



## EENA Operations Document

# False Emergency Calls

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## 1 Introduction

All emergency services are affected by false emergency calling. False emergency calls divert emergency services away from people who may be in life-threatening situations and who need urgent help. This can mean the difference between life and death for someone in trouble.

False emergency calls are also an expensive problem because emergency services need to multiply their resources to assure they are not being overloaded by inappropriate calls and therefore may not be able to respond to real emergencies.

Most European emergency services combat false emergency calls using different approaches. The scope of this document is to assemble all the information about this issue and outline some of the 'best practice' approaches from the authorities' perspective. As a conclusion, recommendations and EENA requirements are described.

One of the objectives of this document is to agree on a single classification of false emergency calls. Furthermore, this will help to ensure that statistics about false emergency calls are comparable.

This document also reports on the practices of European countries to combat false emergency calls. The description of practices was obtained through information sent by EENA members.



## 2 Definition of false emergency call

The concept of false emergency call is not always the same for all emergency services in European countries. The aim of this section of the document is to describe the main definitions. It does not mean that all definitions are valid for all PSAPs.

Unintentional false emergency calls	Pocket calls	A false emergency call is when somebody dials the emergency number accidentally (e.g. pocket calls from mobile handsets, even with keypad locked) then it disconnects or stays silent or there is sufficient background noise to advise the PSAP operator that the call is false.
	Inappropriate judgement of emergency situation	A false emergency call is when somebody contacts the emergency services to tell them that there is an emergency. The situation is not considered an emergency by the emergency services but it is for the caller (e.g. somebody has lost his home keys).
	Automatic false emergency calls	False emergency calls can be made by automatic devices (alarms, security equipment, etc.) which are not functioning well. When being misused, the person misusing the device may not be aware of the automatic call being made. (e.g. in some cities taxi drivers can push a SOS button. This button can generate alarms due to malfunctioning)
	Fault generated false emergency calls	False emergency calls to numbers like 112 can be generated by faults in networks or customer equipment because switches in fixed line networks may still need to recognise loop-disconnect dialling
	Misdials	A person can accidentally dial an emergency number when trying to reach a number with similar code, eg 111 or 118, or when using unfamiliar equipment and dialling digits accidentally.
Deliberate	Information	A false emergency call is when somebody contacts the emergency services just to ask something or to speak about something that is not about an emergency (e.g. ask for administrative information; speak with an operator about the news, etc.)
	Hoax call	A false emergency or malicious call is when a person deliberately telephones the emergency services and tells them there is an emergency when there is not (e.g. somebody makes up that there is an accident in a location when in reality nothing happens.)
	Child playing	A child may call and simply shout, scream or say something silly to the PSAP call-taker – there are often several children heard in the background
	Mentally unstable (Psychiatric illness )	A person who has some form of psychiatric illness may call the emergency services, sometimes repeatedly, to report what may be an imaginary or exaggerated incident.
	Abusive	An abusive call is when a person contacts the emergency services and is rude or insulting towards the PSAP call-taker without trying to report an emergency incident.
	Immediate hang up	A false emergency call is when somebody calls up and then hangs up deliberately.
	Silent call	A false emergency call is when somebody calls up and stays silent deliberately. (Please note that this does not mean that all silent calls are false emergency calls)



### 3 Fighting false emergency calls

#### 3.1 Measures to fight false emergency calls

In some countries public authorities have taken steps to fight against false emergency calls. Efforts can be made to prevent misuse of emergency services (before false emergency calls are made) and also to try to punish abusive behaviours (after false emergency calls are made).

- Education:

Education is the fundamental pillar to avoid misuse of emergency numbers. All emergency services receive a lot of false emergency calls made by children. The misuse of emergency numbers can be reduced by educating children about when to call emergency services. Unfortunately, not only children use emergency numbers incorrectly. Adults too have to be informed about when to dial them.

