



Fighting misuse of 112

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Agenda

- What is misuse of 112?
- How is it done?
- Fighting misuse



What is misuse of 112

- Use of 112
 - Danger of life situation
 - Victim/witness of a criminal act
(The Netherlands)
- Misuse is using 112 in all other situations



Performing misuse of 112 (1)

- Mostly anonymous
 - Fix-line calls
 - Telephone kiosk
 - In the neighbourhood of schools
 - Mobile
 - Pre-paid
 - SIM-less
 - 2% of all SIM-less calls are serious (40.000 a year)



Performing misuse of 112 (2)

- Not anonymous:
 - By accident callers
(12000 → 112000)
 - Children from 8-14 year
 - Trousers pockets calls
 - Mentally disabled persons
 - On purpose



european emergency number association



Investigation about misuse

- Identification of groups of misusers
 - Adults 19-60 year
 - Senior adults 60+
 - Children beneath 10 year
 - Adolescents 10-18 year
 - Foreign languages (not original Dutch)



National campaign

- October start new functionalities
- Included public campaign
- Special attention category 10-13
 - Only this group can be influenced by a mass medial campaign
- Two messages
 - Police will find you always
 - location/IMEI known
 - Why is 112 important



Fighting misuse

- **First step**
 - Make it not anonymous.
 - Known person
 - Known Mobile phone
- **Second step**
 - Registration over a longer period of time
- **Third step**
 - Select group
 - Act



Make it not anonymous (1)

Telephone kiosk

Agreement with providers:

Temporary out of service in case of misuse 112.

Children

Investigation about culture, age and background



Make it not anonymous (2)

Mobile calls

- Use CLI
- If SIM-less use IMEI-number
- Or both

- In the Netherlands one of them



Registration

- Mark every misuse call by category
 - Check calls on misuse with
 - The same CLI
 - The same IMEI
- During a longer period of time (3-6 month)



Act (1)

Not anonymous

- Children beneath 10 year
 - Via parents (excuses letter)
- Other groups
 - Make a call and give a warning
 - Voice bomb (warning automatic/manual)
 - Prosecute



Act (2)

- Anonymous
 - Confirm every SIM-less call
 - Is it a real emergency-call push 5
 - Turkey from 95% to 50% misuse
 - Send the call to special operator
 - Block mobile phone for calling 112
 - temporary
 - Definitive