



Misuse 112 The Netherlands

Overview 112 organization

- 112 ratio of fixed to mobile - 1,25 : 4,5 million calls
- 112 part of police organization
- Emergency rooms in security regions (multi centers: police - firefighters – ambulance)

Misuse fixes - mobile

- Misuse fixed 55%
- Misuse mobile 75% (CLI) and 99,8% (without SIM)

Overview developments

- Start 2003: investigation characteristics misuse, introduction sms
- Interest of Politics
- 2005: introduction voicebom
- Small effect, had to be manual
- Conclusion: general campaigns are useless – target group is not being reached.
- Only integrated campaign has effect and technical input needed to realize this

Calling behaviour

- 2006-2009: several investigations calling behaviour
- Characteristics misuse deliberate/not on purpose

New communication system

- 2007: By chance a new communication system which made is possible to support technically and functionally.

- 2009: Avaya IP-communication center ready
- Availability application with functionalities to challenge misuse
- Registration - contact history is basic principle
- Contact history shown to policeman
- Automated use sms (warning / information)
- Automated use callback warning message
- Reporting text in IVR
- Temporary exclude callers CLI / IMEI (max. 4-24 hours)

Media campaign

- 2009-2010
- The putting into use was followed by a media campaign
- Choice: target group 10-13 years
- Use: tv commercials, websites, costs 3,1 million.
- Effect: ??

- Measures and criteria to exclude callers

Political choice

- Due to all the interest finally realized a political choice
- Approximately second half year of 2011 calling without SIM to 112 will no longer be possible in The Netherlands. Will be accompanied by a media campaign and public relations.
- Harmonisation use 112 is a matter of life and death. It can not be possible that in one country you are able to call 112 without SIM and in another country you can't.

- Questions?