



# Strategies, measures and actions to prevent and reduce the misuse of the emergency number

**911 COORDINATED EMERGENCY SYSTEM  
SALTA, ARGENTINA**





**911**  
EMERGENCIAS

Province of  
**Salta,**  
Northwest of  
Argentina



**PROVINCIA DE SALTA**  
**ARGENTINA**



## 911 COORDINATED EMERGENCY SYSTEM, SALTA



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# Types of non-intervention/improper calls

- ❑ False calls: *Calls in which expletives and laughter are uttered, and when asked if there is an emergency, the response is null or negative.*
- ❑ Mute calls: *Calls that upon inquiry by an emergency operator (call taker), the background noise is not related to an emergency, but signal the accidental activation of a cellular device or no noise or no response at all.*
- ❑ Information calls: *Calls requesting information from the emergency center, when there are agencies designated for such inquiries.*
- ❑ Mistake calls: *Calls in which the caller states he/she has the wrong number when he/she hears the emergency line identification.*



# Identification of special cases

- ❑ ***Chronic callers: callers who persistently call the emergency line, without presenting risk situations, and who, having received assistance from all our agencies, continue to call. After police/health verify the reported situation, no real emergency is actually taking place.***
- ❑ ***False incidents: When an emergency call is received, with an apparently real emergency situation, the appropriate resources are sent to the scene. However, when first responders arrive, there is no such emergency. There is no one to be interviewed or there are no residents at the address provided. In this Center, these situations are treated as a "False Incidents".***

# Norm ISO 9001-2015



	<b>SISTEMA DE EMERGENCIAS 911 RECEPCION DE LLAMADAS TELEFONICAS</b>	<b>PRE-DEM-01-79</b>
	<b>FALSAS-MUDAS-INFORMACION- POR ERROR – INFORMACIÓN CORONAVIRUS</b>	<b>Versión 4</b>
		Emisión 10 /10/14
		<b>Revisión: 23/06/20</b>
	Hoja 1 DE 5	

*It is a policy of the Institution to monitor the indicator and update procedures according to new demands from citizens.*



