MEXICAN SCHEME OF EMERGENCY ATTENTION

NATIONAL EMERGENCY NUMBER ASSOCIATION  9-1-1

MEXICO
The Mexican official number is 0-6-6

During the past 7 years were: 0-6-6, 0-6-0 y 0-8-0

Unification brings structural and operational changes in the country.
Emergency Attention is state coordinator for the state C4 (Command, Control, Communications and Computer).

They are financed by annual government budgets.
- Federal Budget
- State Budget
- Municipal Budget

Through these centers are serving the Mexican people, more than 112 million people.

There are a little more than 300 emergency centers in the country.
How is coordinated Emergency Attention

- Legally, each state is responsible for creating and facilitating schemes and instruments for receive and respond to emergency calls.

- Each state is organized independently, but using these three models:
  - State
  - Regional
  - Municipal

- At this time there is a national adjustment resulting from a National Agreement
Integration Level

- Each PSAP has its own software, usually every state ensures that all centers (regional and municipal have the same software), or at least there must be agreement on the managing and processing of information.

- Over 91% of the centers have police dispatchers, 40% medical and fire emergencies. The trend in Mexico is that of the Centers made directly at the office without having to transfer the call to another area.

- Usually within the same state and regional centers may be able to make calls to overflow in case of saturation or contingency.
Overview

- Each center is different, depending on capacity and type of center.
- Average in a large center (population 1.35 million) Served:
  - 135,000 calls per month
  - 1,620,000 calls annually.
  - 40% of calls are received within 8 hours of Saturday night
  - The average is 75% of idle calls (calls from game information, wrong, etc.)
- Public Education working with information, PSAP tours and penalties.
- Just across the estate borders of PSAP no problem with cell phones. Each phone call is routed to the nearest Emergency Center.
- At this point there is no ability to locate mobile VoIP, and very few companies offering the service to the public. But it is a topic for discussion.
- The way of connecting an emergency call is directly to the operator and no answering machine, unless the city enters into waiting list.
The average time to answer each school varies, yet the average time is set for the level of service.

The mature PSAP seek to answer 90% within 10 seconds.

The average talk time of calls is 120 seconds.

The time of arrival of the units is also variable but averages can range in 15 minutes.
Operational aspects

- The mission of the Operators is to take the call quickly to send the information to the radio dispatcher concerned. The vast majority is in the same room.
- Each center has its own system of selection and training, but an average would be 3 months training.
- In many centers used protocols, at this time is making a proposal for national protocols.
- In some centers, they give pre arrival instructions, especially in medical areas.
- In a few centers, they give psicological instructions.
- In most centers there are operators who take calls and Radio Dispatchers of different agencies.
- The general form of sending information between call takers and radio dispatcher is via software.
- Operators have the citizen's information, if necessary they return the call.
Multilingual Call

- In general, calls are taken in the Spanish language.
- However centers near to the border with the U.S. or in tourist areas exist staff who speak English.
Accessibility for people with different capacities

- At this time many PSAP are implementing mms technology for deaf calls, however there is no legal obligation nor a robust technology tool for this process.
Call Location

- There is no automatic ALI. Each center has to be creating his database: There are voluntary registration campaigns phones.
- The vast majority of centers have GIS.
- The form of interconnection is via a carrier, and this to see routed all other calls from other carriers (wireline and wireless).
- Calls are free for citizens.
- In some State centers if they work with the same software if it is possible to transfer the call with the location of the city.
- Foreign phones work correctly if they dial the number 0-6-6
Public Warnings (911 Reverse)

- At this time there are no centers to implement the delivery of emergency messages in case of massive alert.
- There are efforts to make this process but not yet formally operate.
- In case of major emergencies, the Center receives calls, but only change the protocols priorities.
Projects and Efforts

☐ At this moment there are efforts for:
  - Emergency Protocols.
  - The training and education system
  - Unification for collect emergency information.

☐ There are efforts to legislate in these areas:
  - ANI, ALI and Wireless
  - Unified standards and performance
  - Public Education
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Thank you!!!! Questions???

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