



ALWAYS ALERT

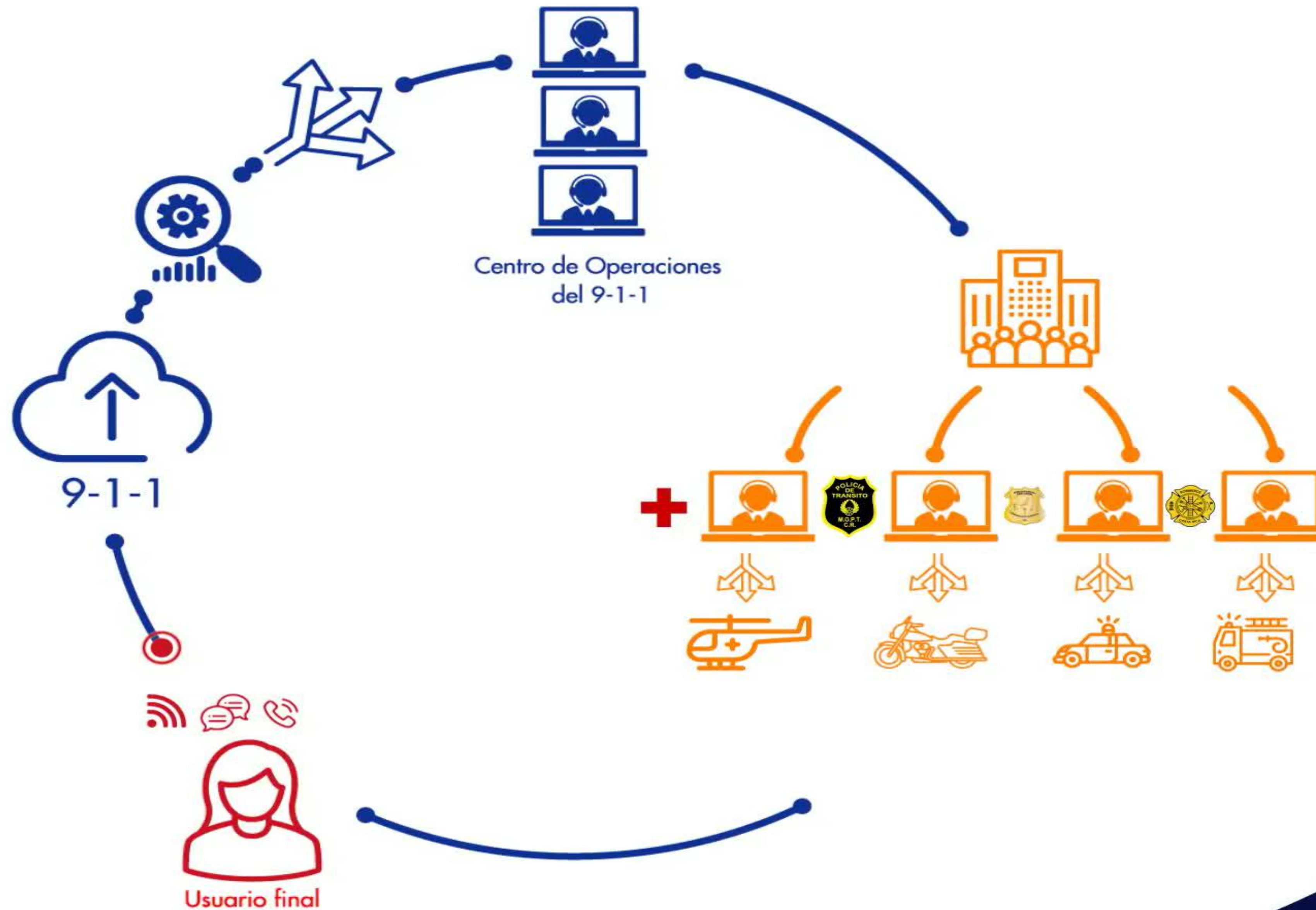
**Strategies, Tools and Actions for the
Prevention and Reduction of Misuse
of the Emergency Number**

