



Brussels, 18 October 2001

2001-10-10 D/340621

**Version 2.0**

## **State of Implementation** **of the single European emergency call number «1-1-2»** *(as of September 2001)*

### **0 INTRODUCTION**

The present document addresses telecommunications aspects as well as aspects related to Civil Protection. It builds upon :

- A survey conducted among Member States on the implementation of the single European emergency call number «1-1-2». Conducted in 1998 this survey was published by the European Commission on its Europa internet server (address: <http://europa.eu.int/comm/environment/civil/pdfdocs/112surv.pdf>).
- The replies given to a questionnaire by the participants to the Workshop on the Implementation of the 1-1-2 for the European Union, organised in May 2000 by the National Service of Civil Protection of Luxembourg. Participants to this workshop were officially appointed by Civil Protection Authorities of the Member States.
- The replies given to a questionnaire submitted in December 2000 to the Permanent network of National Correspondents in the field of Civil Protection (PNNC). The objective of the questionnaire was to establish the requirements of Civil Protection authorities regarding location of callers in emergency situations. Italy, Spain, Belgium, Iceland, Liechtenstein and Norway have not yet replied to this questionnaire.
- A Eurobarometer survey conducted by the Commission during spring 2000 on the knowledge of the «1-1-2» all over Europe.
- Contributions and observations by Member States submitted in the context of the Open Network Provision Committee (ONP-Committee) and the Permanent network of National Correspondents in the field of Civil Protection (PNNC).

The present document was submitted to the 11<sup>th</sup> meeting of the Management committee for civil protection (28-29 June 2001) as well as the 71<sup>st</sup> meeting of the Open Network Provision meeting (4 July 2001). Member States were requested to

communicate observations and/or corrections to the Commission by the 30<sup>th</sup> of September 2001. Observations / corrections were submitted by Denmark, France, Finland and Austria and have been incorporated in this second version of the document. Further comments, corrections or observations are to be submitted to:

European Commission  
Directorate-General ENVIRONMENT  
Directorate Environment Quality of Natural  
Resources  
Civil Protection and Environmental Accidents  
Unit  
BU-9 6/139,  
200, rue de la Loi  
B-1049 Brussels, Belgium  
fax. +32-2-299 03 14,  
e-mail: [civil-protection@cec.eu.int](mailto:civil-protection@cec.eu.int)

Or  
*The Open Network Provision (ONP)*  
*Secretariat,*  
European Commission  
Directorate General INFORMATION  
SOCIETY - A.2  
BU 33,  
200, rue de la Loi  
B-1049 Brussels, Belgium  
e-mail: [Onp@cec.eu.int](mailto:Onp@cec.eu.int)

## 1. GENERAL CONTEXT

Access to the single European emergency call number «1-1-2», and more generally to other emergency phone services, are important issues for all European citizens. The «1-1-2» emergency number is a prime example of how EU telecom regulation impacts directly on the individual citizen. It is important that EU citizens are aware of, and have confidence in, the service offered when calling «1-1-2». This implies that «1-1-2» service is both consistent and predictable throughout the Community.

The single European emergency call number «1-1-2» has been introduced by Council Decision of 29 July 1991 (91/396/EEC)<sup>1</sup>. The provisions of this first Council decision were incorporated in the Directive 98/10/EC of the European Parliament and of the Council of 26 February 1998 on the application of open network provision (ONP) to voice telephony and on universal service for telecommunications in a competitive environment<sup>2</sup>. In the context of the revision of the Community legislative framework in the field of telecommunications, the existing provisions on the «1-1-2» have been incorporated and reinforced in the context of Commission Proposal for a directive on universal service and users' rights relating to electronic communications networks and services<sup>3</sup>.

---

<sup>1</sup> OJ No. L 217 , 06/08/1991 p. 31 - 32, (Article 7.2, OJ L 101 , 01/04/1998 p. 0024 - 0047) and the Commission Proposal for a directive on universal service and users' rights relating to electronic communications networks and services (COM(2000)392 final of 12/07/2000, OJ C 365 E , 19/12/2000 p. 0238 - 0255)

<sup>2</sup> Article 7.2, OJ L 101 , 01/04/1998 p. 0024 - 0047)

<sup>3</sup> COM(2000)392 final of 12/07/2000, OJ C 365 E , 19/12/2000 p. 0238 - 0255  
see also SEC(2001) 1407 final, 18.9.2001

