

DISCUSSION ON STRATEGIES, TOOLS AND ACTIONS FOR THE PREVENTION AND REDUCTION OF MISUSE OF THE EMERGENCY NUMBER

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FIRST PART ASSESSMENT



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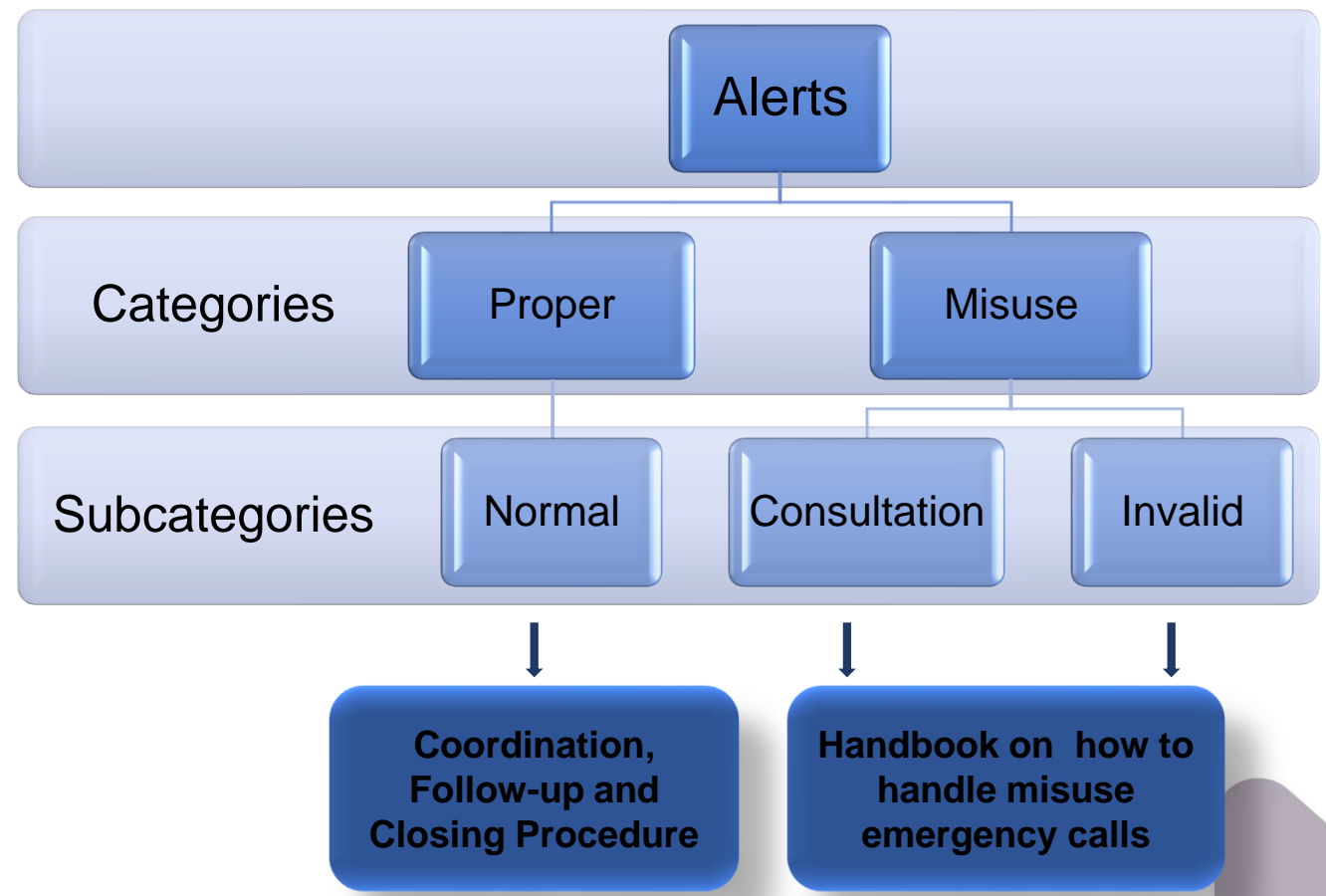
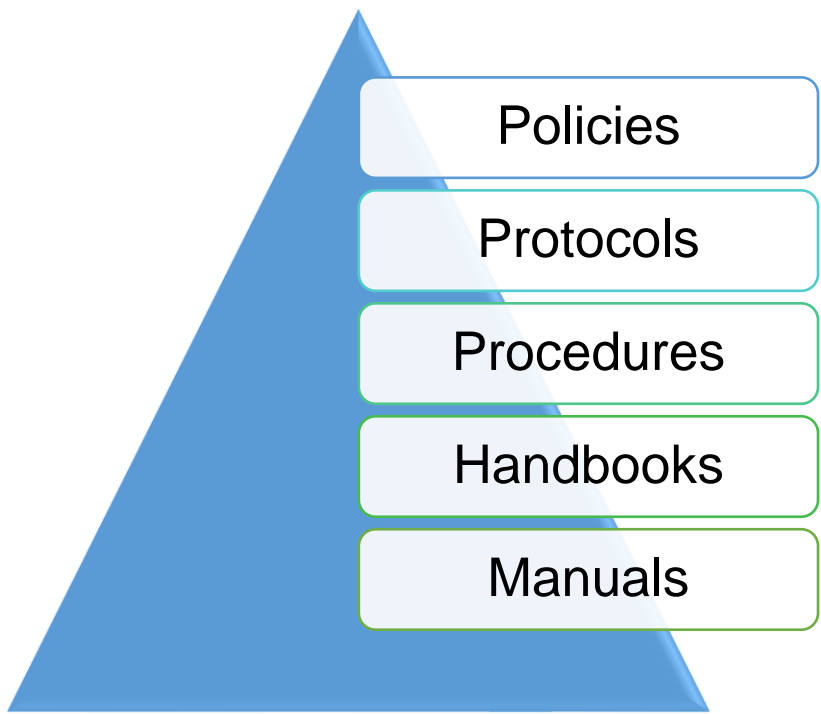
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PROTOCOLS AND PROCEDURES

