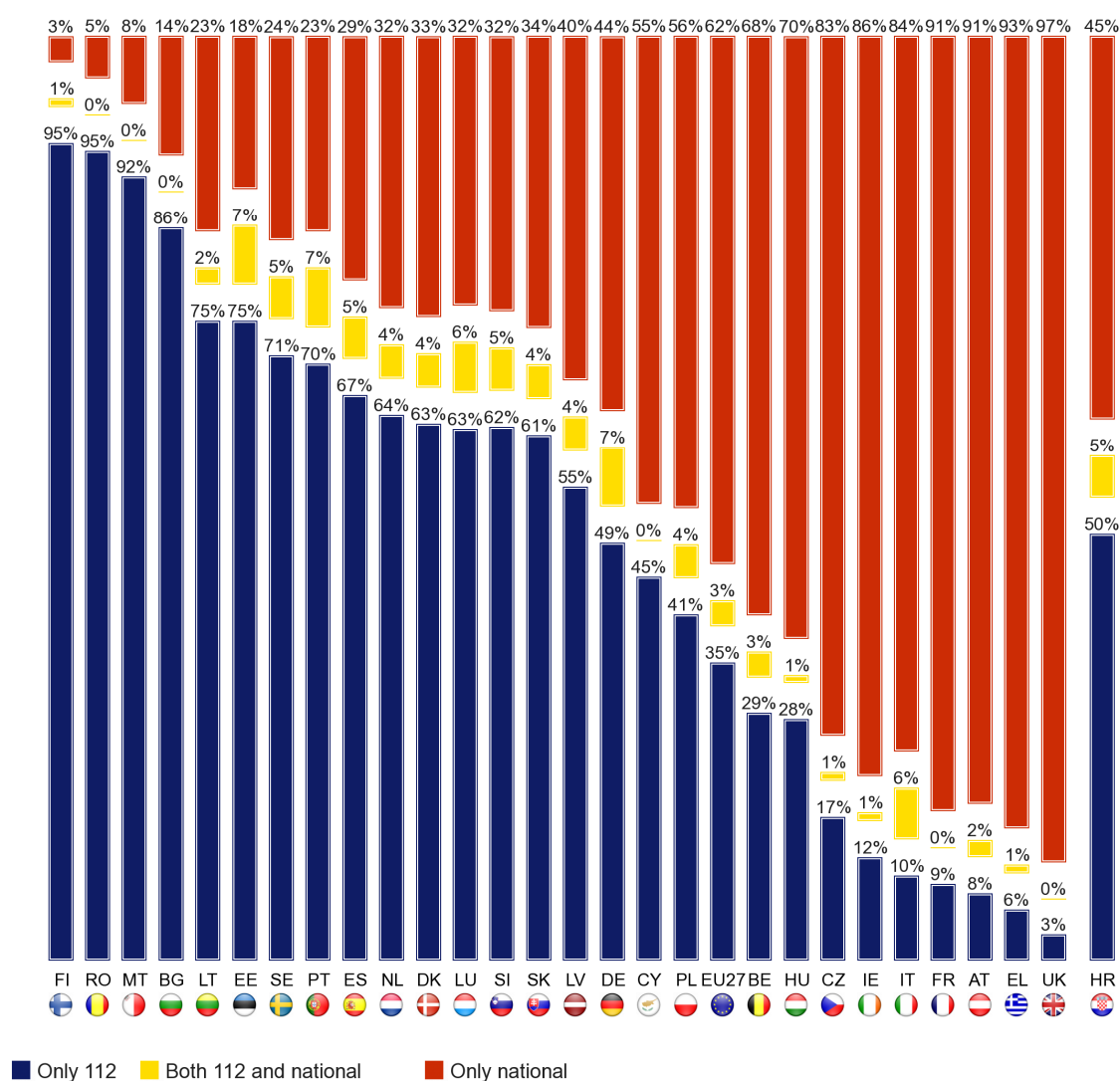
Q2b. If you called any emergency number during the last 12 months, what number did you call?
Base: SPLIT B, % EU27

⁵ It is important to note that the bases of respondents are quite small at this stage of the analysis, ranging here from 21 people in Malta who called an emergency number during the last 12 months to 128 in Romania. Trend analysis is also omitted when the bases are relatively small.

Looking only at the responses of people who actually called an emergency number, 35% say spontaneously that they only called 112 (vs. 46% who say this when prompted), while 62% say they only called a national number (vs. 52% who say this when prompted), with 3% saying that they called both.

In almost all Member States fewer respondents spontaneously say they only called 112 than those who gave this answer when prompted. The largest differences can be observed in Spain (67% spontaneous, 85% when prompted), Latvia (55% spontaneous, 73% when prompted), Germany (49% spontaneous, 63% when prompted) and Slovenia (62% spontaneous, 76% when prompted). However, in a few countries more respondents spontaneously say they only called 112 than those who were prompted, notably Cyprus (45% spontaneous, 35% when prompted), Malta (92% spontaneous, 82% when prompted) and Hungary (28% spontaneous, 22% when prompted).

Number called during an emergency situation in the past 12 months



BASE: SPLIT B-THOSE WHO CALLED AN EMERGENCY NUMBER DURING THE LAST 12 MONTHS (n=2724)

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




Socio-demographic considerations

In this section we consider only those respondents who made an emergency call, and also answers that were prompted by the interviewer. The data show that in the group of countries where 112 was the sole/main emergency number ('Group 1'), there were some differences between socio-demographic groups. For example, 90% of men, but only 79% of women, say that they called only 112. 90% of respondents aged over 55 called only 112, whereas just 80% of 25-39 year-olds say this. And in terms of occupation, 90% of respondents who are currently not working called 112 only, as opposed to 80% of employees.

Group 1 respondents who travelled at least twice to another EU country are the least likely to say that they called only 112: 76% say this, compared with 84% who travelled once within the EU, and 89% of those who did not visit any other EU countries.

In some cases, similar differences can be observed in the Group 2 countries where other national emergency numbers besides 112 are also in operation. Men are again slightly more likely than women to say that they called only 112, by a margin of 41% to 37%. In terms of age, 40-54 year-olds (43%) are the most likely to say that they only called 112, while 25-39 year-olds (35%) are the least likely to say this. In Group 2, manual workers (65%) are much more likely than all other professional groups (35-38%) to say that they only called 112.

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 (GROUP 1)			Countries where 112 operates alongside other emergency numbers (GROUP 2)		
	Only 112	Both 112 and national	Only national	Only 112	Both 112 and national	Only national
EU27	85%	2%	14%	39%	3%	58%
 Sex						
Male	90%	0%	9%	41%	2%	57%
Female	79%	3%	18%	37%	3%	59%
 Age						
15-24	85%	-	15%	37%	1%	62%
25-39	80%	2%	17%	35%	2%	63%
40-54	85%	2%	12%	43%	4%	53%
55 +	90%	1%	9%	42%	3%	55%
 Respondent occupation scale						
Self-employed	82%	4%	14%	35%	4%	61%
Employee	80%	1%	18%	36%	3%	61%
Manual workers	87%	2%	11%	65%	3%	32%
Not working	90%	1%	9%	38%	3%	59%
Travelled in EU						
Once	84%	3%	14%	41%	3%	56%
Two times or more	76%	1%	23%	40%	3%	56%
No	89%	2%	9%	38%	2%	59%

Unlike in Group 1, travel has relatively little impact on the Group 2 results, with 38-41% of respondents saying that they only called 112, irrespective of the number of times they travelled to other EU countries.

III. INFORMATION ABOUT THE EUROPEAN EMERGENCY NUMBER 112

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

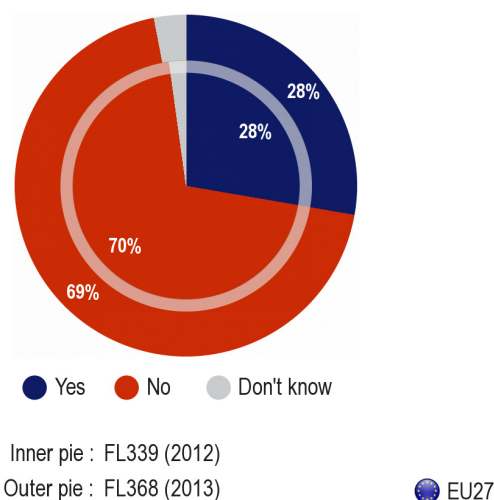
Respondents were first asked whether they had seen or heard any information regarding the emergency number 112 in their country during the last 12 months. They were then asked where they saw or heard this information.