## 2. REQUIREMENTS CONCERNING THE «1-1-2» SINGLE EUROPEAN EMERGENCY CALL NUMBER

The current legislative framework in force requires that:

- All operators including mobile ones support emergency numbers and «1-1-2» free of charge.
- The «1-1-2» call number is introduced in parallel with any other existing national emergency call numbers, where this seems appropriate,
- Emergency calls can be made from public pay telephones using the single European emergency call number «1-1-2» free of charge and without having to use coins or cards.
- Disconnection for non-payment of bills should take place only after due warning is given to the subscriber. Member States may allow a period of limited service prior to complete disconnection, during which calls that do not incur a charge to the subscriber (e.g. «1-1-2» calls) are permitted.
- Member States take the necessary measures to ensure that calls to the «1-1-2» are appropriately answered and handled, within the technological possibilities of the networks.

## 3. MAIN FINDINGS

On the basis of the data communicated by Member States, the «1-1-2» is now implemented throughout the territory of the European Union. Furthermore several Member States have adopted the «1-1-2» as their unique national emergency call number and several major information campaigns have been funded with a view to develop its use both nationally and when travelling within the Community. In several Member States, calls are answered in several languages when necessary.

It seems clear that a critical mass for the effective use of «1-1-2» has or will be reached in the near future, making it necessary to provide high quality and consistency in the way the emergency number is perceived throughout the Community.

However further progress remains to be accomplished in particular with regards to:

- access to «1-1-2» for consumers who have not paid their bills (soft disconnection) is not possible in a number of Member States (Denmark, Greece, Ireland, Sweden).
- knowledge of the «1-1-2» by the general public (at EU level only one in every five citizens would call the «1-1-2» in case of distress while in another country).

In view of the adoption of new legislation concerning the «1-1-2» it appears that a significant number of detailed implementation issues may require further study in order to assess whether the current situation is reasonable from the European citizen's point of view. Such issues may cover awareness campaigns, languages,

access for disabled users, automatic location of callers including mobile callers and callers from PABX networks.

The Commission is providing a regular follow-up of all the developments linked with the implementation of the «1-1-2» in the pages of the Civil Protection and Environmental Accidents on the Europa web server (<http://europa.eu.int/comm/environment/civil/>).

#### 4. TELECOMMUNICATIONS ASPECTS

4.1. The 1-1-2 is accessible from:					
COUNTRY	all fixed telephones	all public telephones	all mobile telephones	private telephone exchanges	others
Austria	Y	Y	Y	Y	no
Belgium	Y	Y	Y	Y	
Denmark	Y	Y	Y	Y	no
Finland	Y	Y	Y	Y	no
France	Y	Y	Y	Y	no
Germany	Y	Y	Y	Y	private radio network, call station
Greece	Y	Y	Y	Y	no
Ireland	Y	Y	Y	Y	
Italy	Y	Y	Y	Y	satellite telephones
Luxembourg	Y	Y	Y	Y	roadside emergency telephone
Netherlands	Y	Y	Y	Y	no
Portugal	Y	Y	Y	Y	roadside emergency telephone
Spain	Y	Y	Y	Y	
Sweden	Y	Y	Y	Y	no
United Kingdom	Y	Y	Y	Y	no
Iceland	Y	Y	Y	?	
Liechtenstein	Y	Y	Y	Y	no
Norway	Y	Y	Y	no	

4.2. Implementation of the 1-1-2			
COUNTRY	is the only emergency call number	coexists with other emergency call numbers	Unique co-ordination centre
Austria	No (automatically transferred to Police call centre)	Yes (122-Fire-fighters,133-Police,144-Ambulances)	No
Belgium	No (automatically transferred to call centre of Fire-fighters and Ambulances)	Yes (100-Fire-fighters, Ambulances, 101-Police)	
Denmark	Yes (Police call centre)	No	No
Finland <sup>4</sup>	No (Fire-fighters and Ambulances call centre)	Yes (10022 Police)	No
France <sup>5</sup>	No (automatically transferred to Fire-fighters call centre)	Yes (18-Fire-fighters, 15-Ambulances, 17-Police, 115-Social services)	Yes - co-ordination with SAMU
Germany	No (corresponds to the number for Fire-fighters and Ambulances)	Yes (110-Police)	Yes
Greece	No	Yes (100-Police,166-Ambulances,199-Fire-fighters)	Yes
Ireland	No (automatically transferred to the 999 call centre)	Yes (999)	Yes
Italy	No (corresponds to the number for Police)	Yes (115-Fire-fighters,118-Ambulances)	No
Luxembourg	Yes	Yes (113)	Yes
Netherlands	Yes	No	Yes
Portugal	Yes	Yes (117-Forest fires)	
Spain	No	Yes (091-Police, 061-Ambulances, 080-Fire-fighters)	Yes
Sweden	Yes	Yes (90000)	Yes
United Kingdom	No (automatically transferred to the 999 call centre)	Yes (999)	Yes
Iceland	Yes	No	
Liechtenstein	Yes (Police call centre)	No	
Norway	No (corresponds to the number for Police)	Yes (110-Police, 113-Ambulance)	