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OPERATIONAL MANAGEMENT REGULATORY TOOLS



CLASSIFICATION OF MISUSE AND PROPER USE OF EMERGENCY LINE

NORMAL

FOREIGN

UNCONTACTED

INNAPPROPRIATE

NORMAL

RELEVANT

SUSPECTED PRANK CALL

CONSULTATION

OUTSIDE JURISDICTION

REDIALING

DISSATISFACTION

INFORMATION

INCOMPLETE INFORMATION

CONGRATULATION

WORKPLACE NOTIFICATION

INVALID

SYSTEM ERROR

TEST

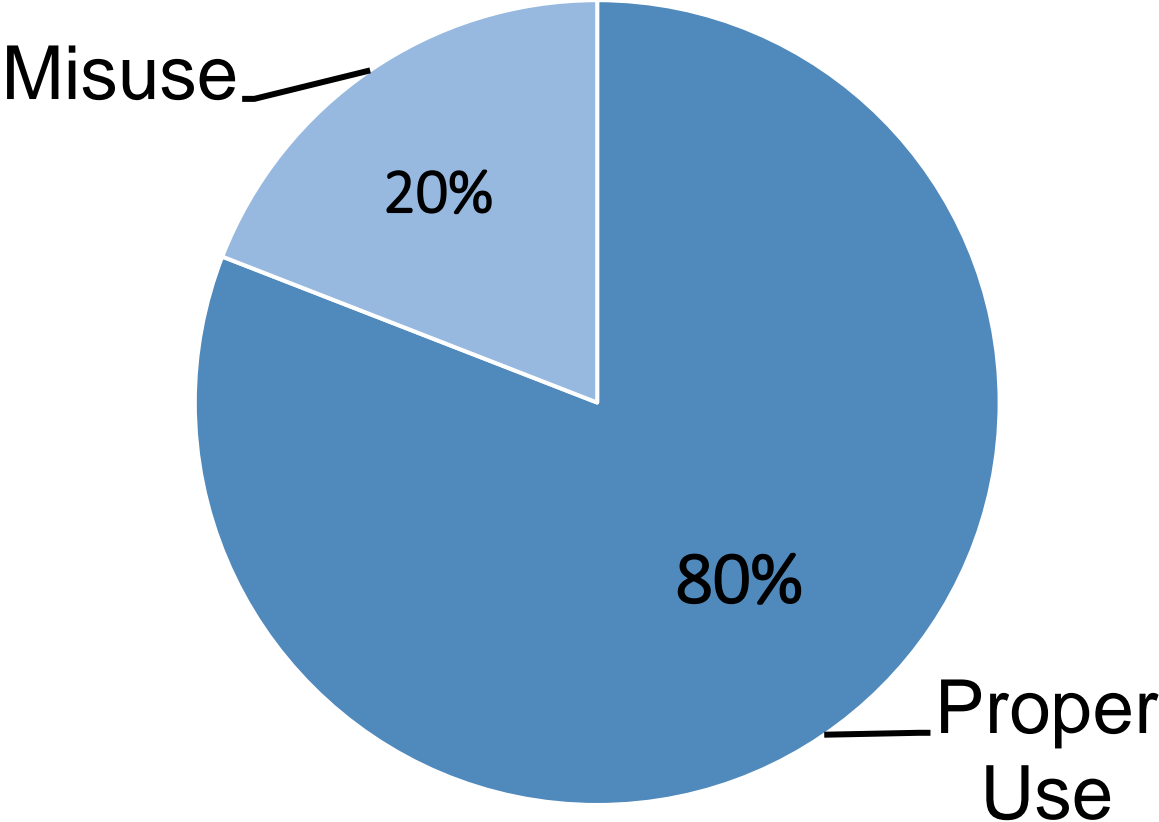
SERVICE MISUSE

HANG UP/ NO INTERLOCUTOR

WORKPLACE COMMUNICATION ALERTS

Key words:

- Information
- Feedback
- Coordination
- Procedures
- Mobile
- Tracking
- Busy Console
- Unavailable Console
- Unavailable
- Data
- Safe Transport
- Mobile Locator
- News

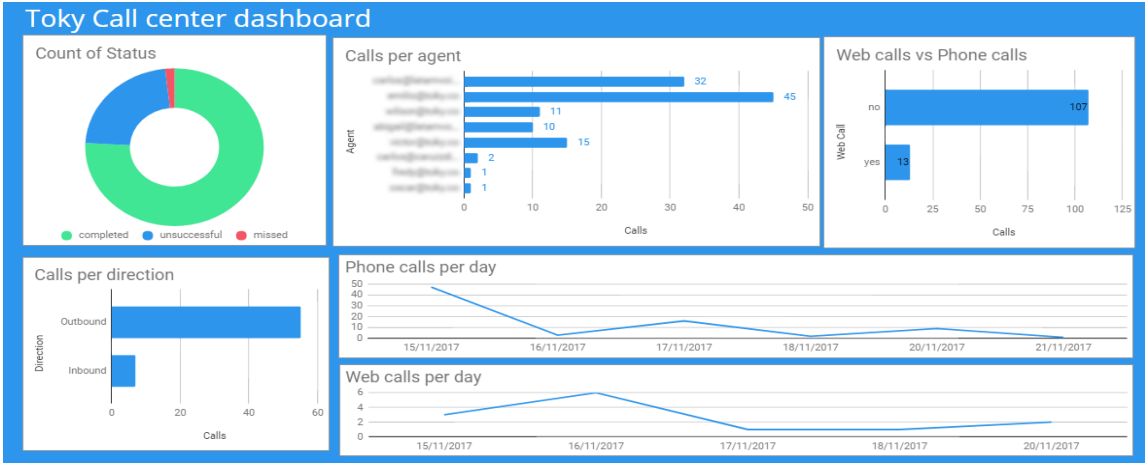




HANDLING OF MISUSE EMERGENCY CALLS

MISUSE EMERGENCY CALLS IDENTIFICATION

ISS ECU 911 has implemented a National Security Command and Control Center.