- Welcome message:

In some countries, the call is not answered directly by an operator. A very short message explains that the caller is trying to contact the emergency services and asks him to stay on line only if help is needed. This type of pre-recorded message reduces the number of false emergency calls answered by operators.

- Communication:

Regular communication in campaigns and intervals to the public in public areas and tv commercials in order to emphasize the proper use of the emergency number and the impact of improper use on the emergency services.

- Warnings:

The number of false emergency calls is so high that in some cases warning measures had to be taken. Emergency services receive data together with the calls. The phone number of the caller and its location are now available in a very high proportion of calls received. In some countries, public authorities have decided to warn citizens about the fact that they can be identified in case of emergency numbers misuse. Several countries have also decided to warn people that they can be prosecuted if they make false emergency calls. In some cases, they even use media as warning mechanisms (i.e. by releasing information about the offender and the offense).

- Prosecution and sanctions:

Other, stronger measures consist in prosecuting and sanctioning the people who misuse emergency numbers. The phone number of these people can also be blacklisted or blocked. In most countries, hoax callers have to compensate costs related to the unnecessary mobilisation of emergency services (in some cases this is done even if no resource is mobilised).

- Cooperation with network providers to study possible impacts of new technologies:

Technological developments and their implementation can and do have an impact on services like 112. Therefore it is very important to have strategic talks with network providers in order to minimise the negative consequences and to maximize the possible benefits.

- Use of call-backs:

Use of call-backs to a number to establish whether or not an emergency incident exists.

- Careful call handling processes

Call handling processes that include standard questions to filter false emergency calls, for example asking a child if their parent can come to the phone.



- Network filters:

Faults in the terminal or access network that cause wires to intermittently touch can readily generate “1”, or even “2”, in network switches that still have to recognise loop-disconnect dialling of numbers. To minimise the number of such calls, a network filter can be used that involves a 4 second wait after 112 is detected to check for extra digits, which if received cause call to be terminated.

### 3.2 Importance of the caller line identification CLI

To receive the phone number of the caller is the first step to combat false emergency calls. This information is the only link to the person who has contacted the emergency services. It is the key for tracing the source of false emergency calls. To suppress the transmission of this information has an unfavourable effect on the amount of false emergency calls. This is the reason why best efforts have to be made to guarantee that the correct caller line identification (with no amendments) arrives to the PSAP. It is important to mention, that PSAPs experience problems receiving the correct caller line identification, especially for mobile customers who are roaming (national and international). This is a critical problem for PSAPs.

In case that no SIM card is installed in the phone, caller line identification is not available. Misusers of emergency phone numbers take advantage of the anonymity associated with SIM-less mobile phones. The short duration of many SIM-less calls suggest that a large proportion of them are test calls. In some countries emergency service organisations have defended to block SIM-less<sup>1</sup> calls as the high volume of SIM-less false emergency calls handled presents a severe risk to their operational efficiency and effectiveness by diverting resources from attending to genuine emergencies.

It is also worth to mention that it is not possible to prove that the caller is the owner of that telephone device but at least measures can be taken against this phone number. The name of the owner of the line can be identified in case of existence of a contract from a mobile or fixed line. It is not always the case for pre-paid contracts. In some countries it has become mandatory to give the owner’s name of the phone even for pre-paid contracts.

### 3.3 Technology

Technology can also help emergency services to reduce the consequences of the misuse of emergency numbers.

- Availability of IMEI: If the caller phone number is not available, for example for SIM less calls, IMEI is the only available data to carry out actions against the phone who misuse emergency numbers, even though there is no certitude to know the identity of the caller.
- Location of the caller: the operator can find out the address of where the call is being made from. This data can be used to check if the information given by the caller is consistent with the location.
- Possibility to check if more calls have been received from this caller: to store the phone / IMEI number of a caller who has made false emergency calls can be very useful to prevent the operator that this person may be doing a false emergency call again. This information is also very useful for warning a prosecution measures.
- Possibility to change the calls priority in the queue: if the number of the caller is already marked as false emergency caller number and there are calls in queue, all calls received from this number can be the last to be handled by an operator.