<sup>4</sup> <10022> gives access to the police in Finland whereas «1-1-2» gives access to all emergency services [see section 4 of the Ministerial decision n°1393/1997 <http://www.vn.fi/lm/telecom.htm>].

<sup>5</sup> «1-1-2» is indicated in all public payphones.

4.3. Are the calls to the 1-1-2 free of charge ?		
COUNTRY		who covers expenditure ?
Austria	Yes	
Belgium	Yes	
Denmark	Yes	
Finland	Yes	
France	Yes	
Germany	Yes	
Greece	Yes	Free for the caller, the part operator-112 covered by Ministry of the Interior
Ireland	Yes	
Italy	Yes	
Luxembourg	Yes	Free for the caller, the part operator-112 covered by Ministry of the Interior
Netherlands	Yes	
Portugal	Yes	
Spain	Yes	
Sweden	Yes	
United Kingdom	Yes	
Iceland	Yes	
Liechtenstein	Yes	
Norway	Yes	

4.4. Disconnection of the 1-1-2 service (fixed lines)		
COUNTRY	Access to 1-1-2 after disconnection for unpaid invoice	Period during which users have service access to the 1-1-2 after disconnection
Austria	No	
Belgium	Yes	3 months
Denmark <sup>6</sup>	No	
Finland	Yes	
France	Yes	1 year under certain conditions
Germany	Yes	
Greece	Yes	
Ireland	No	
Italy	Yes	
Luxembourg	Yes	3 weeks
Netherlands	Yes	
Portugal	Yes	Only when monthly subscription is paid
Spain	No	
Sweden	No	
United Kingdom	Yes	7 days - depends on repayment arrangement
Iceland	No	
Liechtenstein	Yes	Period of subscription
Norway	Yes	87 days

<sup>6</sup> When the end-user's telecommunications connection is barred to further usage due to a dispute regarding the recorded usage and payment, or if the service is barred directly after the usage has been found to exceed an amount agreed in advance between the provider and the end-user, it shall nevertheless be possible to make calls to 1-1-2.

4.5. Access to the 1-1-2 from mobile telephones		
COUNTRY	when the caller does not have any PIN number or SIM <sup>7</sup> card	when the caller calls from a sector for which he has no subscription
Austria	Yes	Yes
Belgium	No	No
Denmark	Yes	No
Finland	Yes	Yes
France	Yes	Yes
Germany	Yes	Yes
Greece	Yes	Yes
Ireland	Yes	Yes
Italy	Yes	Yes
Luxembourg	Yes	Yes
Netherlands	Yes	Yes
Portugal	Yes	Yes
Spain	No	Yes
United Kingdom	No	No
Sweden	Yes	Yes
Iceland	Yes	
Liechtenstein	No	No
Norway	Yes	Yes

## 5. CIVIL PROTECTION AND ORGANISATIONAL ASPECTS

5.1. Services responsible for replying a call to the 1-1-2.		
COUNTRY	implementation	
Austria	Parallel	Call automatically transferred to Police call centre
Belgium	Parallel	Call automatically transferred to FF-Ambulances call centre
Denmark	Unique call number	Unique call centre (Police)
Finland	Parallel	Fire-fighters and Ambulances call centre
France	Parallel	Call automatically transferred to Fire-fighters call centre or ambulances
Germany	Parallel	Fire-fighters and Ambulances call centre
Greece	Parallel	Unique call centre (TO*)
Ireland	Parallel	Call automatically transferred to unique 999 call centre (TO)
Italy	Parallel	Police call centre
Luxembourg	Unique call number	Unique call centre (Civil Protection)
Netherlands	Unique call number	Unique call centre
Portugal	Unique call number	Unique call centre (Police)
Spain	Parallel	Unique call centre (?)
Sweden	Parallel	Call automatically transferred to unique 90000 call centre (TO)
United Kingdom	Parallel	Call automatically transferred to unique 999 call centre (TO)
Iceland	Unique call number	Unique call centre (?)
Liechtenstein	Unique call number	Unique call centre (Police)
Norway	Parallel	Police call centre

\* TO = Telecommunications Operator

<sup>7</sup> This is a requirement in GSM02.30 standard, it is published in the GSM user guide.