MISUSE EMERGENCY CALLS LOG



ISS ECU911 Emergency Assistance and Dispatch System keeps the information of the calls misusing the Single Emergency Line.



The record of misuse of the 911 Single Emergency Line is stored in the System, preserving metadata and audio.



ISS ECU911 handles the history of misuse calls to set up controls, and for the enforcement of ARCOTEL's Communications Law.

Storage time: 1 year in the System



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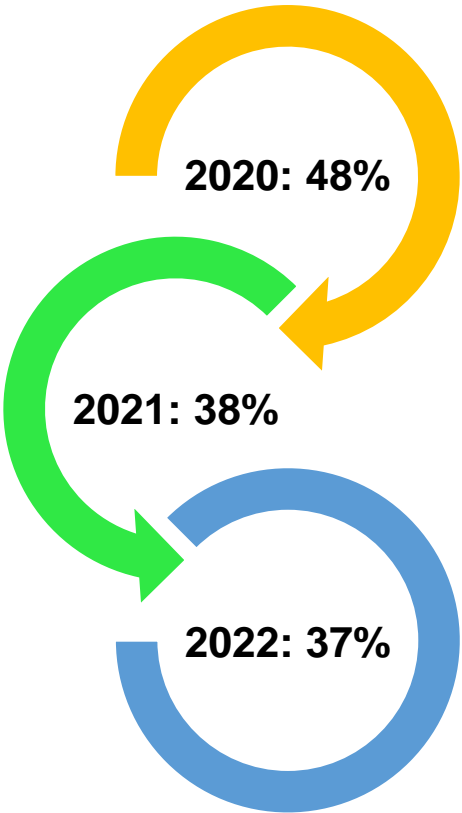
DATA AND STATISTICS