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<sup>1</sup> The argument for countries that have limited the access to 112 from SIM-less phones is that the Directive 2002/22/EC specifies that citizens shall be able to call 112 from any telephone. A telephone is defined by these countries by its connection with the switch. For a fix phone to be connected to a switch it must have a physical link and a user terminal identification. For a mobile phone to be connected to a switch it must be in the coverage area of a mobile phone network and must have a SIM in order to be identified.



- Possibility to route calls without caller line identification to a different queue: a high number of calls without caller line identification that reach the PSAP are at the end considered as false emergency calls; this is the reason why some emergency services have decided to route these calls to an automatic message that asks the caller to press a number in the phone if an emergency operator is really needed.
- All calls to the emergency services are voice recorded: recording of calls provide emergency services with the possibility of employing the call recording against the misuser of emergency services number.
- Automatic SMS: some emergency services use SMS as a means for warning the false emergency callers. A tool to automate the sending of messages saves time to emergency services and improves the process.
- Automatic voice bombs: some emergency services use voicemails as a means for warning the false emergency callers. A tool to automate the sending of messages saves time to emergency services and improves the process.
- Automatic exclusion: some emergency services use temporarily exclusion as a means for warning the false emergency callers. The owner of the blocked phone can ask for de-block by identifying him- or herself to the PSAP on a specific telephone number. De-blocking is also automated after max 24 hours.
- Automatic welcome message: the emergency services can welcome callers with an automatic voice message. False emergency caller can be discouraged from waiting for an operator and to release the line.
- Automatic pre-recorded messages: pre-recorded messages can be accessible in the operators interface. Once the operator has realised that the caller is not in an emergency situation, the call can be sent to an automatic message.
- Use of an Interactive Voice Response system to help manage suspected false emergency calls and to supplement normal questions from PSAP call takers.
- Statistics: the storage and classification of the data can be very helpful to verify the efficiency of taken measures.
- Other facilities such as CCTV can be used to detect offenders.
- Calls coming from SIM-less handsets not permitted (this may not be accepted by some countries).
- Keypad lock changes for mobile handsets: for example several manufacturers' handsets re-set keypad lock 5 seconds after it has been removed if SEND key is not used within this period.
- Network filters if extra digits after 999 and 112 are received (which are taken as indication of accidental pressing of the handset).



### 3.4 Examples in European countries

There are some examples in the next table:

Estonia	False emergency calls traced and treated by ERC and local authorities No blacklisting – you never know when there is an emergency
Finland	forthcoming new law will enable the use of a 15 second voice recording to limit the amount of calls made without a sim-card
Hungary	Fighting against false emergency calls: preselections of the incoming calls (only in some counties)
Lithuania	Recorded message (7 or 70 seconds) is used for calls from SIMless devices and blacklisted numbers (e.g. mis-configured faxes, insane, drunk callers)
The Netherlands	SMS bombing (multiple messages) Voice bombing (multiple messages) Temporary Exclusion The number is blocked for a short period of time. The owner of the blocked phone can ask for de-block by identifying him- or herself to the PSAP on a specific telephonenumber. De-blocking is also automated after max 24 hours. Criminal investigation and jurisdiction All these measures can be implemented on each label with different thresholds
Romania	SMS campaign against false emergency calls: “you have abusively dialled 112 emergency services. You will undergo the rigors of the law” The SIM-less calls to 112 are not possible. Education campaigns in schools about using 112.