3.1 RECEIVING INFORMATION ABOUT THE EUROPEAN EMERGENCY NUMBER 112

- It remains relatively unusual for respondents to have received information about the 112 service, with only 28% having done so -

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

Information about the European emergency number 112



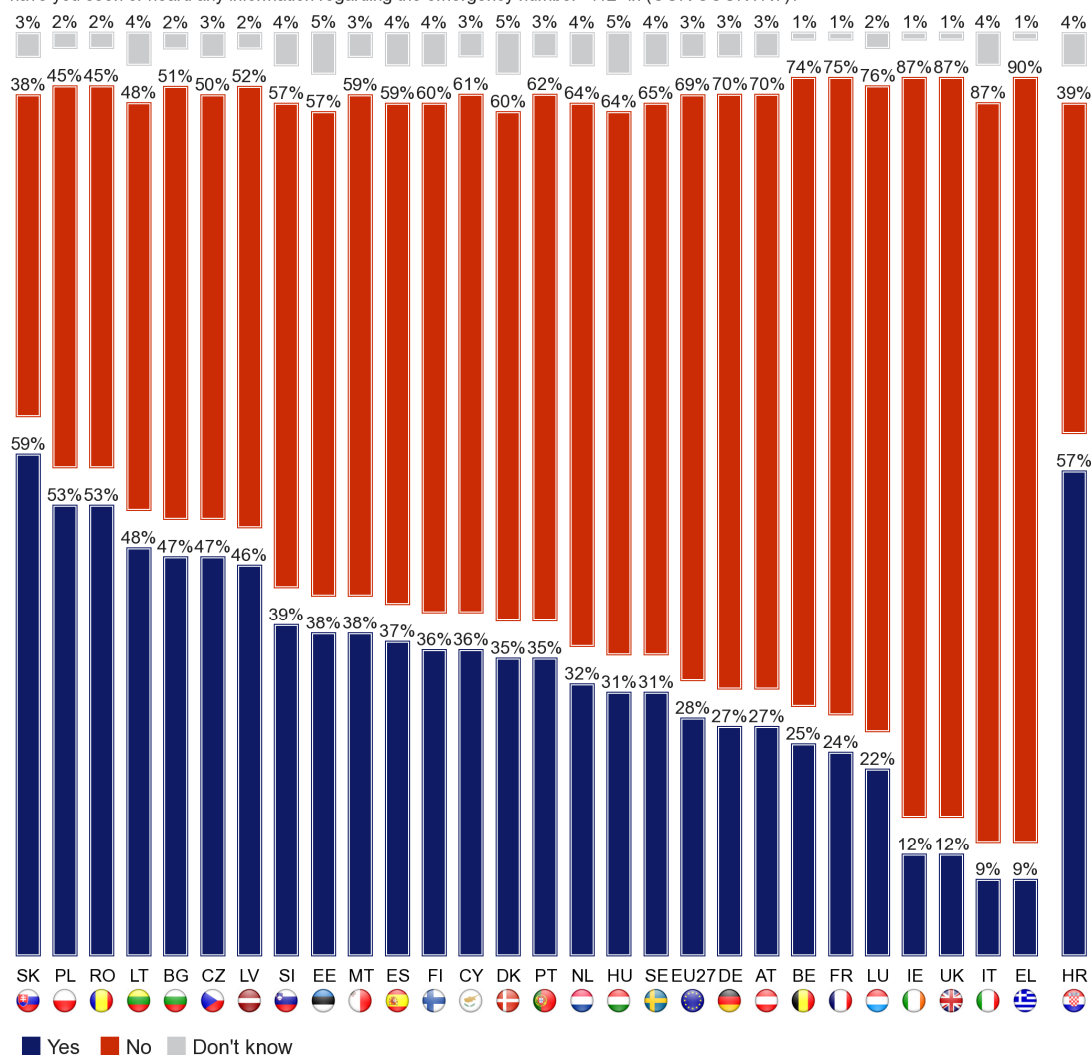
Q4. 112 is the emergency number that can be used to call emergency services anywhere in the European Union. During the last 12 months, have you seen or heard any information regarding the emergency number "112" in (OUR COUNTRY)?
Base: all respondents, % EU27

The chances of a respondent seeing or hearing information about the 112 service vary greatly from country to country.

In three Member States a majority of respondents received some information about 112: Slovakia (59%), Romania and Poland (both 53%). A majority of people in Croatia (57%) also saw or heard information about the EU-wide emergency number. But at the other end of the scale, relatively few people received information in Greece (9%), Italy (9%), the UK (12%) and Ireland (12%).

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)?



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



Compared with 2012, Slovakia (59%, +20) experienced a particularly large increase in the proportion of respondents who say that they received information about 112 over the past year. This partly cancels out a very large decline (-29) that Slovakia recorded in the previous wave of the survey. Relatively large increases were also observed in Denmark (35%, +11), Cyprus (36%, +9) and Portugal (35%, +9). The biggest declines in the number of respondents receiving information about the 112 emergency number were seen in Bulgaria (47%, -6), Estonia (38%, -6) and Romania (53%, -6).

Socio-demographic considerations

The socio-demographic data show groups most likely to have received information about the 112 emergency number in their country over the last 12 months include: respondents who left education aged 20 or over (32% vs. 20% of those who left aged 15 or under); manual workers (33% vs. 26% of those who are not currently working). Respondents who correctly identify 112 as the EU-wide emergency number are substantially more likely to have received some information about it: 43% of these respondents did so, as opposed to 22-24% of people who either named another number as the EU-wide emergency number or who didn't know which number to call.

People who travelled at least twice within the EU during the past 12 months are also somewhat more likely to have seen or heard some information about the 112 service: 32% of people in this group did so, compared with 27-28% of respondents who travelled to another EU country only once, or not at all.

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
EU27	28%	69%	3%
 Education (End of)			
15-	20%	77%	3%
16-19	27%	70%	3%
20+	32%	65%	3%
Still studying	29%	70%	1%
 Respondent occupation scale			
Self-employed	29%	69%	2%
Employee	29%	68%	3%
Manual workers	33%	65%	2%
Not working	26%	71%	3%
European wide emergency n°			
112	43%	55%	2%
Other number(s)	24%	74%	2%
DK	22%	75%	3%
Travelled in EU			
Once	28%	69%	3%
Two times or more	32%	66%	2%
No	27%	70%	3%

Base: All respondents = 25,623

3.2 INFORMATION SOURCES ABOUT THE EUROPEAN EMERGENCY NUMBER 112

- Television remains by far the most important source of information about the EU-wide emergency number 112 -

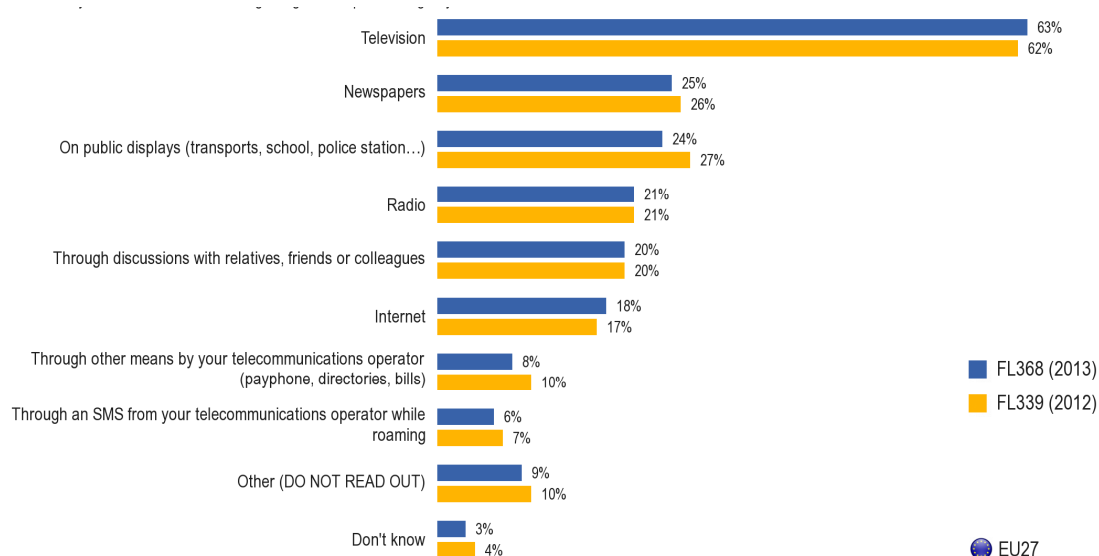
Respondents who came across some information about the 112 emergency number during the past year were then asked to give more details about where they saw or heard that information.

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

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

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

Sources of information regarding the European emergency number 112



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

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

National variations

Television is the principal source of information about the 112 emergency number in all but five Member States: Austria, Finland, Germany, Ireland and Luxembourg. People in Romania (92%), Bulgaria (86%) and Slovakia (86%) are the most likely to say that television was their information source. Television is also the commonest medium mentioned by respondents in Croatia (77%). In 17 Member States, over 50% of respondents say that they obtained their information through this medium. However, relatively few people relied on television for information in Ireland (24%), Austria (25%), Greece (29%) and Germany (31%). Portugal (83%, +10) and Slovenia (58%, +9) saw the biggest increases in the number of people who obtained their information about 112 from television compared with 2012, while Denmark (38%, -8) and Greece (29%, -8) registered the largest declines.

Newspapers were the most common source of information about the 112 number in four of the five countries where television was not the main source: Finland (49%), Luxembourg (41%), Germany (39%) and Austria (28%). In the fifth country, Ireland, 'other' sources of information were the main channels (31%). Newspapers were not an important source of information about 112 in Greece (8%) and Cyprus (10%). Belgium (29%, +10) and Finland (49%, +9) recorded the largest rises since 2012 in terms of the number of people who sourced their information from newspapers, while the largest declines were seen in Romania (22%, -13) and Poland (16%, -9).