5.2. Are there legal provisions that determine a minimum response time for the emergency interventions?				
COUNTRY	for the arrival of the fire fighters	for the arrival of an ambulance	for the arrival of the police force	for the arrival of other services
Austria	No	No	No	No
Belgium	No	No	No	No
Denmark	Yes 1/5 min.	No	No	No
Finland	No	No	No	No
France	Yes 10-20 min.	No	No	No
Germany	Yes	Yes	No	No
Greece	No	No	No	No
Ireland	No	No	No	No
Italy				
Luxembourg	No	No	No	No
Netherlands	No	No	No	No
Portugal	No	No	No	No
Spain	No	No	No	No
Sweden	No	No	No	No
United Kingdom	Yes 5-20 min	No	Yes 10-20 min.	No
Iceland				
Liechtenstein	No	No	No	No
Norway	No	No	No	No

## 6. SERVICES TO THE CITIZEN

6.1. In how many languages is a call answered ?			
COUNTRY	in regional language	in the national official language(s)	in other languages
Austria		Yes (DE)	EN
Belgium	Yes (DE, FR, NL)	Yes at a regional basis	
Denmark		Yes (DK)	NO, SE, EN, DE
Finland	Yes (SE in bilingual areas)	Yes (FI)	EN
France		Yes	EN, DE, ES (in border areas)
Germany		Yes (DE)	
Greece		Yes (GR)	EN, FR
Ireland		Yes (EN)	
Italy		Yes (IT)	EN
Luxembourg		Yes (LU)	FR, DE, EN
Netherlands		Yes (NL)	EN
Portugal		Yes (PT)	ES, EN, FR
Spain <sup>8</sup>		Yes (ES)	EN, FR, DE in tourist regions
Sweden		Yes (SE)	EN. In some areas FI, DE, FR, immigrant languages with a delay
United Kingdom	Yes (Welsh in Wales)	Yes (EN)	
Iceland		Yes (IC)	EN and Nordic languages (third party translation also available)
Liechtenstein		Yes (DE)	EN

<sup>8</sup> Under the responsibility of the regions

Norway		Yes (NO)	EN
--------	--	----------	----

6.2. Services available									
COUNTRY	DIS	VET	POI	CG	MOU	FOR	PHA	INF	Other
Austria	Y	Y	Y	Y	Y	Y	Y	Y	Yes - social services
Belgium	Y	Y	Y	Y	N	Y	Y	Y	
Denmark	Y <sup>9</sup>	Y	Y	Y	N	Y	N	Y	
Finland	Y <sup>10</sup>	N	N	Y	N	Y	N	Y	
France	N	N <sup>11</sup>	Y	Y	Y	Y	Y	N	
Germany	Y	N	N	Y	Y	Y	N	N	
Greece	N	N	N	Y	N	Y	N	N	
Ireland	Y	N	N	Y	Y	N	N	N	
Italy									
Luxembourg	Y	Y	Y		N	Y	Y	Y	Yes - doctors on duty
Netherlands	Y <sup>12</sup>	N	N	N	N	N	N	N	
Portugal	Y <sup>13</sup>	N	Y	Y	N	Y		Y	
Spain	N	N	Y	Y	Y	Y	Y	Y	Yes - Civil Protection
Sweden	Y	Y	Y	Y	Y	Y	N	N	Yes - doctors, nurses, midwives, dentists, priest on duty, social services, air ambulance, radioactive emergencies, marine environmental emergencies
United Kingdom	Y <sup>14</sup>	N	N	Y	Y <sup>15</sup>	N	N	N	Yes
Iceland									Yes - rescue teams
Liechtenstein	Y	Y	Y		Y	Y	Y	Y	Yes
Norway	Y <sup>16</sup>	N	Y	Y	Y	Y	Y	Y	
DIS = special provisions for persons with disabilities, VET = access to veterinary surgeons, animal ambulances, POI = access to poison control centres, CG = coast guard, MOU = help in mountain, FOR = forest fires, PHA = pharmacies, INF = general information concerning emergency situations									

<sup>9</sup> Textphones have an emergency call-number in Denmark.