# Staff training

Soft skills to identify situations

Use and application of current processes





# Monitoring of Indicators

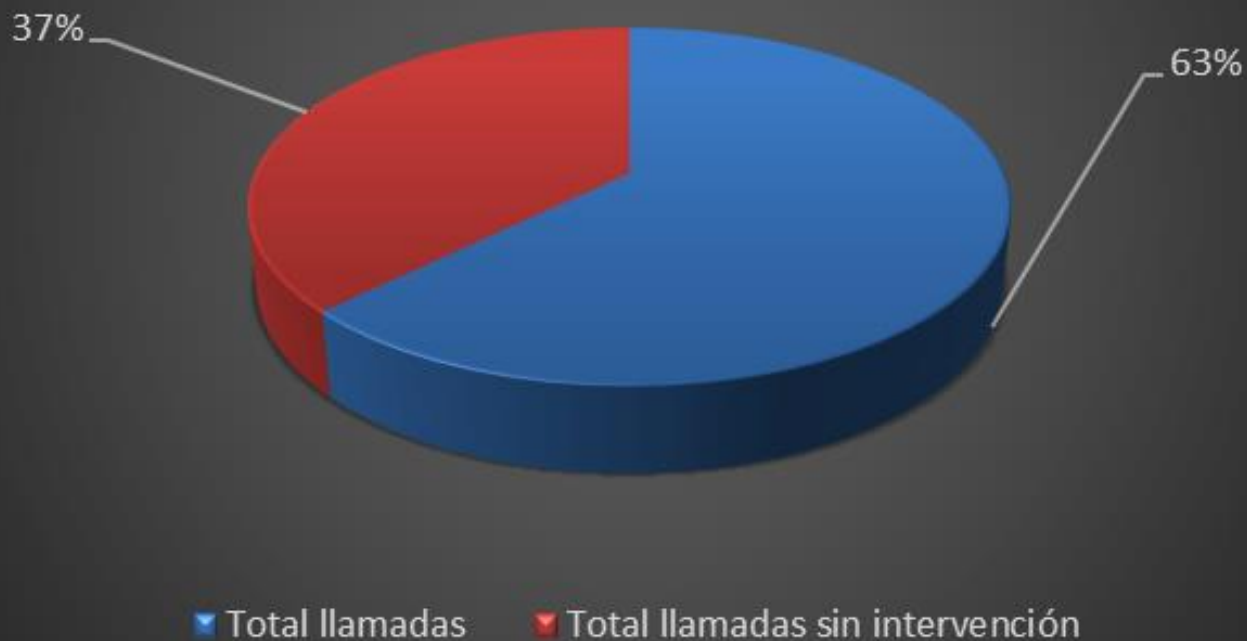


# Analysis by type of call



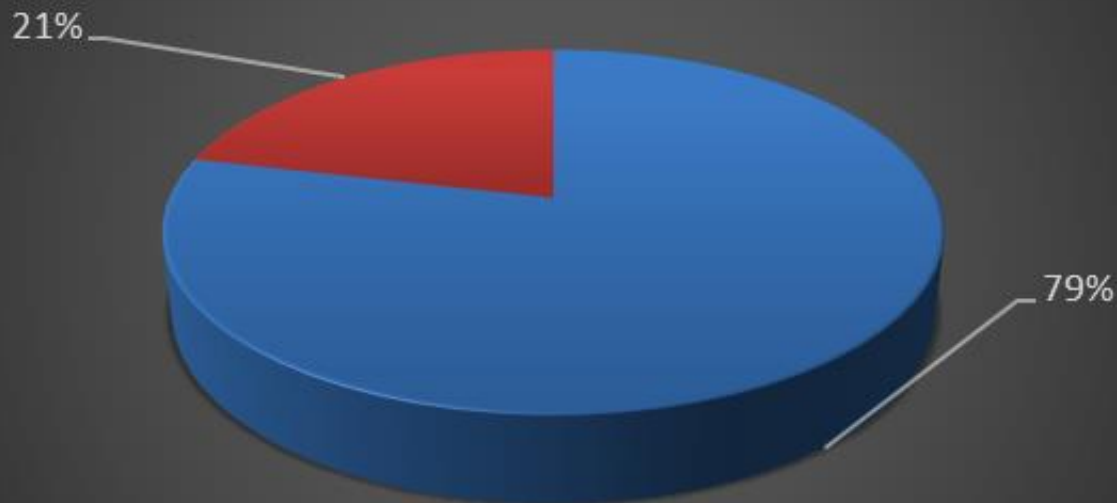
# Annual average of percentage of calls without intervention 2014-2017

## Total llamadas recibidas vs llamadas sin intervención 2014-2017



# Annual average of percentage of calls without intervention 2018-2021

Total llamadas recibidas vs llamadas sin intervención 2018-2021



■ Total llamadas   ■ Total llamadas sin intervención

# Legislation regarding misuse of the emergency number

Amendment to the Code of Misdemeanors of the Province of Salta (Law 7135) in 2013

Article 76, subsection b establishes:

**Whoever calls the 911 coordinated emergency system for the purpose of mockery, teasing or prank.**

**Penalties:**

**Pecuniary:** the equivalent of 200 liters of gas

**Penal:** 20 days of arrest

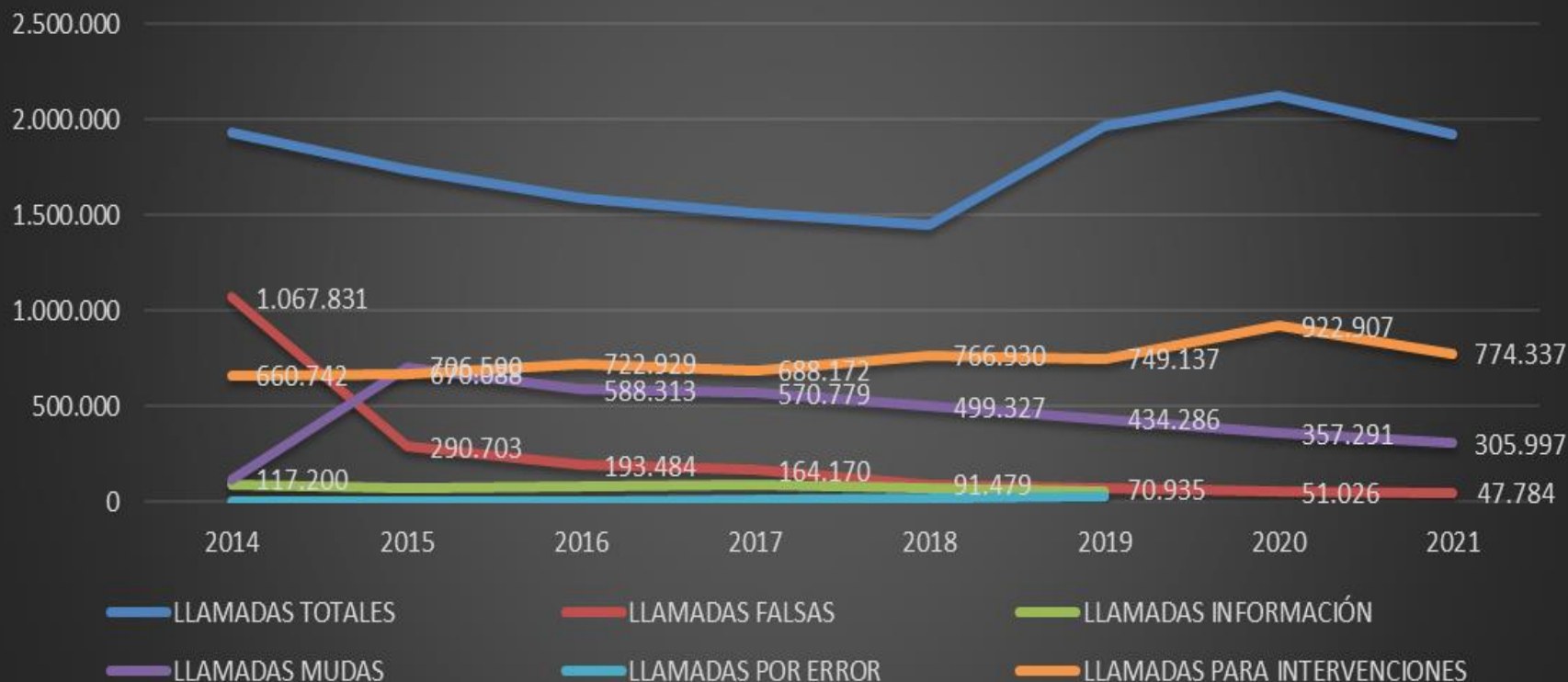


# Our strategies



# Permanent monitoring of the indicator

## Monitoreo por tipo de llamada anual



# Readjustment of processes

- ❑ At the end of 2014 we incorporated the typification MUTE CALLS
- ❑ 2017 we incorporated the typification MISTAKE CALLS
- ❑ ***THESE MODIFICATIONS MADE IT POSSIBLE TO FOCUS ON THE MOST FREQUENTLY RECORDED INAPPROPRIATE CALLS***





# 911 among the people

- *Awareness and dissemination: visits to the building, visits to neighborhood centers, schools, information stands, etc.*

Año	2019	2020	2021	2022	
Difusiones	110	12	83	20	
Personas capacitadas	8327	999	3019	1500	<b>13845</b>

*Bringing the institution to the people*



*Bringing people closer to the institution*

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# Quality control in special cases

- Chronic callers
- Analysis of recurring callers



Sistema de Emergencias 9-1-1

Ministerio de Seguridad

Salta - Argentina



REG-06-PRE-CAL-01-01 Informe V.0  
Emisión 30-01-2014 Revisión 30-01-2014



<b>ÁREA Calidad</b>	<b>Seguimiento: Teléfonos recurrentes</b>	<b>Periodo: Año 2021</b>
<b>04/02/2022</b>	<b>Indicadores:</b> <ul style="list-style-type: none"><li>• Números de teléfonos recurrentes.</li><li>• Detalles y sugerencias de acciones de mejora</li></ul>	<b>INFORME N° 03/22</b>

## Análisis de llamadas recurrentes



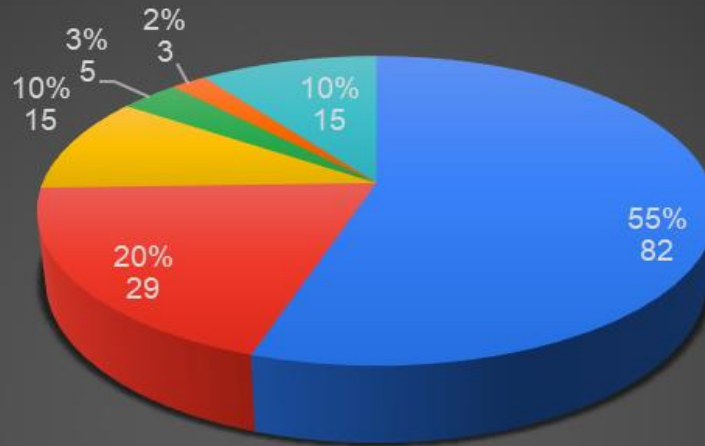
# Measurements based on the analysis of recurring callers

- ❑ Identification of chronic callers for environmental performance
- ❑ Identification of recurring numbers that generate silent calls, in some cases, alarm companies that had problems with their lines
- ❑ Identification of cases requiring follow-up by mental health professionals (our team of PAESAM psychologists intervene in the care and referral of chronically ill patients)
- ❑ Identification of false incidents, with displacement of unnecessary resources, for intervention of prosecutors' offices



# Polling mute calls: re-calling those who generated mute calls

## Sondeo llamadas mudas Año 2021



- SE MARCO POR ERROR Y NO SE DIO CUENTA
- ALGUIEN USO MI TELEFONO
- SE EQUIVOCO Y AL ESCUCHAR EL SALUDO 911, CORTO
- DISCO OTRO NUMERO E INGRESO AL 911 Y CORTO ANTES DE HABLAR CON EL OPERADOR
- LA PERSONA MANIFIESTA NO HABERSE COMUNICADO
- Otro motivo que no genero intervencion

# Final thoughts

- ❑ Bringing community and institution closer. Strengthening the dissemination of the proper use of the emergency line to reduce the number of calls without intervention.
- ❑ We were able to coordinate actions with mental health and social welfare institutions for the care of chronic cases.
- ❑ Strengthen the application of sanctions stipulated in current legislation, since SE 911 is not responsible for the administration of those sanctions.
- ❑ There are specific areas of dissemination, quality and training that provide support to the center's operation, addressing the problem of misuse of the line from different perspectives.
- ❑ The institution's employees are committed to the proper use of the 911 line.



# THANK YOU



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