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DATA AND COSTING

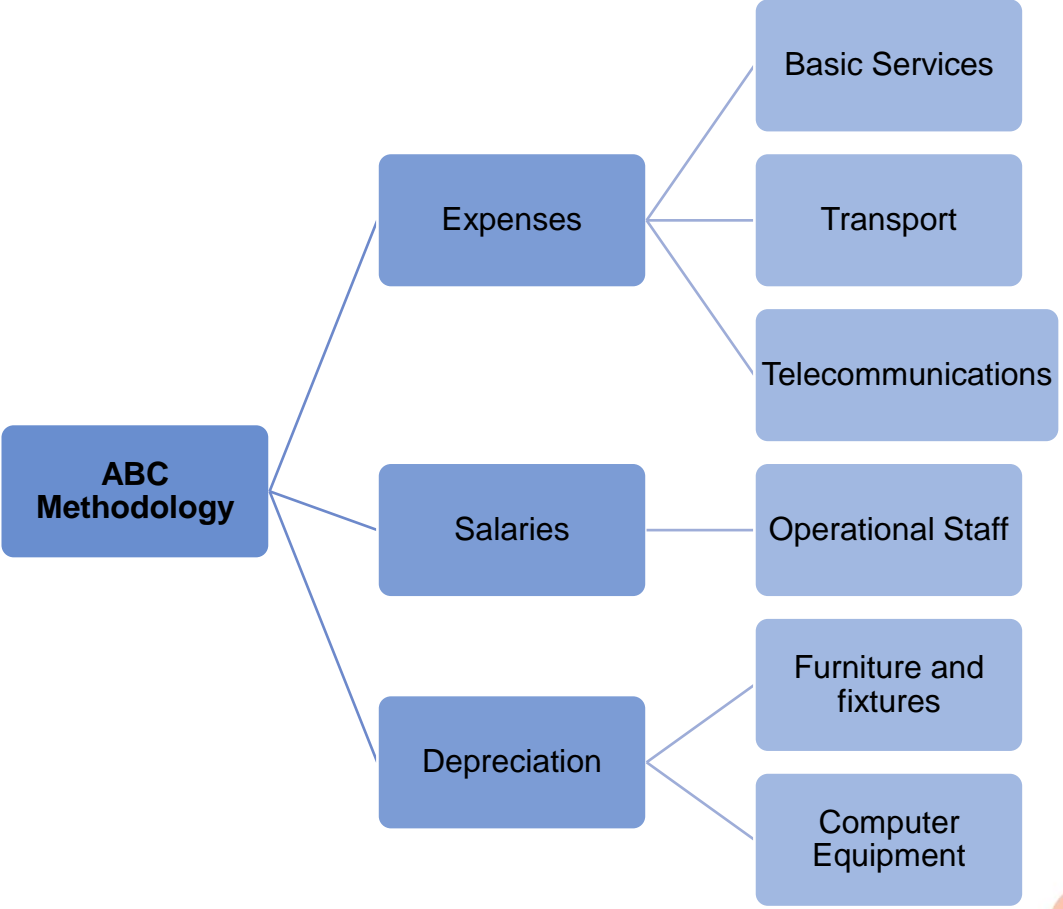
Misuse calls in percentages



Cost per call:
\$2,24

Number of Misuse calls in 2022:
2,573,471

Cost in 2022:
5,764,575.04
American dollars





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QUALITY CONTROL

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QUALITY CONTROL

POBLACIONES FINITAS

$$n = \frac{k^2 * p * q * N}{e^2 * (N - 1) + k^2 * p * q}$$

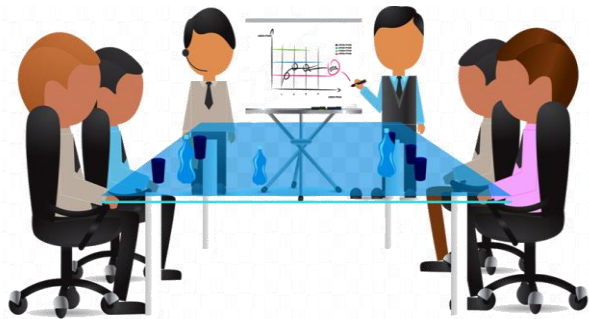


1. SELECT THE BASE TO INITIATE CONTROL

PLANIFICACION Y GESTION ESTRATEGICA											
SISTEMA DE SERVICIO INTEGRADO DE SEGURIDAD											
REPORTE DE CONTROL DE CALIDAD											
CIUDAD						MUNICIPIO					
QUITO						SAN DOMINGO					
PLAZA											
M2											
Conductivo	Red	Cable	Alc.	Mod. de Evaluacion	Punto de Evaluacion	Unidad	Fecha de Evaluacion	Nota de Evaluacion (0-100)	Defecto	Nombre de Operario	Observaciones
2018-07-01	1	San	20	100	10000	3	100	100	NO SE OBSERVARON DEFECTOS	BRUNO	SE OBSERVO