<sup>10</sup> "Safety phones" designed for disabled and elderly people are provided as a commercial service by operators in Finland.

<sup>11</sup> In France, the phone number of those services are indicated to the caller who has to phone them himself.

<sup>12</sup> A specific free (secret) number has been issued for people with hearing or speech impediment.

<sup>13</sup> The incumbent operator (Portugal Telecom) is obliged to offer, without costs, one line with fixed destiny for disabled users, as well as appropriate equipment.

<sup>14</sup> Disabled users have the option of access to a relay service via a free phone number.

<sup>15</sup> Mountain and Cave rescue via the police

<sup>16</sup> In Norway <141> is being established as a special emergency number for people with hearing or speech impediment.

6.3. Special arrangements:				
COUNTRY	for tourists	for major public events (sporting events, rock concerts etc.)	for cross-border operations	others :
Austria	yes	yes	yes	no
Belgium	no	yes	no	
Denmark	no	yes	no	no
Finland	no	no	yes	no
France		yes	yes	
Germany	no	no	no	no
Greece	no	no	no	no
Ireland	no	yes	no	no
Italy				
Luxembourg	no	yes	yes	
Netherlands	no	no	no	no
Portugal	yes	yes	yes	yes (army, Navy)
Spain	no	no	no	no
Sweden	no	no	yes	no
United Kingdom	no	no	no	no
Iceland				
Liechtenstein	no	no	no	no
Norway	no	yes	no	

6.4. Is there a procedure for complaint registration ? If so, is there important data ?		
COUNTRY		
Austria	Yes	
Belgium	No	
Denmark	Yes	
Finland	No	
France	Yes	
Germany	Yes	
Greece	No	
Ireland	Yes	
Italy		
Luxembourg	Yes	
Netherlands	Yes	
Portugal	Yes	
Spain	Yes	
Sweden	Yes	
United Kingdom	Yes	
Iceland		
Liechtenstein		
Norway	No	

6.5. Is the location of the caller available ?				
COUNTRY	Calls from fixed telephones	calls from mobile telephones	calls from private telephone centres (PABX)	others :
Austria	Yes	No	Yes	yes
Belgium	Yes	Yes	Yes	yes
Denmark	Yes	Yes	Yes	no
Finland	Yes	Yes <sup>17</sup>	Yes <sup>18</sup>	no
France	Yes	Yes <sup>19</sup>	Yes	
Germany	Yes	No	Yes	no
Greece	Yes	Yes	No	no
Ireland	Yes	Yes	Yes	
Italy	Yes	Yes	No	
Luxembourg	Yes	Yes <sup>20</sup>	Yes	
Netherlands	Yes	No	Yes	
Portugal	Yes	Yes	No	
Spain	Yes	Yes	Yes	
Sweden	Yes	No	No	no
United Kingdom	Yes	Yes <sup>21</sup>	Yes	
Iceland	Yes	No	No	
Liechtenstein	Yes	Yes	Yes	
Norway	Yes	no	Yes	

6.6. Is there a call return mechanism available?	
COUNTRY	
Austria	No
Belgium	Yes
Denmark	Yes
Finland	No
France	Yes
Germany	No
Greece	No
Ireland	Yes
Italy	Yes
Luxembourg	Yes
Netherlands	Yes
Portugal	No
Spain	Yes
Sweden	Yes
United Kingdom	Yes
Iceland	
Liechtenstein	Yes
Norway	No

<sup>17</sup> Subscriber number automatically, location for the time being only on demand.

<sup>18</sup> Depending on the PABX

<sup>19</sup> Except for mobile phone without SIM cards.

<sup>20</sup> The base station of GSM networks.

<sup>21</sup> This is not an automatic process, it is only use when the caller is unable to quote location.