Respondents in Portugal (43%), the Czech Republic (38%), Latvia (36%) and Luxembourg (36%) are the most likely to have read about the 112 service on public displays. At least a quarter of respondents got their information from public displays in 13 Member States. However, in Italy only 4% of people who received information about the 112 emergency number obtained their information from public displays. Comparing this year's results with the 2012 data, we can see that there were some significant changes at country level in the number of people who source their information about the 112 service from public displays. Large increases in the proportion of respondents who did this were observed in the UK (35%, +20), Luxembourg (36%, +16) and Portugal (43%, +14). However, there were also substantial declines in Romania (23%, -20) and Poland (17%, -18).

In 10 EU countries, at least a quarter of respondents say they heard about 112 when listening to the radio. In Slovakia 36% of respondents received information in this way, as did 33% in Luxembourg and 30% in both Portugal and Romania. But in both Denmark and Greece, only 6% of respondents received information about the 112 service via the radio. Two countries recorded double-digit changes on this point compared with 2012: Portugal (30%, +11) and Romania (30%, -11).

Hearing about the 112 emergency number by talking to relatives, friends or colleagues was most common in Portugal (46%), Spain (38%), Slovakia (31%), Belgium (30%) and Finland (25%). However, only 7% of people in both Denmark and Estonia heard about the 112 service in this way. In Portugal, which has recorded large increases in the number of people hearing about 112 from a variety of sources, there was also a big rise in the proportion of respondents who heard information about 112 from relatives, friends or colleagues (46%, +23). Belgium (30%, +15), Slovakia (31%, +10) and Ireland (19%, +10) also saw substantial increases.

The Internet was a relatively common source of information about 112 in the Czech Republic (33%), Latvia (32%) and Slovakia (31%). But elsewhere relatively few people saw information about 112 online, especially in Ireland and Cyprus (both 6%). Slovakia (31%, +14), Luxembourg (20%, +12) and Malta (15%, +12) recorded the largest rises in the number of people who sourced their information online.

Receiving information from a telecommunications provider via such means as payphones, directories and bills was most common in Luxembourg (17%), Slovakia (17%) and Spain (16%), though it was relatively rare in other Member States. Hearing about 112 through an SMS received from a telecommunications operator while roaming was most common among respondents in Cyprus (23%), the Czech Republic (17%), Belgium (16%) and Latvia (15%), while at least a quarter of respondents cite 'other' sources of information in Denmark (31%), Ireland (31%) and Austria (25%).

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

	Television	Newspapers	On public displays (transports, school, police station...)	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)	Don't know
EU27	63%	25%	24%	21%	20%	18%	8%	6%	9%	3%
BE	51%	29%	35%	26%	30%	20%	13%	16%	14%	2%
BG	86%	17%	12%	20%	21%	19%	2%	3%	3%	1%
CZ	73%	27%	38%	25%	19%	33%	9%	17%	5%	3%
DK	38%	15%	29%	6%	7%	9%	3%	2%	31%	5%
DE	31%	39%	22%	13%	9%	8%	3%	2%	14%	4%
EE	53%	24%	18%	22%	7%	20%	2%	1%	6%	7%
IE	24%	12%	20%	13%	19%	6%	5%	5%	31%	9%
EL	29%	8%	12%	6%	18%	23%	10%	13%	19%	3%
ES	83%	33%	35%	28%	38%	21%	16%	5%	6%	0%
FR	65%	19%	24%	26%	23%	13%	10%	8%	14%	1%
IT	50%	20%	4%	8%	12%	15%	1%	0%	7%	5%
CY	54%	10%	12%	9%	8%	6%	9%	23%	9%	4%
LV	70%	17%	36%	22%	23%	32%	10%	15%	5%	3%
LT	71%	19%	12%	24%	10%	19%	3%	8%	4%	3%
LU	39%	41%	36%	33%	19%	20%	17%	3%	18%	2%
HU	67%	12%	15%	15%	8%	18%	4%	3%	3%	4%
MT	64%	24%	29%	25%	14%	15%	8%	5%	12%	1%
NL	62%	23%	19%	13%	11%	17%	6%	5%	15%	7%
AT	25%	28%	28%	12%	12%	8%	6%	5%	25%	4%
PL	74%	16%	17%	23%	14%	18%	7%	8%	6%	3%
PT	83%	31%	43%	30%	48%	25%	15%	11%	8%	1%
RO	92%	22%	23%	30%	22%	22%	7%	4%	1%	0%
SI	58%	23%	30%	16%	9%	17%	4%	6%	7%	3%
SK	86%	32%	34%	36%	31%	31%	17%	12%	4%	1%
FI	43%	49%	34%	27%	25%	24%	10%	1%	6%	5%
SE	47%	31%	17%	12%	10%	11%	4%	5%	14%	7%
UK	40%	19%	35%	16%	20%	18%	3%	8%	13%	6%
HR	77%	25%	20%	22%	14%	19%	5%	4%	5%	3%

Highest percentage per country

Lowest percentage per country

Highest percentage per item





Lowest percentage per item

Base: All respondents = 25,623

Socio-demographic considerations

Across all socio-demographic groups, television was the main source of information about the European emergency number 112. Women are slightly more likely than men, by a margin of 65% to 61%, to have seen something about the 112 service on television; they were also somewhat more likely to have heard about it through discussions with relatives, friends and colleagues (22% vs. 18%) and public displays (26% vs. 23%).

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

	Television	Radio	Newspapers	Internet	Through an SMS from your tele-communications operator while roaming	Through other means by your tele-communications 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
EU27	63%	21%	25%	18%	6%	8%	20%	24%	9%	3%
 Sex										
Male	61%	22%	25%	19%	6%	6%	18%	23%	9%	4%
Female	65%	20%	25%	16%	6%	9%	22%	26%	9%	2%
 Age										
15-24	58%	15%	18%	31%	7%	6%	27%	34%	12%	3%
25-39	64%	20%	20%	23%	9%	9%	20%	29%	11%	2%
40-54	62%	22%	26%	15%	6%	8%	19%	24%	10%	3%
55 +	66%	23%	33%	9%	4%	7%	17%	16%	7%	3%
 Education (End of)										
15-	70%	22%	28%	6%	5%	10%	24%	22%	9%	2%
16-19	68%	22%	25%	16%	5%	7%	19%	23%	8%	3%
20+	58%	22%	27%	19%	8%	7%	17%	24%	11%	4%
Still studying	58%	14%	20%	32%	7%	8%	28%	38%	10%	1%
 Respondent occupation scale										
Self-employed	59%	22%	24%	22%	8%	7%	17%	22%	10%	5%
Employee	57%	21%	25%	19%	7%	6%	19%	28%	12%	3%
Manual workers	66%	22%	24%	18%	7%	8%	20%	25%	11%	1%
Not working	68%	21%	27%	15%	5%	9%	20%	22%	6%	3%
Travelled in EU										
Once	59%	19%	23%	17%	6%	7%	18%	23%	13%	3%
Two times or more	49%	21%	29%	22%	12%	7%	17%	31%	9%	5%
No	70%	22%	25%	16%	4%	8%	21%	22%	8%	2%

Base: All respondents = 25,623

Respondents aged 55 and over are the most likely to say that they obtained information about the EU-wide emergency number on television: 66% did so, compared with 58% of 15-24 year-olds. They were also the most likely to have read about it in a newspaper (33%, vs. 18% of 15-24 year-olds). However, respondents in the 15-24 age group are the most likely to have heard about 112 on the Internet (31%, vs. 9% of people aged 55 and over), through discussions with relatives, friends and colleagues (27%, vs. 17% of people aged 55 and over), and via public displays (34%, vs. 16% of people aged 55 and over).

Respondents with a lower level of formal education rely more on television as an information source: while 68-70% of those who left school aged 19 or earlier heard about 112 by watching television, only 58% of those who left education aged 20 or over did so. Respondents in the latter group were more likely to have sourced their information about 112 on the Internet (19%, vs. 6% of people who left school aged 15 and under), and from public displays.

The respondent's occupation also has an impact on his or her access to information. While 68% of people not currently working heard about 112 by watching television, only 57% of employees did so. Self-employed people are the most likely to have sourced their information via the Internet (22%, vs. 15% of people not currently working).

Travel is also an important factor. Respondents who did not travel to any other EU countries during the last 12 months are the most likely to have obtained their information via television: 70% did so, compared with 59% of people who went to another EU country once, and 49% who did this at least twice. However, respondents who made at least two journeys to other EU countries are the most likely to have heard about the 112 service from public displays (31%, vs. 22-23% of other respondents), via the Internet (22%, vs. 16-17% of other respondents), or through an SMS sent by their telecoms operator when roaming (12%, vs. 4-6% of other respondents).

ANNEXES

TECHNICAL SPECIFICATIONS

FLASH EUROBAROMETER 368

"The European emergency number 112"

TECHNICAL SPECIFICATIONS

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

This survey has been requested by the EUROPEAN COMMISSION, Directorate-General for Communications Networks, Content and Technology. It is a general public survey co-ordinated by the Directorate-General for Communication ("Research and Speechwriting" Unit). The FLASH EUROBAROMETER 368 covers the population of the respective nationalities of the European Union Member States, resident in each of the 27 Member States and aged 15 years and over. It was also conducted in Croatia. The survey covers the national population of citizens (in these countries) as well as the population of citizens of all the European Union Member States that are residents in these countries and have a sufficient command of the national languages to answer the questionnaire. All interviews were carried using the TNS e-Call center (our centralized CATI system). In every country respondents were called both on fixed lines and mobile phones. The basic sample design applied in all states is multi-stage random (probability). In each household, the respondent was drawn at random following the "last birthday rule".