2018-07-01	1	San	20	100	10000	3	100	100	NO SE OBSERVARON DEFECTOS	BRUNO	SE OBSERVARON DEFECTOS (CABLES)
2018-07-01	1	San	20	100	10000	3	100	100	NO SE OBSERVARON DEFECTOS	BRUNO	SE OBSERVARON DEFECTOS (CABLES)
2018-07-01	1	San	20	100	10000	3	100	100	NO SE OBSERVARON DEFECTOS	BRUNO	SE OBSERVARON DEFECTOS (CABLES)
2018-07-01	1	San	20	100	10000	3	100	100	NO SE OBSERVARON DEFECTOS	BRUNO	SE OBSERVARON DEFECTOS (CABLES)
2018-07-01	1	San	20	100	10000	3	100	100	NO SE OBSERVARON DEFECTOS	BRUNO	SE OBSERVARON DEFECTOS (CABLES)
2018-07-01	1	San	20	100	10000	3	100	100	NO SE OBSERVARON DEFECTOS	BRUNO	SE OBSERVARON DEFECTOS (CABLES)
2018-07-01	1	San	20	100	10000	3	100	100	NO SE OBSERVARON DEFECTOS	BRUNO	SE OBSERVARON DEFECTOS (CABLES)
2018-07-01	1	San	20	100	10000	3	100	100	NO SE OBSERVARON DEFECTOS	BRUNO	SE OBSERVARON DEFECTOS (CABLES)
2018-07-01	1	San	20	100	10000	3	100	100	NO SE OBSERVARON DEFECTOS	BRUNO	SE OBSERVARON DEFECTOS (CABLES)
2018-07-01	1	San	20	100	10000	3	100	100	NO SE OBSERVARON DEFECTOS	BRUNO	SE OBSERVARON DEFECTOS (CABLES)