## 4 Call handling procedure of false emergency calls

### 4.1 Recommended procedure

1. If possible, the operator checks if there is any information held regarding previous calls made from this number.
2. The operator asks the caller his/her location and compares it with the automatically received location.
3. The operator makes the caller special questions. In some cases the call taker may transfer the call to a specialised dispatcher (a doctor, a policeman or a fire fighter, on-site or off-site) for further checking.
4. If the caller is not in an emergency situation, the operator tags the call as false. This way, the number of the caller will be identified in the future.
5. In case of recurring false emergency calls from the same number, the operator introduces the possibility of adding it to a black-list, warn the caller, send an automatic SMS, etc.

### 4.2 Classification of the calls

For a common understanding of the problem calls received in the PSAPs can be categorised as follows:

- Real emergency calls: calls that are concerning imminent threats to the life, property or environment;
- False emergency calls: calls those are not real emergencies. These could be, but are not limited to: abusive calls, children playing with phones, misdial, information calls, calls from people having mental problems, calls that can address the need for authorities’ help but are not involving imminent threats to the life, property or environment (like the non-flagrant stole of the car), etc.



In order to be able to compare statistics of different European countries, the following categories should be used as label for the type of emergency false emergency calls:

Inappropriate judgement of emergency situation	A false emergency call is when somebody contacts the emergency services to tell them that there is an emergency. The situation is not considered an emergency by the emergency services but it is for the caller (e.g. somebody has lost his home keys).
Information	A false emergency call is when somebody contacts the emergency services just to ask something or to speak about something that is not about an emergency (e.g. ask for administrative information; speak with an operator about the news, etc.)
Hoax call	A false or malicious call is when a person deliberately telephones the emergency services and tells them there is an emergency when there is not (e.g. somebody makes up that there is an accident in a location when in reality nothing happens.)
Abusive (including calls made by children playing and by mentally unstable - Psychiatric illness)	An abusive call is when a person contacts the emergency services and is rude or insulting towards the PSAP call-taker without trying to report an emergency incident. A child may call and simply shout, scream or say something silly to the PSAP call-taker – there are often several children heard in the background. A person who has some form of psychiatric illness may call the emergency services, sometimes repeatedly, to report what may be an imaginary or exaggerated incident.
Immediate hang up	A false emergency call is when somebody calls up and then hangs up deliberately.
Silent call	A false emergency call is when somebody calls up and stays silent deliberately.
Accidental	This could be from mobile handsets carried in the pocket or someone misdialling a number. Calls can either be quickly ended by person realising what they have done or could be silent (or just background noise) for some time as the person is unaware they have made the call
Network/Equipment generated	False calls can be generated by faults in the network or a customer's premises, eg in public networks that still recognise loop-disconnect dialling, or by automated alarms.
Miscellaneous	Other false emergency calls

### 4.3 Procedures in European countries

- The Netherlands

In the Netherlands the operators are instructed, trained and examined in defining and handling false emergency calls. Examination is on regular basis in the procedures. Only then it is possible to maintain a high level of accuracy and a successful follow up in criminal investigation and jurisdiction. In the Netherlands the system itself checks the thresholds of misuse labels and shows the call history and the location data in GIS at the same time with the call to the operator.

- Spain

The Spanish Criminal Code only considers an offence the calls concerning false bomb threats, or threats related with dangerous goods (chemical or toxic goods). Regional legislation on emergency management deals with the prosecution of offenders; not all regions have this type of legislation in place already and some of the ones that have it choose not to act on it unless it's a extreme situation.

SIM-less calls permitted to 112 (only). The Ministry of the Interior issued a law, in effect since November 2010, forcing all phone lines in Spain to be linked to a subscriber (even for pre-paid SIM cards); all unidentified phone lines were disconnected.

Many PSAPs in Spain rely on the call-takers and dispatchers experience for identifying false emergency calls, with the main support of ANI/CLI databases, the POSIC mobile call location protocol (location information is pushed with the call) and the possibility of displaying the previous call history from the same number. Not all PSAPs use black lists (the ones that use blacklists typically send calls to a different queue linked with the IVR system).



