

Brussels

Emergency? Maltese don't know who to call

Tue, 12 February 2008

Maltese emergency line telephone operators must be the least stressed workers amongst their counterparts in EU member states, as statistics issued on Monday show that Maltese residents rank last in the use of emergency line services.

In a way, this is good news. The need to call 112 and report an emergency is not an experience one looks forward to. Yet, even if they needed to, most Maltese have no idea where to call in case of an emergency. 84% of respondents in a Eurobarometer survey said that they do not know any telephone number that enables them to call emergency services in EU countries. The European Emergency Number, 112, was adopted as the number to call for all emergency services in Malta a few years ago. As an EU member, Malta was obliged to adopt this number along with all other EU states.

Monday's statistics show that nine out of ten Maltese "totally agree" that a Europe-wide emergency number is "very useful". Yet, only 84% of Maltese know that 112 exists. Another 6% answered with an incorrect emergency number, and the remaining 11% gave a correct answer – 112.

Only 13% of Maltese have called an emergency number in the last five years, placing Malta at par with Cyprus in the bottom of the list of member states' use of these services. Estonia is the country with the highest number of persons using emergency services.

[Click here to view full report.](#)