3. RECORD IN THE EVALUATION MATRIX

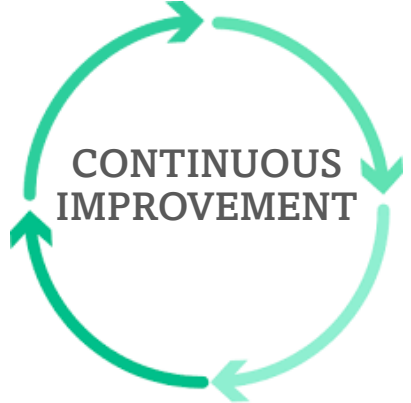
5. SUBMIT AND SOCIALIZE RESULTS TO ESTABLISH ACTION PLANS



4. PRODUCE A QUALITY AND CONTROL REPORT

ECU		PLANIFICACION Y GESTION ESTRATEGICA	
SISIP		SISTEMA DE SERVICIO INTEGRADO DE SEGURIDAD	
CIUDAD		REPORTE DE CONTROL DE CALIDAD	
QUITO		SAN DOMINGO	
PLAZA		M2	
INFORME DE CONTROL DE CALIDAD			
CENTRO ZONAL QUITO			
MES EVALUADO:		Julio / 2018.	
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PLANIFICACION Y GESTION ESTRATEGICA			

2. ANALYZE LOG AND LISTEN TO AUDIOS



SECOND PART STRATEGIES



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SANCTIONS FOR MISUSE OF THE EMERGENCY NUMBER

MISUSE OF THE SINGLE EMERGENCY LINE

LEGAL FRAMEWROK

TELECOMMUNICATIONS ORGANIC LAW
(R.O. 439 de 18 de febrero de 2015)

TECHNICAL STANDARD FOR THE
PROVISION OF TELECOMMUNICATION
SERVICES FOR EMERGENCIES (R.O.
409 of 12 March 2021)