The way PSAPs act against offenders varies a lot from one region to another. Some regions issue warnings before filing formal complaints and/or fining offenders (if offenders are minors, education measures are usually taken instead). Some regions use small fines together with press-releases, to discourage future offenses.

- Ireland

In Ireland, the PSAP 112/999 agent is trained to identify and handle false emergency calls. As the PSAP is responsible for forwarding the call to whatever ES is requested by the caller, the PSAP 112/999 agent will carry out this request in full and in good faith. The PSAP does not have the statutory authority to block any numbers from dialling 112 (or 999); this can only be authorised by a senior Police officer. As a result, the PSAP's visibility of all false emergency calls is only limited to those that are within their control (i.e. young children playing, network faults etc); it does not have any visibility of calls that initially are forwarded but later turn out to be false.

If the PSAP 112/999 agent suspects that the call is a genuine false emergency call (a false positive), it applies the necessary procedure to triage the call and close the call as appropriate. Using probing questions like "can you ask your mummy to come to the phone?" when dealing with a young child for instance can help the PSAP 112/999 agent to establish whether the call is genuine (and is forwarded to the Police) or false (and is subsequently closed).

## 5 Recommendations

As a summary of this document we would like to make recommendations about how to combat the different types of false emergency calls and inform the stakeholders that are involved. It is not intended that all measures are taken in all cases. Some emergency service organisations may not agree in some of these points.

<b>Type of false emergency calls</b>		<b>How to fight against it</b>
Unintentional false emergency calls	Pocket calls	<ul style="list-style-type: none"> <li>▪ Education for keypad locking</li> <li>▪ Handset design (some keypad locks are more likely to make accidental emergency calls)</li> <li>▪ Review which emergency call numbers are programmed into SIM or handset</li> </ul>
	Inappropriate judgement of emergency situation	<ul style="list-style-type: none"> <li>▪ Education</li> <li>▪ Ask callers to report their non-emergency call on another number ; do not continue to take their details on 112 in order to organise a response.</li> </ul>
	Automatic false emergency calls	<ul style="list-style-type: none"> <li>▪ Maintenance</li> </ul>
	Fault generated false emergency calls	<ul style="list-style-type: none"> <li>▪ Network filtering</li> </ul>
	Misdials	<ul style="list-style-type: none"> <li>▪ Education</li> <li>▪ Automatic welcome message</li> </ul>
Deliberate	Information	<ul style="list-style-type: none"> <li>▪ Education</li> <li>▪ Automatic welcome message</li> </ul>
	Hoax call	<ul style="list-style-type: none"> <li>▪ Education</li> <li>▪ Warning</li> <li>▪ Prosecution</li> </ul>
	Child playing	<ul style="list-style-type: none"> <li>▪ Education</li> <li>▪ Warning to parents</li> </ul>
	Mentally unstable (Psychiatric illness)	<ul style="list-style-type: none"> <li>▪ Warning</li> <li>▪ Prosecution</li> <li>▪ Warning to relatives / doctors</li> </ul>
	Abusive	<ul style="list-style-type: none"> <li>▪ Education</li> <li>▪ Warning</li> <li>▪ Prosecution</li> </ul>
	Immediate hang up	<ul style="list-style-type: none"> <li>▪ Education</li> <li>▪ Automatic welcome message</li> <li>▪ Warning</li> <li>▪ Prosecution</li> </ul>
	Silent call	<ul style="list-style-type: none"> <li>▪ Technology (to detect if a deaf or hard of hearing or mute person is behind the silent call)</li> <li>▪ Education</li> <li>▪ Automatic welcome message</li> <li>▪ Warning</li> <li>▪ Prosecution</li> </ul>
Misuse/abuse 112 by SIM less or SIMcardless calls	<ul style="list-style-type: none"> <li>▪ IMEI transmission</li> <li>▪ Possibility to block the handset using IMEI</li> <li>▪ Education</li> <li>▪ Technical allowing only SIM calls (some countries may not agree)<sup>2</sup></li> </ul>	

<sup>2</sup> If a user dials 112 outside the coverage area of its mobile network operator, he/she will be automatically connected to another network operator in national roaming. In this case, the call to 112 could be treated as a SIM-less call from the hosting GSM/UMTS network.