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

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

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

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

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

QUESTIONNAIRE

D1	How old are you?	
	(WRITE DOWN - IF "REFUSAL" CODE '99')	
	<input type="text"/>	<input type="text"/>
D2	Gender.	
	Male	1
	Female	2
SB	Split ballot	
	A	1
	B	2
	FL339 SB	

THE EUROPEAN EMERGENCY NUMBER 112	
ASK ALL	
Q1	Can you tell me what telephone number or numbers you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or in case you need to contact the police or the fire brigade? (M)
(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)	
112	1,
National number(s)	2,
Other number(s)	3,
DK\NA	4,
FL339 Q1	
ASK Q2a TO SPLIT A	
Q2a: CODE 5 IS A SINGLE CODE	
Q2a	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)	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,
FL339 Q2a	

ASK Q2b TO SPLIT B

Q2b: CODE 5 IS A SINGLE CODE

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

(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

"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,

FL339 Q2b

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

(DO NOT READ OUT - ONE ANSWER ONLY)

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

FL339 Q3

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)?

(ONE ANSWER ONLY)

Yes	1
No	2
DK\NA	3

FL339 Q4

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

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

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

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	7,
On public displays (transports, school, police station...)	8,
Other (DO NOT READ OUT)	9,
DK\NA	10,

FL339 Q5

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

(READ OUT - ONE ANSWER ONLY)

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

FL339 Q8

D4 How old were you when you stopped full-time education?

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO EDUCATION" CODE '01' - IF "REFUSAL" (2027-2028)

FL908 D4

D5a As far as your current occupation is concerned, would you say you are self-employed, an

(ONE ANSWER ONLY)

(2029)

Self-employed	1
Employee	2
Manual worker	3
Without a professional activity	4
Refusal (DO NOT READ OUT)	5

FL908 D5a

ASK D5b IF SELF-EMPLOYED, CODE 1 IN D5a

D5b Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

(2030)

Farmer, forester, fisherman	1
Owner of shop, craftsman	2
Professional (lawyer, medical practitioner, accountant, architect,...)	3
Manager of a company	4
Other\ Refusal (DO NOT READ OUT)	5

FL908 D5b

ASK D5c IF EMPLOYEE, CODE 2 IN D5a

D5c Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

(2031)

Professional (employed doctor, lawyer, accountant, architect, ...)	1
General management, director or top management	2
Middle management	3
Civil servant	4
Office clerk	5
Other employee (salesman, nurse, ...)	6
Other\ Refusal (DO NOT READ OUT)	7

FL908 D5c






























ASK D5d IF MANUAL WORKER, CODE 3 IN D5a	
D5d	Would you say you are...?
(READ OUT – ONE ANSWER ONLY)	
(2032)	
Supervisor\ foreman (team manager, ...)	1
Manual worker	2
Unskilled manual worker	3
Other\ Refusal (DO NOT READ OUT)	4
FL908 D5d	
ASK D5e IF WITHOUT A PROFESSIONAL ACTIVITY, CODE 4 IN D5a	
D5e	Would you say you are...?
(READ OUT – ONE ANSWER ONLY)	
(2033)	
Looking after the home	1
Student (full time)	2
Retired	3
Seeking a job	4
Other\ Refusal (DO NOT READ OUT)	5
FL908 D5e	
D12	What region do you live in?
(READ OUT IF NECESSARY - ONE ANSWER ONLY)	
<div style="border: 1px solid black; display: inline-block; width: 30px; height: 15px;"></div> <div style="border: 1px solid black; display: inline-block; width: 30px; height: 15px;"></div> <div style="border: 1px solid black; display: inline-block; width: 30px; height: 15px;"></div>	
D13	Would you say you live in a...?
(READ OUT - SINGLE CODE)	
Rural area or village	1
Small or medium-sized town	2
Large town/city	3
DK (DO NOT READ OUT)	4
D18	Have you got a mobile phone?
(DO NOT READ OUT)	
Yes	1
No	2
D20	Have you got a landline phone?
(DO NOT READ OUT)	
Yes	1
No	2
D22	Could you tell me how many people aged 15 years or more live in your household, yourself included?
(WRITE DOWN - IF "DK" CODE '98' - IF "REFUSAL" CODE '99')	
<div style="border: 1px solid black; display: inline-block; width: 30px; height: 15px;"></div> <div style="border: 1px solid black; display: inline-block; width: 30px; height: 15px;"></div>	Number of people aged 15 or more in the household

TABLES

Q1.1 Pouvez-vous me dire le ou les numéro(s) de téléphone que 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)

Q1.1 Can you tell me what telephone number or numbers you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or in case you need to contact the police or the fire brigade? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)






























Q1.1 Können Sie mir bitte sagen, welche Telefonnummer oder Telefonnummern 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 - MEHRFACHNENNUNGEN MÖGLICH)

		112		Numéro(s) national(ux)		Autre(s) numéro(s)		NSP/SR	
		112		National number(s)		Other number(s)		DK/NA	
		112		Nationale Rufnummer(n)		Andere Nummer(n)		WN/KA	
	%	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339
	EU 27	51	4	51	6	15	1	4	0
	BE	49	8	51	23	20	-15	5	-1
	BG	83	3	10	-2	9	3	4	-1
	CZ	58	2	70	0	5	1	2	0
	DK	91	-1	9	6	10	5	2	0
	DE	75	-1	45	27	22	-6	4	1
	EE	89	-1	19	4	15	4	3	0
	IE	19	6	81	2	16	4	2	0
	EL	2	0	84	3	7	-2	10	0
	ES	73	8	15	4	23	-2	8	-1
	FR	16	7	84	1	11	3	4	0
	IT	35	16	55	-17	32	18	6	1
	CY	25	7	31	0	15	-5	35	-1
	LV	71	-5	37	26	14	-5	6	-1
	LT	79	7	15	-5	8	-3	7	1
	LU	83	-1	56	42	11	-18	3	-3
	HU	35	4	65	45	15	-30	9	-2
	MT	54	2	8	3	14	-1	28	-3
	NL	93	-1	5	4	5	0	4	2
	AT	16	3	83	0	11	6	4	0
	PL	68	-1	45	8	9	-1	2	0
	PT	84	-2	6	1	9	0	6	0
	RO	89	-2	2	2	6	0	5	0
	SI	84	5	65	30	7	-7	2	-1
	SK	80	3	33	-7	14	8	3	1
	FI	94	-1	1	0	4	0	3	1
	SE	96	0	3	3	5	2	2	1
	UK	3	2	94	-1	9	6	2	0
	HR	52		33		10		16	

Q1.2 Pouvez-vous me dire le ou les numéro(s) de téléphone que 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)

Q1.2 Can you tell me what telephone number or numbers you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or in case you need to contact the police or the fire brigade? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)






























Q1.2 Können Sie mir bitte sagen, welche Telefonnummer oder Telefonnummern 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 - MEHRFACHNENNUNGEN MÖGLICH)

	%	Uniquement 112		Uniquement national		A la fois 112 et national		Aucun numéro valide	
		Only 112		Only national		Both 112 and national		No valid number	
		Nur 112		Nur national		Beide 112 und national		Keine gültige Nummer	
		Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339
 EU 27		32	-5	34	-4	14	8	13	-1
 BE		28	-4	31	9	18	13	17	-19
 BG		78	0	5	-5	4	2	11	1
 CZ		25	0	36	-2	33	2	5	1
 DK		80	-10	3	1	6	5	6	0
 DE		32	-19	12	6	33	21	12	-6
 EE		63	-8	3	0	16	4	8	1
 IE		6	-1	65	-8	12	7	12	-1
 EL		1	0	81	2	1	0	15	-3
 ES		55	-1	6	-1	8	5	20	-8
 FR		5	-2	70	-8	11	9	11	1
 IT		10	0	36	-27	18	9	28	10
 CY		20	6	26	0	5	2	48	-7
 LV		46	-20	15	11	21	16	12	-6
 LT		71	7	7	-6	7	1	13	-1
 LU		31	-20	8	6	48	36	9	-5
 HU		15	-9	44	28	19	16	19	-33
 MT		52	2	6	2	1	1	39	-5
 NL		86	-7	1	1	4	4	6	1
 AT		5	-4	71	-7	9	5	10	2
 PL		45	-7	24	2	21	7	8	0
 PT		79	-2	4	1	2	0	12	2
 RO		88	-2	1	1	1	1	10	1
 SI		27	-21	11	1	54	29	5	-6
 SK		51	-2	9	-7	24	1	11	5
 FI		93	0	0	0	1	0	6	1
 SE		90	-5	1	1	2	2	4	0
 UK		0	-1	86	-8	3	3	5	1
 HR		41		23		10		24	

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)