## 7. INFORMATION TO THE CITIZENS

7.1. Did your country organise public campaigns to inform the citizens of the availability of the 112 number?		
COUNTRY	in your country	in Europe in general
Austria	yes	
Belgium	yes	no
Denmark	yes	no
Finland	yes	
France	no	
Germany	yes	No
Greece	yes	no
Ireland	no	no
Italy	no	no
Luxembourg	yes	no
Netherlands	yes	no
Portugal	yes	
Spain	yes	no
Sweden	yes	no
United Kingdom	yes	no
Iceland		
Liechtenstein	no	no
Norway	yes	

7.2. If such a campaign was organised:				
COUNTRY	who was responsible	Cost (approx.)	short description of the means used (posters, TV, radio, booklets) and duration	Evaluation of the results
Austria	Min. Interior		posters, booklets	
Belgium	Min. Interior		posters, booklets, TV	no
Denmark	Telecom Operator		booklets, articles, TV	no
Finland	Min. Interior	300 000 €	TV, radio, posters,	yes
France				
Germany	Länder		different according to Länder	no
Greece	Min. Interior		booklets	
Ireland				
Italy				
Luxembourg	Min. Interior		all	no
Netherlands	Min. Justice	2.500.000 €	all for 3 months	yes
Portugal	Civil Protection	200.000 Euro	All + pins and T-shirts	
Spain	Autonomous Communities		all	yes
Sweden	Telecom Operator		all	
United Kingdom	Emergency Services			
Iceland				
Liechtenstein				
Norway	Min. Justice		all	

## 8. STATISTICS

8.1. Calls to the emergency call numbers including the «1-1-2» (year 2000 data)					
COUNTRY	Number of emergency calls	False calls	% of calls to 1-1-2	% calls from mobiles	Emergency service response centres
Austria	~ 2.000.000	~ 1.000.000	NA	NA	104 (only police call centres)
Belgium	78.000				
Denmark	~ 500.000				40 (to be reduced to 7)
Finland	~ 3.400.000	35 %	50 %	46 %	60 (to be reduced to 13)
France	> 30.000.000	~ 20.000.000	~ 50 %	~ 50 %	~ 3000
Germany	40.000.000	60 %	15 %	50 %	~ 1000
Greece <sup>22</sup>	500.000	491.200		90 %	4
Ireland	6.100.000	89,5 %	-	52 %	2
Italy					
Luxembourg	430.605	47.330	100%	28 %	1
Netherlands	5.200.000	3.600.000	100%	67 %	26
Portugal	7.759.318	6.906.793 (89%)	99%	NA	30
Spain					
Sweden	4.600.000	70%	97%	51%	20
United Kingdom	31.000.000	~ 50%	12%	44-60%	Stage I = 15 Stage II = 298
Iceland					
Liechtenstein					
Norway					

8.2. Number of interventions/100 000 inhabitants				
COUNTRY	ambulance service	fire and rescue service	police force	others :
Austria				
Belgium	260	56	31	
Denmark				
Finland	825	58	1141	
France				
Germany				
Greece				
Ireland				
Italy		635000		
Luxembourg	7000			
Netherlands	175	89	620	
Portugal		920		
Spain	490	135	320	
Sweden	5500	1100	4400	
United Kingdom	5055	1744	5940	

<sup>22</sup> Only calls to the 1-1-2 are reported here. Information about calls to other emergency call numbers (100-police, 199-fire-fighters, 166-ambulances, 108-coast guard) will be transmitted later