How to fight against it	Stakeholders	Actions
Education	Emergency services	Explain when to call 112 Education for keypad locking Careful with misdials Education about misuse of alarm systems (specially the ones connected with PSAPs)
	Authorities responsible for education	
	European Commission	
Maintenance of automatic alarms	Emergency services	Communicate malfunction
	Organisation in charge of automatic alarms	Solve problems
Network filtering	Network operators	Implement filter
Automatic welcome message	National/Regional Authorities	Law allowing automatic welcome message
	Emergency services	Creation and implementation of automatic welcome message
Warning	National / Regional Authorities	Law allowing warnings
	Emergency services	Define situations and limits
Prosecution	National Government	Law allowing prosecution
	Emergency services	Define situations and limits
Caller line identification always available	European Authorities National telecommunication regulator Network operators	Assure that the caller line identification is received without amendments by emergency services.
Allowing only SIM calls	European Authorities	to make a feasibility study on this issue
	European / national / regional governments	Change law if needed
	Network operators	Allow only SIM calls

## 6 EENA Requirements

Requirements	
Statistics	Statistics about false emergency calls are available. Without statistical evidence it is impossible to establish comparisons and reports.
Classification of calls	Different types of false emergency calls are described. False emergency calls are classified. Consistency of approach to ensure the same or similar meanings apply to each PSAP.
Procedure	A clear procedure is well known by call takers for handling false emergency calls (the procedure may be extended to dispatchers when they get call transfers).
Description of measures	Detailed analysis of measures to fight against false emergency calls is available.
Result of taken measures	Efficiency of taken measures is calculated.



## 7 ANNEX – Statistics and definitions

### 7.1 Definitions in different countries

Country	Definition
Estonia	Made by children or mentally unstable persons with the purpose to disturb the call-taker.
Finland	calls made in error or unintentionally inappropriate or malicious calls
Hungary	<ul style="list-style-type: none"> <li>• Do not need intervention</li> <li>• Children's „activities“</li> <li>• Calling the same accident</li> <li>• Trying cell phones</li> <li>• Etc.</li> </ul>
Luxembourg	<ul style="list-style-type: none"> <li>- Abusive calls (mostly: people using mobile phones with no SIM-card)</li> <li>- Playing children</li> <li>- Callers that hang up immediately</li> <li>- Callers that do not respond</li> <li>- Callers with mental health problems</li> </ul>
Romania	False emergency calls = abusive + unintentional + information + silent= all calls – real emergency calls
UK	<p>Inappropriate calls:</p> <ul style="list-style-type: none"> <li>- accidental (mobile handset in pocket)</li> <li>- Children playing (no request for help)</li> <li>- inappropriate (need help but not an emergency)</li> <li>- hoax, where caller asks for specific help to a certain location</li> </ul>
Ireland	<ul style="list-style-type: none"> <li>• Cleared without speech</li> <li>• 112 Silent</li> <li>• 112 Noisy</li> <li>• Misdial</li> <li>• Older Child Playing</li> <li>• Young Child Playing</li> <li>• Non ES Help</li> <li>• EA Repeat Silent Call</li> <li>• Customer Cancels</li> <li>• Abusive</li> <li>• Caller Requests Anonymity</li> </ul>
The Netherlands	<p>All use of the emergency number 112 other than in emergency situations. (That is in every situation where a civilian is in urgent need of support of an emergency service.)</p> <p>In order to diversify the falls calls, eight labels are in use:</p> <p><b>Intentional:</b> Adult torment; Youth torment; Child play; Consciously non responder; specific call (false bomb attack);</p> <p><b>Unintentional:</b> Pocket call; non emergency; 09008844 (specific police non-emergency number)</p>

## 7.2 COCOM

The Communication Committee from the E.C. monitors the introduction and functioning of 112 in the Member States. The data from the COCOM report about false and false emergency calls are described in the next table. The second column describes the proportion of false and false emergency calls and the second one is just the false emergency calls proportion. The definition used by the COCOM is not the same as the previous chapter of this document.