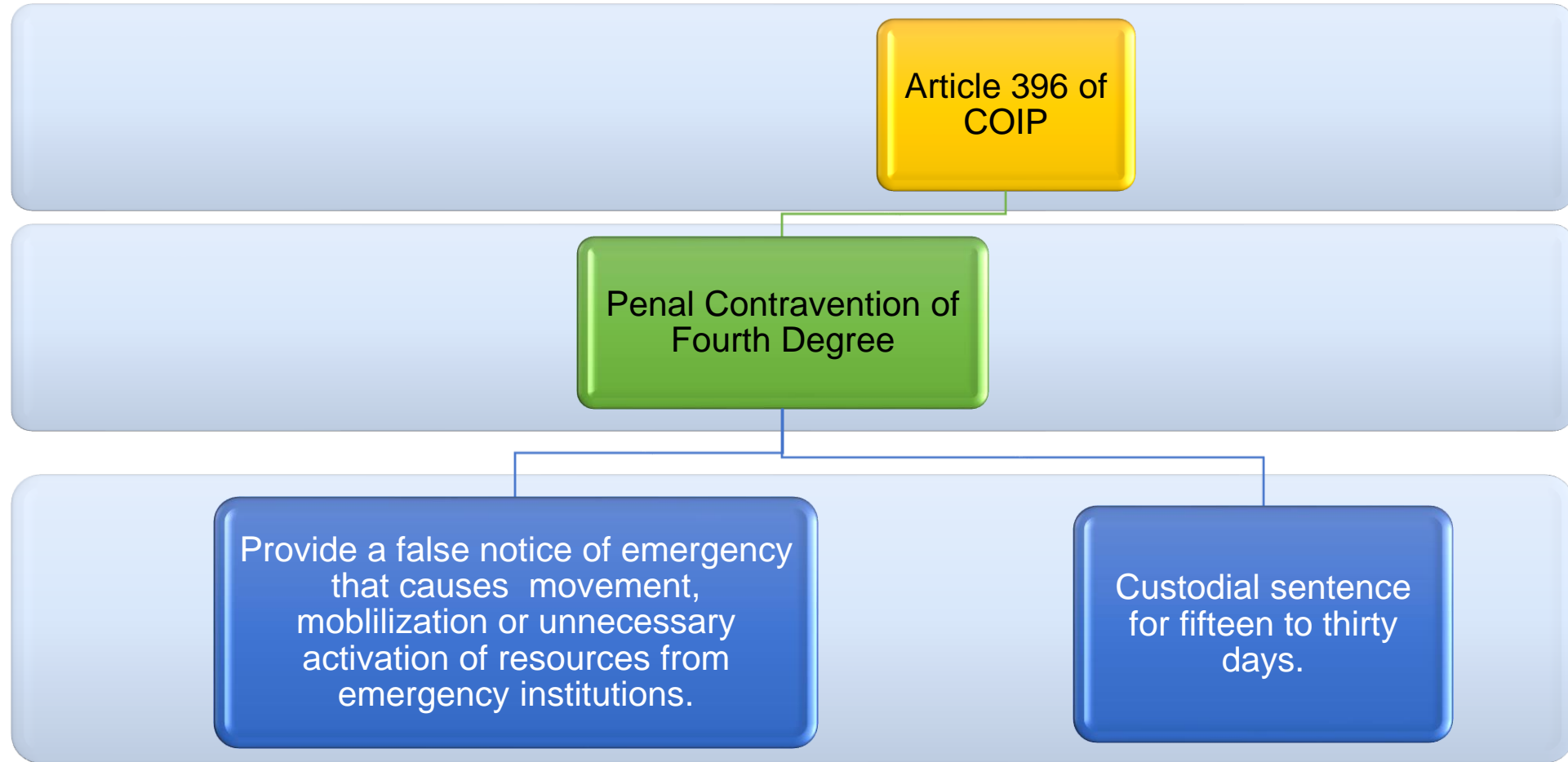


PREVENTIVE MEASURES

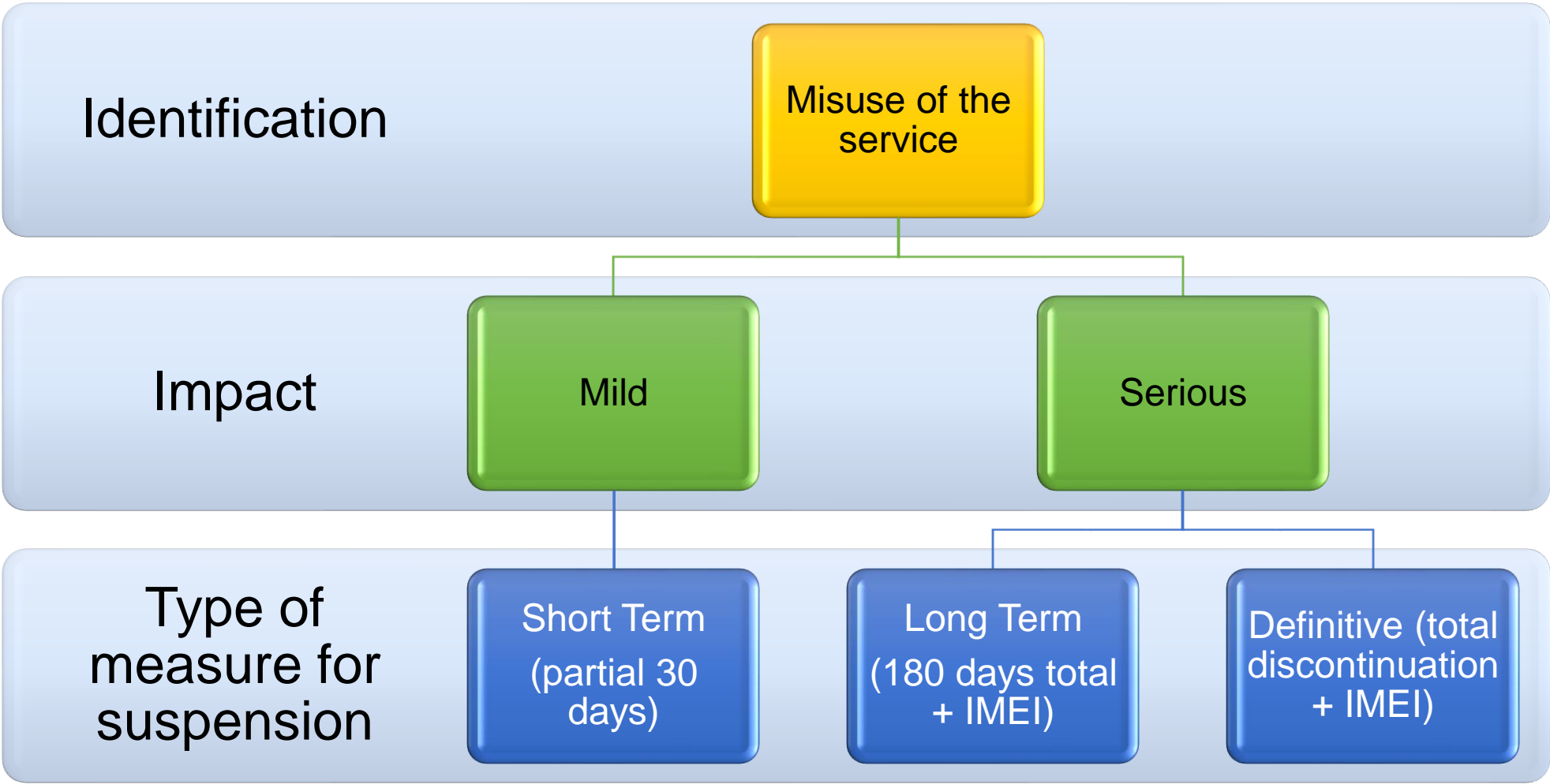
Identification of misuse calls:

- Mild impact
 - Short Term Suspension
- Serious impact
 - Long Term Suspension
 - Definitive Suspension

MISUSE OF SINGLE EMERGENCY NUMBER



MISUSE CALLS TO EMERGENCY SERVICES



PREVENTION AND REDUCTION OF MISUSE OF THE EMERGENCY NUMBER

COMMUNICATIONAL STRATEGIES



Involve citizens to make them feel part of the Integrated Security Service ISS ECU 911.

#UsaBienEl911

Activation in social networks to encourage the proper use of the Single Emergency Line.



Humor has high levels of acceptance for the reception of messages among the public.

FINAL THOUGHTS



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PROBLEMA PÚBLICO

Misuse calls		
False notice of emergency		
Malicious calls		
Malicious communication		
Fake calls		
Innapropriate calls		

PUBLIC POLICIES



NATO MODEL			
NODALITY	AUTHORITY	TREASURE	ORGANIZATION
Information	Regulatory Laws	Budget	Structure Interinstitucional Cooperation

Source: Developed from Howlett (2009, 82)

THANK YOU



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