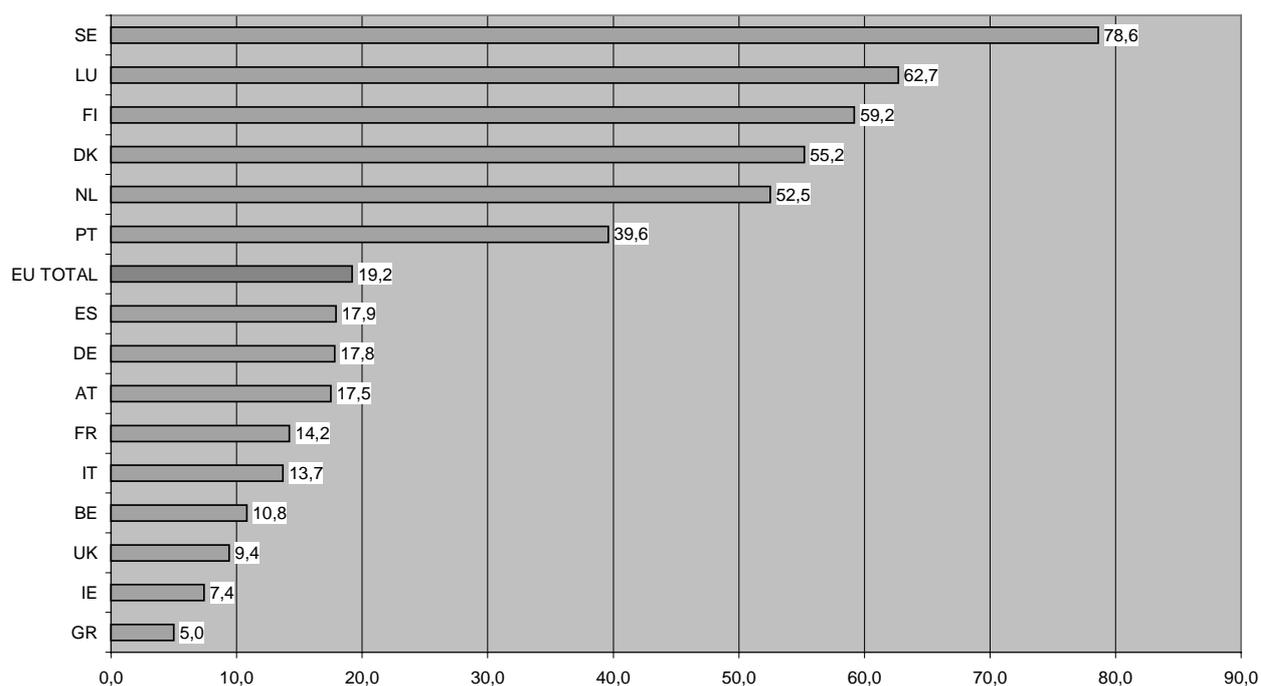
Iceland				
Liechtenstein				
Norway				

## 9. RESULTS OF THE EUROBAROMETER NO 53.0

This Eurobarometer survey was conducted in Spring 2000 with the following question: *Imagine you are on a trip to another country of the European Union and you have an emergency (an accident, you are attacked, a fire). Which telephone number would you call for help? (INT: DO NOT READ OUT).* The answers were as follows:

	<b>112,0</b>	<b>Police</b>	<b>Fire-brigade</b>	<b>Ambulance</b>	<b>Do not know</b>	<b>Other</b>
GR	<b>5,0</b>	17,6	2,6	6,7	64,7	3,4
IE	<b>7,4</b>	32,5	0,0	0,0	56,0	4,1
UK	<b>9,4</b>	13,9	0,0	0,0	66,0	10,8
BE	<b>10,8</b>	12,6	24,9	0,7	41,5	9,6
IT	<b>13,7</b>	30,9	1,0	5,0	39,6	9,8
FR	<b>14,2</b>	6,1	14,1	2,4	49,5	13,7
AT	<b>17,5</b>	12,4	15,8	10,9	36,8	6,6
DE	<b>17,8</b>	40,5	0,0	0,0	33,5	8,3
ES	<b>17,9</b>	34,0	1,2	4,2	32,8	9,8
<b>EU TOTAL</b>	<b>19,2</b>	22,8	3,8	2,5	41,3	10,4
PT	<b>39,6</b>	11,5	2,6	2,2	38,1	5,9
NL	<b>52,5</b>	6,9	0,4	0,3	9,1	30,8
DK	<b>55,2</b>	0,0	0,0	0,0	31,7	13,1
FI	<b>59,2</b>	2,4	10,3	28,1	0,0	0,0
LU	<b>62,7</b>	21,0	0,0	0,0	10,0	6,3
SE	<b>78,6</b>	4,2	1,4	0,7	11,9	3,3

Eurobarometer No 53 - 112 results



**10. THE FUTURE**

10.1. Are there any projects for reform or modernisation envisaged ?	
COUNTRY	
Austria	Yes mobile phone location
Belgium	Yes mobile phone location + digital radio
Denmark	yes
Finland	yes
France	no
Germany	Yes, digitalisation of radio networks, automatic call of vehicles
Greece	no
Ireland	yes
Italy	yes
Luxembourg	Yes Location vehicles + digitalisation radio network
Netherlands	Yes Caller Location
Portugal	Yes Centralisation
Spain	yes new technologies
Sweden	yes new technologies
United Kingdom	Yes Mobile phone location + call centre
Iceland	
Liechtenstein	
Norway	yes 112 as a single number