		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	
		To "112" in (OUR COUNTRY)		To other emergency number(s) in (OUR COUNTRY)		To "112" in another EU country	
		Zur "112" in (UNSER LAND)		Zu einer anderen / zu anderen Notrufnummer(n) in (UNSER LAND)		Zur "112" in einem anderen EU-Land	
		Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339
	EU 27	9	<i>1</i>	10	<i>1</i>	0	<i>0</i>
	BE	5	<i>-1</i>	10	<i>2</i>	1	<i>1</i>
	BG	24	<i>5</i>	3	<i>-2</i>	0	<i>0</i>
	CZ	3	<i>-1</i>	14	<i>1</i>	0	<i>-1</i>
	DK	11	<i>0</i>	4	<i>2</i>	0	<i>0</i>
	DE	13	<i>1</i>	7	<i>2</i>	0	<i>0</i>
	EE	23	<i>5</i>	7	<i>-2</i>	0	<i>0</i>
	IE	3	<i>0</i>	13	<i>2</i>	0	<i>0</i>
	EL	1	<i>0</i>	16	<i>4</i>	0	<i>0</i>
	ES	15	<i>3</i>	3	<i>-2</i>	0	<i>0</i>
	FR	3	<i>-1</i>	14	<i>1</i>	0	<i>0</i>
	IT	3	<i>0</i>	13	<i>0</i>	0	<i>0</i>
	CY	5	<i>-2</i>	5	<i>-1</i>	0	<i>0</i>
	LV	16	<i>-5</i>	6	<i>-3</i>	0	<i>0</i>
	LT	21	<i>4</i>	5	<i>-1</i>	0	<i>0</i>
	LU	18	<i>3</i>	7	<i>2</i>	1	<i>1</i>
	HU	5	<i>2</i>	12	<i>5</i>	0	<i>0</i>
	MT	7	<i>-1</i>	1	<i>-2</i>	0	<i>0</i>
	NL	11	<i>0</i>	6	<i>3</i>	0	<i>0</i>
	AT	2	<i>0</i>	16	<i>2</i>	0	<i>0</i>
	PL	12	<i>0</i>	10	<i>-2</i>	0	<i>-1</i>
	PT	16	<i>0</i>	3	<i>-1</i>	0	<i>0</i>
	RO	24	<i>4</i>	0	<i>0</i>	1	<i>1</i>
	SI	10	<i>4</i>	3	<i>-1</i>	0	<i>0</i>
	SK	12	<i>-1</i>	4	<i>-4</i>	0	<i>0</i>
	FI	20	<i>-1</i>	1	<i>0</i>	0	<i>0</i>
	SE	14	<i>0</i>	3	<i>1</i>	0	<i>0</i>
	UK	1	<i>0</i>	19	<i>5</i>	0	<i>0</i>
	HR	12		6		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)

		Vers un/d'autre(s) numéro(s) d'urgence dans un autre pays de l'Union Européenne		Non, vous n'avez appelé aucun numéro d'urgence au cours des 12 derniers mois (NE PAS LIRE)		NSP/SR	
		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)		DK/NA	
		Zu einer anderen / zu anderen Notrufnummer(n) in einem anderen EU-Land		Nein, Sie haben in den letzten 12 Monaten keine Notrufnummer angerufen (NICHT VORLESEN)		WN/KA	
%		Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339
	EU 27	0	0	81	-1	1	0
	BE	1	1	84	0	1	0
	BG	0	0	73	-2	1	0
	CZ	0	0	83	1	0	-1
	DK	0	0	87	-1	0	0
	DE	0	-1	80	0	1	-1
	EE	0	0	69	-4	2	1
	IE	0	-1	81	-3	2	1
	EL	0	0	83	-4	0	0
	ES	0	0	82	0	1	0
	FR	1	1	81	-2	1	1
	IT	1	1	83	0	1	0
	CY	0	0	89	2	2	1
	LV	0	0	78	8	0	-1
	LT	1	1	72	-4	1	0
	LU	1	1	74	-3	1	-2
	HU	1	0	83	-7	1	1
	MT	0	0	92	4	0	-1
	NL	0	-1	83	-1	0	-1
	AT	0	-1	82	0	0	-1
	PL	1	1	77	1	1	1
	PT	1	0	80	1	1	0
	RO	0	0	75	-4	0	0
	SI	0	0	88	-1	0	0
	SK	1	-1	84	7	0	-1
	FI	0	0	79	1	0	0
	SE	0	0	82	-1	1	1
	UK	0	0	80	-3	0	-2
	HR	0		80		2	

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)

		Uniquement 112		A la fois 112 et national		Uniquement national	
		Only 112		Both 112 and national		Only national	
		Nur 112		Beide 112 und national		Nur national	
	%	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339
	EU 27	9	<i>1</i>	0	<i>0</i>	10	<i>1</i>
	BE	5	<i>-1</i>	1	<i>1</i>	10	<i>2</i>
	BG	24	<i>5</i>	0	<i>0</i>	2	<i>-3</i>
	CZ	2	<i>-1</i>	1	<i>0</i>	14	<i>2</i>
	DK	9	<i>-1</i>	1	<i>1</i>	3	<i>1</i>
	DE	12	<i>0</i>	1	<i>1</i>	7	<i>1</i>
	EE	22	<i>5</i>	1	<i>-1</i>	7	<i>-1</i>
	IE	4	<i>1</i>	0	<i>0</i>	13	<i>1</i>
	EL	1	<i>0</i>	0	<i>0</i>	15	<i>3</i>
	ES	15	<i>4</i>	1	<i>0</i>	2	<i>-2</i>
	FR	3	<i>-1</i>	0	<i>0</i>	15	<i>2</i>
	IT	3	<i>0</i>	1	<i>1</i>	13	<i>0</i>
	CY	3	<i>-3</i>	2	<i>2</i>	4	<i>-2</i>
	LV	16	<i>-4</i>	0	<i>-1</i>	6	<i>-3</i>
	LT	21	<i>5</i>	0	<i>-1</i>	5	<i>-1</i>
	LU	17	<i>2</i>	2	<i>1</i>	6	<i>1</i>
	HU	4	<i>1</i>	1	<i>0</i>	12	<i>5</i>
	MT	7	<i>-1</i>	0	<i>0</i>	1	<i>-2</i>
	NL	11	<i>0</i>	0	<i>0</i>	6	<i>3</i>
	AT	1	<i>-1</i>	0	<i>0</i>	16	<i>2</i>
	PL	12	<i>1</i>	1	<i>-1</i>	10	<i>-1</i>
	PT	16	<i>1</i>	0	<i>0</i>	3	<i>-2</i>
	RO	24	<i>4</i>	0	<i>0</i>	0	<i>0</i>
	SI	9	<i>3</i>	1	<i>1</i>	2	<i>-2</i>
	SK	11	<i>-1</i>	1	<i>0</i>	4	<i>-5</i>
	FI	20	<i>-1</i>	0	<i>0</i>	1	<i>0</i>
	SE	13	<i>-1</i>	1	<i>1</i>	3	<i>1</i>
	UK	1	<i>0</i>	0	<i>0</i>	19	<i>5</i>
	HR	12		1		5	

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)

		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	
		To "112" in (OUR COUNTRY)		To other emergency number(s) in (OUR COUNTRY)		To "112" in another EU country	
		Zur "112" in (UNSER LAND)		Zu einer anderen / zu anderen Notrufnummer(n) in (UNSER LAND)		Zur "112" in einem anderen EU-Land	
		Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339
	EU 27	48	<i>1</i>	52	<i>0</i>	1	<i>-1</i>
	BE	36	<i>-7</i>	64	<i>8</i>	5	<i>4</i>
	BG	92	<i>13</i>	10	<i>-12</i>	0	<i>0</i>
	CZ	17	<i>-4</i>	85	<i>6</i>	2	<i>-1</i>
	DK	79	<i>-8</i>	32	<i>16</i>	0	<i>0</i>
	DE	67	<i>0</i>	34	<i>4</i>	0	<i>-1</i>
	EE	78	<i>7</i>	25	<i>-10</i>	0	<i>-1</i>
	IE	20	<i>3</i>	78	<i>0</i>	1	<i>1</i>
	EL	6	<i>-1</i>	97	<i>8</i>	1	<i>1</i>
	ES	88	<i>16</i>	15	<i>-15</i>	0	<i>0</i>
	FR	19	<i>-4</i>	78	<i>0</i>	1	<i>0</i>
	IT	19	<i>3</i>	80	<i>-3</i>	0	<i>-3</i>
	CY	54	<i>3</i>	60	<i>12</i>	0	<i>0</i>
	LV	75	<i>5</i>	27	<i>-4</i>	0	<i>0</i>
	LT	79	<i>4</i>	18	<i>-9</i>	1	<i>1</i>
	LU	74	<i>-2</i>	29	<i>4</i>	2	<i>2</i>
	HU	28	<i>-1</i>	71	<i>4</i>	1	<i>-2</i>
	MT	82	<i>8</i>	14	<i>-12</i>	0	<i>0</i>
	NL	65	<i>-10</i>	36	<i>15</i>	0	<i>-3</i>
	AT	10	<i>-4</i>	91	<i>9</i>	2	<i>2</i>
	PL	55	<i>3</i>	45	<i>-5</i>	0	<i>-4</i>
	PT	86	<i>9</i>	13	<i>-9</i>	0	<i>0</i>
	RO	96	<i>-1</i>	1	<i>1</i>	3	<i>2</i>
	SI	82	<i>24</i>	24	<i>-15</i>	2	<i>2</i>
	SK	73	<i>14</i>	25	<i>-13</i>	0	<i>0</i>
	FI	96	<i>2</i>	4	<i>-1</i>	0	<i>0</i>
	SE	83	<i>-3</i>	20	<i>6</i>	0	<i>-1</i>
	UK	5	<i>-1</i>	96	<i>4</i>	0	<i>-2</i>
	HR	71		33		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)