October 27-28, 2022

Institutions integrated to 9-1-1

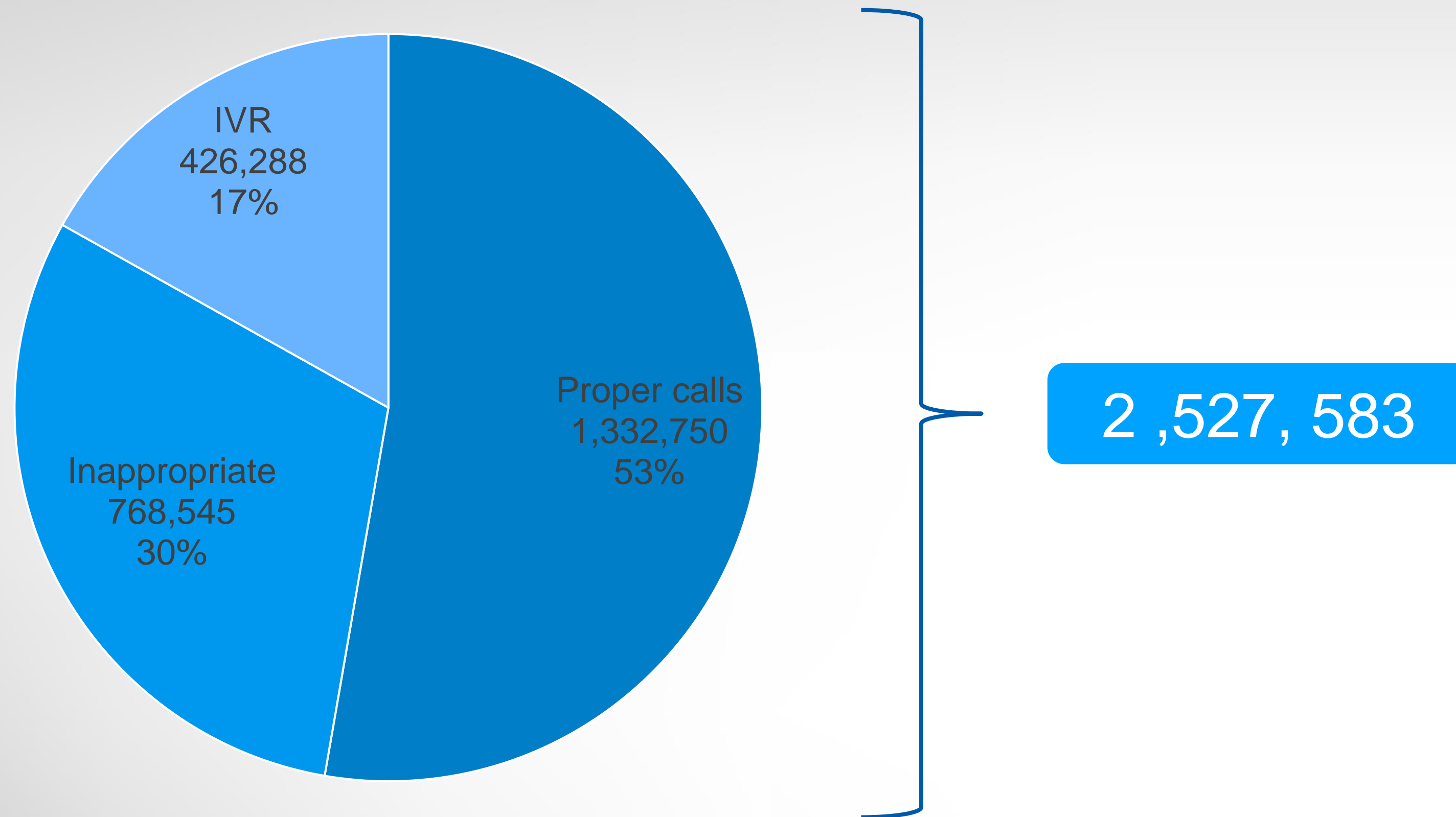


Assessment and status



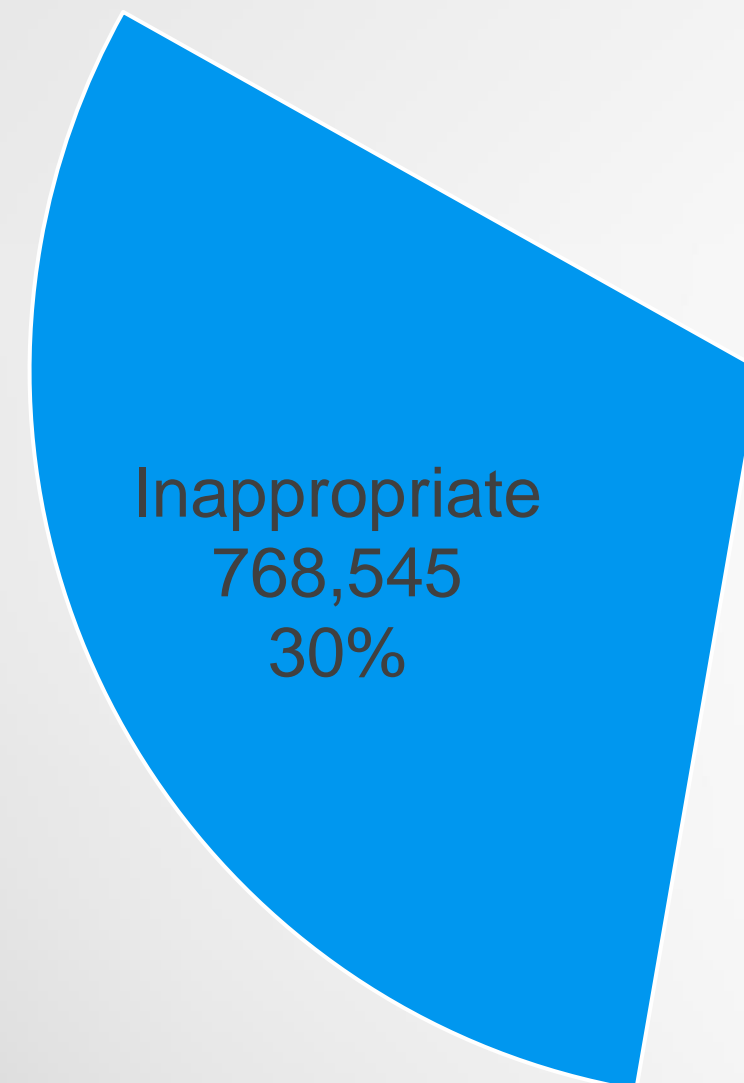
Assessment and status

Graphic 1. Emergency System 9-1-1. Disaggregation of calls received by the Operations Center, according to type of classification and IVR system. JANUARY- SEPTEMBER 2022



Assesment and status

Clasificación y categorías utilizadas para las llamadas impropedentes



MISDIALS

- The caller acknowleges his/her mistake when dial.

INAPPROPRIATE CALLS

- Malicious, obscene or insulting calls.

HANG-UP CALLS

- Calls when there is no interaction between the caller and the Emergency Servicy Operator (ESOP).

