



Fighting misuse of 112

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Agenda

- Presentation of EENA
- What is misuse of 112
- How will it done
- Fighting misuse
- E-call and misuse



What is EENA?

- EENA was set up in 1999 as a non-profit association
 - to serve as a neutral discussion platform for emergency services, industry and informed citizens with the aim of getting efficient, interoperable and harmonised emergency telecommunications in accordance with citizens' requirements.
- EENA has been advocating the 112 to authorities
 - more and more EU citizens travel for business or leisure
 - emergency services are facing new challenges (multilingualism, caller location, interoperability).
- EENA set up an Advisory Board to gather emergency telecommunications stakeholders
 - Politicians
 - professional users associations
 - international organisations and associations
 - solution providers.

**For the first year, more than 30 organisations joined
EENA Advisory Board**



Wat is misuse of 112

- Use of 112
 - Danger of life situation
 - See someone performing 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



Fighting misuse

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



Make it not anonymous (1)

- Telephone kiosk
 - Take a picture of the 112-caller
 - Inform the caller that pictures will be taken
 - In the Netherlands designed not implemented



Make it not anonymous (2)

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



Registration

- Mark every misuse call
 - Look to misuse with
 - The same CLI
 - The same IMEI
- During a longer period of time (3-6 month)



Act (1)

Telephone kiosk

- Find the person on the picture
- Mostly a student on the nearest school



Act (2)

- Not anonymous
 - Children
 - Excuses letter/drawing
 - Grown up
 - Call the owner of the number and give a warning
 - Voice bomb (warning)
 - Take legal action (prosecute)



Act (3)

- **Anonymous**
 - Confirm every SIM-less call
 - Ask for a real emergency-call and
for pushing a number
 - Turkey from 95% to 50% misuse
 - Send the call to special operator
 - Block mobile phone for calling 112
 - temporary
 - Definitive



E-call and misuse (1)

- **Automatically call**
 - Thresholds for preventing calls in case there is only damage of the bodyworks.
 - Spontaneous calls
 - Calling in loop (Sweden)
- **Act**
 - Certification of system
 - Maintenance



E-call and misuse (2)

- Manual calls
 - Hidden and secured push bottom
 - Children
 - By accident
- Always to 112 –operator
 - Prevent of good Samaritan calls
 - Prevent of non-emergency calls



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