		Vers un/d'autre(s) numéro(s) d'urgence dans un autre pays de l'Union Européenne		Uniquement 112		A la fois 112 et national	
		To other emergency number(s) in another EU country		Only 112		Both 112 and national	
		Zu einer anderen / zu anderen Notrufnummer(n) in einem anderen EU-Land		Nur 112		Beide 112 und national	
		Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339
	EU 27	2	0	46	0	3	1
	BE	5	3	32	-10	4	1
	BG	0	0	90	12	2	1
	CZ	1	-1	14	-6	4	-1
	DK	0	0	68	-16	11	7
	DE	2	-2	63	-4	3	2
	EE	2	1	74	9	3	-3
	IE	2	-2	20	3	1	1
	EL	0	-4	3	-4	3	3
	ES	0	-3	85	17	3	-1
	FR	4	3	17	-5	2	1
	IT	4	3	16	0	3	0
	CY	5	2	35	-14	18	16
	LV	0	-1	73	5	2	0
	LT	3	2	80	8	1	-2
	LU	2	1	70	-4	6	3
	HU	7	1	22	-5	7	2
	MT	4	4	82	8	0	0
	NL	0	-4	64	-11	1	-1
	AT	2	-2	8	-6	2	2
	PL	3	1	53	5	3	-4
	PT	3	0	83	7	2	1
	RO	1	-1	98	0	0	0
	SI	3	-2	76	19	7	6
	SK	9	1	67	13	6	1
	FI	0	-1	96	2	0	0
	SE	1	1	79	-7	4	4
	UK	0	-1	4	-4	0	0
	HR	0		67		4	

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)

		Uniquement national	
		Only national	
		Nur national	
%		Flash EB 368	Diff. Flash EB 339
	EU 27	52	0
	BE	64	9
	BG	8	-13
	CZ	82	6
	DK	21	8
	DE	33	1
	EE	22	-7
	IE	78	-5
	EL	94	1
	ES	12	-16
	FR	81	4
	IT	81	0
	CY	46	-3
	LV	25	-5
	LT	19	-6
	LU	24	0
	HU	71	3
	MT	18	-8
	NL	35	12
	AT	90	4
	PL	45	0
	PT	14	-9
	RO	2	0
	SI	16	-26
	SK	27	-14
	FI	4	-2
	SE	17	3
	UK	95	3
	HR	29	

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)

		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	
		"112" in (OUR COUNTRY)		Other emergency number(s) in (OUR COUNTRY)		"112" in another EU country	
		"112" in (UNSER LAND)		Andere Notrufnummer(n) in (UNSER LAND)		"112" in einem anderen EU-Land	
		Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339
	EU 27	8	0	13	1	0	0
	BE	5	0	11	4	0	0
	BG	24	5	4	-2	0	0
	CZ	4	0	17	2	0	0
	DK	10	-1	5	0	0	0
	DE	10	-2	10	2	0	0
	EE	27	5	8	0	0	0
	IE	3	2	18	4	0	0
	EL	1	1	17	3	0	0
	ES	16	5	6	-1	0	0
	FR	2	0	21	-1	0	0
	IT	3	1	15	-2	0	0
	CY	6	2	6	-2	0	0
	LV	17	-4	12	5	0	0
	LT	19	1	6	-3	0	0
	LU	15	-5	9	3	2	2
	HU	4	1	9	-1	0	0
	MT	10	5	1	0	0	0
	NL	11	-2	6	4	0	0
	AT	1	1	20	3	1	1
	PL	10	-3	13	-1	0	0
	PT	16	1	6	3	0	0
	RO	20	-3	1	0	0	0
	SI	7	1	3	-2	0	0
	SK	12	3	7	0	1	1
	FI	21	0	1	0	0	0
	SE	14	1	5	1	0	0
	UK	0	0	26	5	0	0
	HR	11		10		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)

		Un/d'autre(s) numéro(s) d'urgence dans un autre pays de l'Union Européenne		Non, vous n'avez appelé aucun numéro d'urgence au cours des 12 derniers mois		NSP/SR	
		Other emergency number(s) in another EU country		No, you did not call any emergency number in the last 12 months		DK/NA	
	%	Andere Notrufnummer(n) in einem anderen EU-Land		Nein, Sie haben in den letzten 12 Monaten keine Notrufnummer angerufen		WN/KA	
		Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339
	EU 27	0	0	78	-1	1	0
	BE	1	0	82	-4	1	-1
	BG	0	0	71	-4	1	0
	CZ	0	0	79	-2	0	-1
	DK	0	0	85	2	0	-1
	DE	0	-1	79	0	2	1
	EE	0	0	66	-4	1	-1
	IE	0	0	80	-4	0	-1
	EL	0	-1	82	-2	0	-1
	ES	1	1	75	-6	3	2
	FR	1	0	75	0	2	1
	IT	1	0	82	2	1	1
	CY	1	1	85	-3	2	1
	LV	0	0	72	0	0	-1
	LT	0	0	73	0	2	0
	LU	0	0	74	1	1	-1
	HU	0	0	86	0	1	0
	MT	0	0	88	-4	1	-1
	NL	0	-1	83	-1	0	-1
	AT	0	0	78	-4	0	-1
	PL	0	0	77	4	1	1
	PT	0	-1	78	-2	1	-1
	RO	0	0	78	3	1	0
	SI	0	0	90	0	0	0
	SK	1	1	80	-4	1	1
	FI	0	0	78	0	1	1
	SE	0	0	82	0	0	0
	UK	0	0	73	-4	0	-1
	HR	0		79		1	

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)

		Uniquement 112		A la fois 112 et national		Uniquement national	
		Only 112		Both 112 and national		Only national	
	%	Nur 112		Beide 112 und national		Nur national	
		Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339
	EU 27	7	-1	1	1	13	1
	BE	5	1	0	0	12	5
	BG	24	6	0	-1	4	-1
	CZ	3	0	0	0	17	2
	DK	9	-2	1	1	5	1
	DE	9	-2	1	0	8	0
	EE	25	5	2	1	6	-1
	IE	3	2	0	0	18	4
	FI	1	1	0	0	17	2
	ES	15	4	1	0	6	0
	FR	2	0	0	0	21	-1
	IT	2	0	1	1	15	-3
	CY	6	3	0	-1	8	1
	LV	15	-4	1	-1	11	5
	LT	19	2	0	0	6	-2
	LU	16	-3	1	0	8	3
	HU	4	1	0	0	9	-1
	MT	10	5	0	0	1	0
	NL	10	-2	1	0	5	3
	AT	2	2	0	0	20	3
	PL	9	-3	1	0	12	-1
	PT	14	0	2	1	5	2
	RO	20	-3	0	0	1	0
	SI	6	1	1	1	3	-2
	SK	11	2	1	1	6	-1
	FI	21	1	0	0	1	0
	SE	13	0	1	1	4	0
	UK	1	1	0	0	26	5
	HR	10		1		9	

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)

		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	
		"112" in (OUR COUNTRY)		Other emergency number(s) in (OUR COUNTRY)		"112" in another EU country	
	%	"112" in (UNSER LAND)		Andere Notrufnummer(n) in (UNSER LAND)		"112" in einem anderen EU-Land	
		Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339
	EU 27	37	-2	63	2	1	0
	BE	31	-8	66	9	3	3
	BG	86	8	14	-11	0	0
	CZ	17	-2	83	2	0	0
	DK	67	-5	37	7	0	0
	DE	53	-7	51	12	2	2
	EE	81	5	25	-3	1	1
	IE	14	11	87	-10	0	0
	EL	7	7	93	-2	0	-1
	ES	70	6	29	-10	1	0
	FR	9	2	88	-2	0	-1
	IT	16	7	86	-1	0	0
	CY	45	10	45	-27	0	0
	LV	60	-19	44	18	0	0
	LT	76	8	24	-9	1	1
	LU	62	-18	37	15	7	6
	HU	30	6	69	-7	0	0
	MT	92	11	8	-7	0	0
	NL	67	-20	36	21	1	1
	AT	5	3	92	-4	4	4
	PL	44	-7	58	5	0	-1
	PT	77	-4	30	12	0	-2
	RO	95	-2	3	0	0	0
	SI	68	13	36	-8	0	0
	SK	63	5	35	-9	3	3
	FI	97	1	5	-1	0	0
	SE	76	0	29	5	1	0
	UK	2	1	97	-1	1	0
	HR	55		50		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)