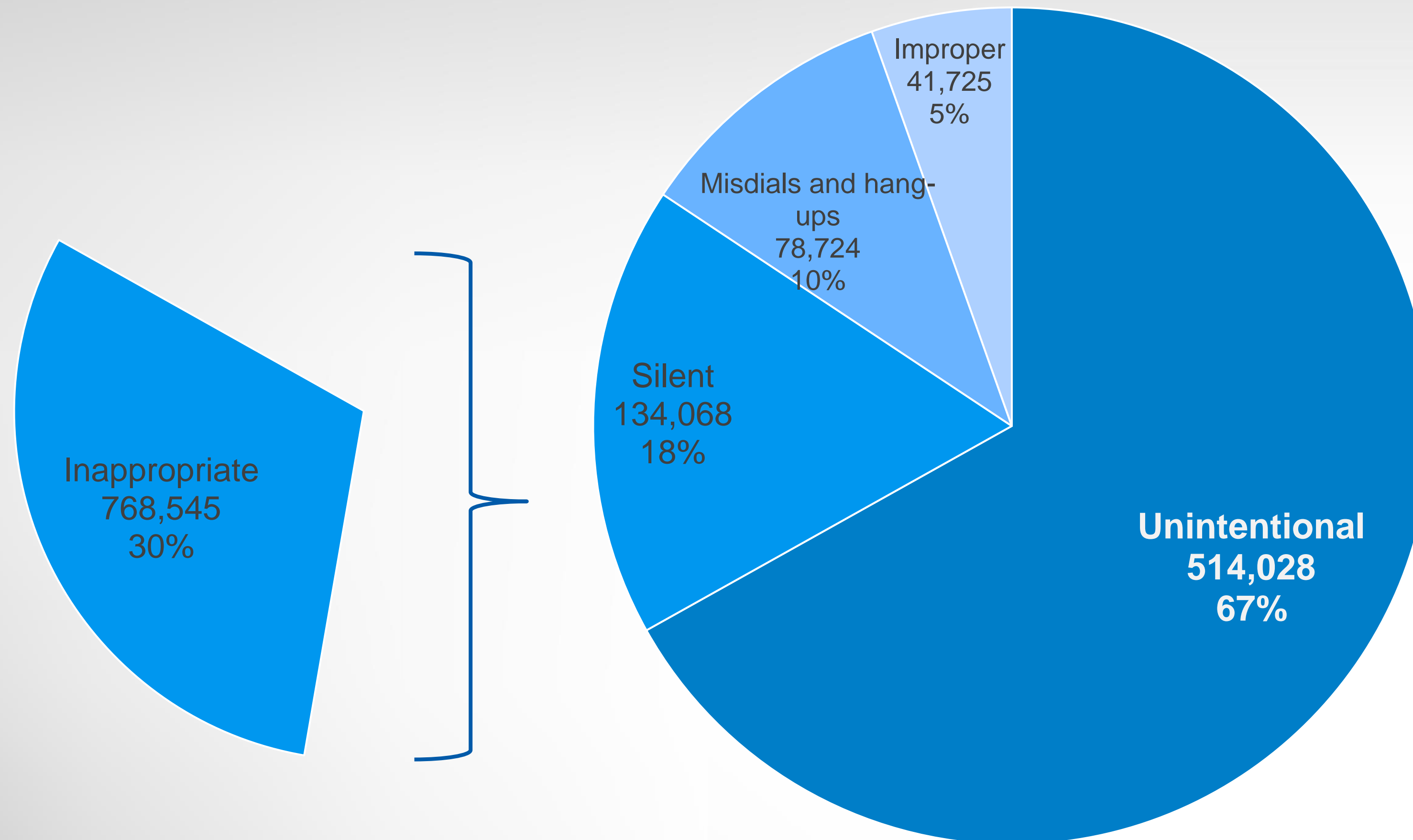
SILENT CALLS

- Calls in which there is no sound heard.



Assessment and status

Graphic 2. Emergency Systems 9-1-1. Disaggregation of inappropriate calls received by the Operation Center, according to type of classification. JANUARY - SEPTEMBER 2022



Assessment and status

Quality controls

- Daily monitoring of inappropriate calls.

Statistical reports

- Daily service level and monthly operational management reports.

Training

- Weekly SUSE-ESOP working sessions to periodically and constantly review protocols in place.

2021 Inappropriate calls costs

- According to the 2021 Annual Budget, each call cost USD\$ 2,6



Institutional response

Actions taken to address the problem

- Awareness raising campaigns (inappropriate calls budget)
- SMS Message: “ At 9-1-1 we are ready to help you, but you must call us only in case of a true emergency”.
- Included in Ministry of Public Education (MPE) education programs: in third grade of Elementary School, and second grade of Middle School.

Sanctions/penalties for inappropriate calls

- Law 7566 imposes a fine of ₡115.550.00 to be included in the phone bill, and an additional 5% starting with the second call.
- The Attorney General’s Office of the Republic has ruled on the possibility of silent calls be considered inappropriate.

Lessons learned and recommendations

- Awareness raising campaigns in strategic timeframes to avoid generating more calls.
- Newscasts are valuable partners to deliver the right message.
- Acercamiento con usuarios poli llamantes es necesario para intervenir la situación detectada.



info@911.go.cr
2522-2700



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www.911.go.cr

Info@911.go.cr

Facebook: Sistema de Emergencias 9-1-1 Costa Rica

Instagram: Sistema de Emergencias 9-1-1CR

Twitter: Sistema de Emergencias 9-1-1 @9_1_1CR