	%	Un/d'autre(s) numéro(s) d'urgence dans un autre pays de l'Union Européenne		Uniquement 112		A la fois 112 et national	
		Other emergency number(s) in another EU country		Only 112		Both 112 and national	
		Andere Notrufnummer(n) in einem anderen EU-Land		Nur 112		Beide 112 und national	
		Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339
	EU 27	2	0	35	-2	3	1
	BE	6	-1	29	-9	3	2
	BG	0	-1	86	12	0	-5
	CZ	0	-2	17	0	1	-1
	DK	0	0	63	-7	4	2
	DE	1	-3	49	-8	7	4
	EE	0	-1	75	4	7	2
	IE	1	1	12	9	1	1
	EL	1	-3	6	5	1	1
	ES	5	3	67	6	5	2
	FR	2	-1	9	2	0	-1
	IT	4	0	10	1	6	6
	CY	10	10	45	17	0	-6
	LV	1	-1	55	-18	4	-2
	LT	1	1	75	8	2	1
	LU	0	-2	63	-13	6	1
	HU	3	1	28	6	1	-1
	MT	0	-7	92	14	0	-3
	NL	0	-4	64	-17	4	-2
	AT	0	-2	8	6	2	2
	PL	1	1	41	-6	4	0
	PT	1	-2	70	-9	7	3
	RO	1	1	95	-2	0	0
	SI	2	-1	62	9	5	3
	SK	3	1	61	6	4	1
	FI	0	0	95	1	1	-1
	SE	0	-1	71	-4	5	3
	UK	0	0	3	1	0	0
	HR	0		50		5	

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)

		Uniquement national	
		Only national	
		Nur national	
	%	Flash EB 368	Diff. Flash EB 339
	EU 27	62	<i>1</i>
	BE	68	<i>7</i>
	BG	14	<i>-8</i>
	CZ	83	<i>2</i>
	DK	33	<i>5</i>
	DE	44	<i>4</i>
	EE	18	<i>-6</i>
	IE	86	<i>-11</i>
	EL	93	<i>-6</i>
	ES	29	<i>-7</i>
	FR	91	<i>-1</i>
	IT	84	<i>-7</i>
	CY	55	<i>-10</i>
	LV	40	<i>19</i>
	LT	23	<i>-9</i>
	LU	32	<i>13</i>
	HU	70	<i>-6</i>
	MT	8	<i>-11</i>
	NL	32	<i>19</i>
	AT	91	<i>-7</i>
	PL	56	<i>7</i>
	PT	23	<i>6</i>
	RO	5	<i>2</i>
	SI	32	<i>-13</i>
	SK	34	<i>-8</i>
	FI	3	<i>-1</i>
	SE	24	<i>1</i>
	UK	97	<i>-1</i>
	HR	45	

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)		NSP/SR	
		112		Other number(s)		DK/NA	
	%	112		Andere Nummer(n)		WN/KA	
		Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339
	EU 27	27	<i>1</i>	8	<i>-1</i>	65	<i>0</i>
	BE	48	<i>9</i>	15	<i>6</i>	37	<i>-15</i>
	BG	37	<i>-6</i>	6	<i>2</i>	57	<i>4</i>
	CZ	50	<i>1</i>	4	<i>-1</i>	46	<i>0</i>
	DK	24	<i>-1</i>	6	<i>0</i>	70	<i>1</i>
	DE	17	<i>-4</i>	12	<i>1</i>	71	<i>3</i>
	EE	34	<i>1</i>	9	<i>1</i>	57	<i>-2</i>
	IE	29	<i>3</i>	20	<i>4</i>	51	<i>-7</i>
	EL	7	<i>1</i>	4	<i>2</i>	89	<i>-3</i>
	ES	30	<i>9</i>	4	<i>-2</i>	66	<i>-7</i>
	FR	36	<i>4</i>	12	<i>-2</i>	52	<i>-2</i>
	IT	5	<i>-1</i>	5	<i>-1</i>	90	<i>2</i>
	CY	24	<i>11</i>	5	<i>0</i>	71	<i>-11</i>
	LV	28	<i>6</i>	12	<i>6</i>	60	<i>-12</i>
	LT	21	<i>0</i>	9	<i>-1</i>	70	<i>1</i>
	LU	53	<i>-2</i>	11	<i>1</i>	36	<i>1</i>
	HU	32	<i>4</i>	5	<i>0</i>	63	<i>-4</i>
	MT	21	<i>2</i>	5	<i>1</i>	74	<i>-3</i>
	NL	47	<i>-3</i>	4	<i>-1</i>	49	<i>4</i>
	AT	37	<i>1</i>	14	<i>2</i>	49	<i>-3</i>
	PL	57	<i>-3</i>	4	<i>-2</i>	39	<i>5</i>
	PT	29	<i>0</i>	4	<i>1</i>	67	<i>-1</i>
	RO	30	<i>2</i>	3	<i>1</i>	67	<i>-3</i>
	SI	30	<i>8</i>	6	<i>-1</i>	64	<i>-7</i>
	SK	55	<i>8</i>	3	<i>-2</i>	42	<i>-6</i>
	FI	54	<i>3</i>	3	<i>-1</i>	43	<i>-2</i>
	SE	41	<i>3</i>	4	<i>0</i>	55	<i>-3</i>
	UK	13	<i>0</i>	13	<i>-1</i>	74	<i>1</i>
	HR	26		4		70	

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/SR	
		Yes		No		DK/NA	
		Ja		Nein		WN/KA	
%		Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339
	EU 27	28	<i>0</i>	69	<i>-1</i>	3	<i>1</i>
	BE	25	<i>1</i>	74	<i>-1</i>	1	<i>0</i>
	BG	47	<i>-6</i>	51	<i>5</i>	2	<i>1</i>
	CZ	47	<i>3</i>	50	<i>-3</i>	3	<i>0</i>
	DK	35	<i>11</i>	60	<i>-12</i>	5	<i>1</i>
	DE	27	<i>4</i>	70	<i>-4</i>	3	<i>0</i>
	EE	38	<i>-6</i>	57	<i>6</i>	5	<i>0</i>
	IE	12	<i>-2</i>	87	<i>3</i>	1	<i>-1</i>
	EL	9	<i>-1</i>	90	<i>1</i>	1	<i>0</i>
	ES	37	<i>4</i>	59	<i>-4</i>	4	<i>0</i>
	FR	24	<i>-1</i>	75	<i>1</i>	1	<i>0</i>
	IT	9	<i>-2</i>	87	<i>1</i>	4	<i>1</i>
	CY	36	<i>9</i>	61	<i>-11</i>	3	<i>2</i>
	LV	46	<i>2</i>	52	<i>-1</i>	2	<i>-1</i>
	LT	48	<i>0</i>	48	<i>2</i>	4	<i>-2</i>
	LU	22	<i>-4</i>	76	<i>3</i>	2	<i>1</i>
	HU	31	<i>3</i>	64	<i>-4</i>	5	<i>1</i>
	MT	38	<i>1</i>	59	<i>-1</i>	3	<i>0</i>
	NL	32	<i>-1</i>	64	<i>1</i>	4	<i>0</i>
	AT	27	<i>-5</i>	70	<i>4</i>	3	<i>1</i>
	PL	53	<i>2</i>	45	<i>-2</i>	2	<i>0</i>
	PT	35	<i>9</i>	62	<i>-8</i>	3	<i>-1</i>
	RO	53	<i>-6</i>	45	<i>5</i>	2	<i>1</i>
	SI	39	<i>7</i>	57	<i>-8</i>	4	<i>1</i>
	SK	59	<i>20</i>	38	<i>-20</i>	3	<i>0</i>
	FI	36	<i>-3</i>	60	<i>0</i>	4	<i>3</i>
	SE	31	<i>-2</i>	65	<i>1</i>	4	<i>1</i>
	UK	12	<i>-1</i>	87	<i>1</i>	1	<i>0</i>
	HR	57		39		4	

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	
		Im Fernsehen		Im Radio		In Zeitungen	
	%	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339
	EU 27	63	<i>1</i>	21	<i>0</i>	25	<i>-1</i>
	BE	51	<i>0</i>	26	<i>9</i>	29	<i>10</i>
	BG	86	<i>-2</i>	20	<i>0</i>	17	<i>-5</i>
	CZ	73	<i>-6</i>	25	<i>0</i>	27	<i>-1</i>
	DK	38	<i>-8</i>	6	<i>-1</i>	15	<i>-2</i>
	DE	31	<i>5</i>	13	<i>7</i>	39	<i>4</i>
	EE	53	<i>-2</i>	22	<i>4</i>	24	<i>0</i>
	IE	24	<i>4</i>	13	<i>5</i>	12	<i>5</i>
	EL	29	<i>-8</i>	6	<i>-1</i>	8	<i>1</i>
	ES	83	<i>6</i>	28	<i>-4</i>	33	<i>2</i>
	FR	65	<i>-1</i>	26	<i>7</i>	19	<i>3</i>
	IT	50	<i>-1</i>	8	<i>0</i>	20	<i>2</i>
	CY	54	<i>8</i>	9	<i>0</i>	10	<i>-3</i>
	LV	70	<i>-7</i>	22	<i>-2</i>	17	<i>-2</i>
	LT	71	<i>0</i>	24	<i>-1</i>	19	<i>-5</i>
	LU	39	<i>2</i>	33	<i>5</i>	41	<i>-1</i>
	HU	67	<i>8</i>	15	<i>1</i>	12	<i>-2</i>
	MT	64	<i>-4</i>	25	<i>2</i>	24	<i>5</i>
	NL	62	<i>2</i>	13	<i>-6</i>	23	<i>-1</i>
	AT	25	<i>-5</i>	12	<i>-1</i>	28	<i>-6</i>
	PL	74	<i>-1</i>	23	<i>-4</i>	16	<i>-9</i>
	PT	83	<i>10</i>	30	<i>11</i>	31	<i>6</i>
	RO	92	<i>0</i>	30	<i>-11</i>	22	<i>-13</i>
	SI	58	<i>9</i>	16	<i>0</i>	23	<i>-1</i>
	SK	86	<i>0</i>	36	<i>7</i>	32	<i>8</i>
	FI	43	<i>2</i>	27	<i>8</i>	49	<i>9</i>
	SE	47	<i>1</i>	12	<i>-3</i>	31	<i>1</i>
	UK	40	<i>1</i>	16	<i>0</i>	19	<i>-5</i>
	HR	77		22		25	

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		Par le biais d'un SMS de votre opérateur de télécommunications lorsque vous étiez en itinérance		Par des moyens autres fournis par votre opérateur de télécommunications (téléphones publics, annuaires téléphoniques, factures)	
		Internet		Through an SMS from your telecommunications operator while roaming		Through other means by your telecommunications operator (payphone, directories, bills)	
		Im Internet		In einer SMS von Ihrem Telekommunikationsanbieter beim Roaming		Über andere Wege von Ihrem Telekommunikationsanbieter (Münztelefone, Telefonbücher, Rechnungen)	
		Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339
	EU 27	18	1	6	-1	8	-2
	BE	20	7	16	6	13	4
	BG	19	6	3	2	2	-1
	CZ	33	4	17	5	9	1
	DK	9	0	2	0	3	1
	DE	8	4	2	0	3	-2
	EE	20	1	1	0	2	0
	IE	6	5	5	3	5	-2
	EL	23	4	13	-5	10	4
	ES	21	-1	5	-2	16	-5
	FR	13	-1	8	2	10	2
	IT	15	0	0	-2	1	-2
	CY	6	3	23	10	9	1
	LV	32	4	15	4	10	1
	LT	19	1	8	3	3	-1
	LU	20	12	3	1	17	7
	HU	18	8	3	2	4	-1
	MT	15	12	5	4	8	5
	NL	17	3	5	1	6	3
	AT	8	-1	5	1	6	2
	PL	18	-7	8	-5	7	-9
	PT	25	8	11	6	15	7
	RO	22	-8	4	-5	7	-9
	SI	17	7	6	1	4	1
	SK	31	14	12	3	17	8
	FI	24	1	1	-1	10	5
	SE	11	2	5	2	4	0
	UK	18	1	8	-1	3	-1
	HR	19		4		5	

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		Sur des panneaux d'affichage (transports, école, poste de police...)		Autre (NE PAS LIRE)	
		Through discussions with relatives, friends or colleagues		On public displays (transports, school, police station...)		Other (DO NOT READ OUT)	
		Im Rahmen von Gesprächen mit Verwandten, Freunden oder Kollegen		Auf öffentlichen Aushängen (in öffentlichen Verkehrsmitteln, der Schule, dem Polizeirevier ...)		Andere (NICHT VORLESEN)	
		Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339
	EU 27	20	0	24	-3	9	-1
	BE	30	15	35	12	14	-10
	BG	21	4	12	2	3	-1
	CZ	19	-4	38	-4	5	-1
	DK	7	-1	29	12	31	11
	DE	9	3	22	3	14	-2
	EE	7	-1	18	-1	6	-4
	IE	19	10	20	3	31	-7
	EL	18	0	12	7	19	12
	ES	38	3	35	-9	6	-3
	FR	23	0	24	1	14	1
	IT	12	-4	4	-1	7	2
	CY	8	-1	12	0	9	1
	LV	23	3	36	10	5	3
	LT	10	-1	12	-1	4	-1
	LU	19	5	36	16	18	14
	HU	8	2	15	1	3	-1
	MT	14	9	29	12	12	-2
	NL	11	1	19	2	15	-2
	AT	12	0	28	8	25	9
	PL	14	-5	17	-18	6	1
	PT	46	23	43	14	8	3
	RO	22	-16	23	-20	1	-3
	SI	9	4	30	6	7	1
	SK	31	10	34	14	4	1
	FI	25	2	34	1	6	-2
	SE	10	2	17	-4	14	1
	UK	20	4	35	20	13	1
	HR	14		20		5	

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)

		NSP/SR	
		DK/NA	
		WN/KA	
	%	Flash EB 368	Diff. Flash EB 339
 EU 27		3	-1
 BE		2	0
 BG		1	-1
 CZ		3	0
 DK		5	-4
 DE		4	-5
 EE		7	2
 IE		9	3
 EL		3	2
 ES		0	-2
 FR		1	-1
 IT		5	0
 CY		4	1
 LV		3	1
 LT		3	1
 LU		2	-1
 HU		4	-3
 MT		1	-1
 NL		7	0
 AT		4	1
 PL		3	2
 PT		1	-3
 RO		0	-1
 SI		3	0
 SK		1	-1
 FI		5	1
 SE		7	0
 UK		6	0
 HR		3	

Q6 Au cours des 12 derniers mois, avez-vous voyagé dans un autre pays de l'UE?

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






























Q6 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	
		Yes, once		Yes, from 2 to 5 times		Yes, more than 5 times	
		Ja, einmal		Ja, zwischen zwei- und fünfmal		Ja, häufiger als fünfmal	
%		Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339
	EU 27	16	-2	16	-1	4	0
	BE	20	-2	29	1	10	1
	BG	9	-4	10	0	3	0
	CZ	16	-1	23	0	10	2
	DK	25	-1	33	4	7	0
	DE	20	0	21	-3	4	-1
	EE	18	1	21	-1	6	0
	IE	25	0	31	3	4	0
	EL	9	-2	7	-1	2	1
	ES	14	0	9	-2	1	-1
	FR	13	-4	15	1	3	-1
	IT	14	-4	9	-1	1	-1
	CY	26	-5	20	-4	3	1
	LV	15	-4	19	-1	7	3
	LT	15	2	15	-3	6	1
	LU	18	-2	36	1	23	0
	HU	13	0	11	1	6	2
	MT	24	-1	14	1	2	2
	NL	20	0	35	2	10	-1
	AT	17	-2	31	1	10	-3
	PL	13	-4	17	4	4	0
	PT	11	-1	9	-5	4	1
	RO	12	0	9	-1	4	1
	SI	14	-2	28	0	14	2
	SK	15	1	20	-2	13	1
	FI	19	-3	29	-1	3	-1
	SE	24	1	28	-2	4	0
	UK	21	1	16	-4	3	-1
	HR	12		15		7	

Q6 Au cours des 12 derniers mois, avez-vous voyagé dans un autre pays de l'UE?

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






























Q6 Sind Sie in den letzten 12 Monaten in ein anderes EU-Land gereist?

		Non		NSP/SR		Total 'Oui'	
		No		DK/NA		Total 'Yes'	
		Nein		WN/KA		Gesamt 'Ja'	
%		Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339	Flash EB 368	Diff. Flash EB 339
	EU 27	63	2	0	0	37	-2
	BE	41	0	0	0	59	0
	BG	78	3	0	0	22	-3
	CZ	51	-1	0	0	49	1
	DK	36	-1	0	0	64	2
	DE	54	3	0	0	46	-3
	EE	55	0	0	0	45	1
	IE	39	-4	1	1	60	3
	EL	83	4	0	0	17	-3
	ES	75	2	0	0	24	-3
	FR	69	4	0	0	31	-3
	IT	75	5	1	0	24	-5
	CY	52	9	0	0	48	-9
	LV	59	2	0	0	40	-3
	LT	64	-1	0	0	36	1
	LU	23	0	0	0	77	0
	HU	70	-2	0	-1	30	2
	MT	60	-2	0	0	40	2
	NL	35	0	0	0	65	0
	AT	42	4	0	0	58	-4
	PL	66	0	0	0	34	0
	PT	76	6	0	0	24	-5
	RO	74	0	0	0	26	1
	SI	44	-1	0	0	56	1
	SK	52	0	0	0	48	0
	FI	49	4	0	0	51	-4
	SE	43	0	0	0	56	0
	UK	60	4	0	0	39	-5
	HR	66		0		34	

Q6 Au cours des 12 derniers mois, avez-vous voyagé dans un autre pays de l'UE?

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

Q6 Sind Sie in den letzten 12 Monaten in ein anderes EU-Land gereist?

		Deux fois ou plus	
		Two times or more	
		Zweimal oder öfter	
	%	Flash EB 368	Diff. Flash EB 339
 EU 27		20	-2
 BE		39	2
 BG		12	-1
 CZ		32	1
 DK		39	3
 DE		25	-4
 EE		27	-1
 IE		35	3
 EL		9	0
 ES		10	-3
 FR		18	1
 IT		10	-1
 CY		22	-4
 LV		26	2
 LT		20	-2
 LU		59	1
 HU		17	2
 MT		16	2
 NL		45	1
 AT		40	-3
 PL		20	3
 PT		13	-4
 RO		14	1
 SI		42	2
 SK		33	-1
 FI		32	-2
 SE		32	-2
 UK		19	-5
 HR		22	