Country	False and hoax calls proportion	Hoax calls proportion
Austria	30%	
Estonia	less than 1%,	
Finland	16%	3%
Germany	4-30%	
Greece	99%	
Netherlands	55% fixed and 50% mobile	
Romania	61%	18,63%
Slovakia	85,36%	
Spain	55%	
Sweden	58%	3%
Croatia	2,40%	

## 7.3 EENA

Estonia	Amount of prank calls relatively low
Finland	4.2 million enquiries received annually by ERCs, of which 3 million are emergency calls 880,000 non-ERC calls, of which 750,000 calls made in error or unintentionally 130,000 inappropriate or malicious calls
Hungary	False emergency calls: ~ 75 %
Ireland	False emergency calls c65% - this is the % of calls not forwarded to an emergency service. With the new PSAP provider with new procedures in place, this figure is expected to change.
Italy	the proportion of non-sim calls is 40% while the calls received by 112 which can be considered not appropriate, are quoted 53%
Luxembourg	False emergency calls : 10-15% of total calls
Poland	Total number of false emergency calls: 6 438 843 (24.81%) (Ratio of 112 false emergency calls alone, may reach 80%)
Romania	Percent of false emergency calls from total: 76 %
Netherlands	Mobile networks 2010: handled in the ERC 5.045.936 calls of which approx 70% is false Fixed networks 2010: figures not available yet till mid january.
UK	43% of all emergency calls to 999 and 112 are false emergency calls.
Spain	<p><b>Data per location:</b> <i>NOTE: False emergency call classification and management varies from one region to another.</i></p> <p><b>STAGE 1 PSAP</b> (SIM-less calls permitted only for calls to 112, and and therefore Stage 1 PSAP get many more false emergency calls)</p> <ul style="list-style-type: none"> <li>• <u>112 Andalucia</u>: Fines can be applied.</li> <li>• <u>112 Aragon</u>: False, abusive, insulting or hoax calls can be prosecuted. Fines can be applied. They currently apply 500€ fines followed by press-releases, as education.</li> <li>• <u>112 Asturias</u>: Almost 50% of false emergency calls. Black listing used. Fines applied since 2010.</li> <li>• <u>112 Basque Country</u>: Black lists are used (calls directed to a different queue). No fines.</li> </ul>

- 112 Cantabria: False emergency calls to 112 can be fined.
  - 112 Catalonia: Only one out of 4 calls are real emergency calls (a 50% decrease in the total of false emergency calls from 2006 to 2009). After an initial warning, fines can be applied (lowest fines are applied when no resources were dispatched); if the offenders are minors, other re-education measures can be taken.
  - 112 Castilla La Mancha: They may reach up to 80% of non-emergency calls; average of false emergency calls in 2009 was 17% (all false emergency calls are grouped in a single type - trap/malicious/false or even hoax; other non-emergency calls include invalid call, noise, improper (telephony or other), test calls). Reluctant to act against offenders, except in extreme cases (a formal complaint was filed against a caller with over 200 prank calls logged in the system). No black listing.
  - 112 Extremadura: They do file formal complaints (if caller is a child, they take different measures). Up to %70 of the calls may be non-emergency calls. They rely on the call-takers and dispatchers (with support of ANI/ALI and mobile call location system). No black listing used.
  - 112 Galicia: A decrease in the number of false emergency calls has been detected.
  - 112 Illes Balears: A decrease in the number of false emergency calls has been detected (a %74 decrease between 2006 and 2009). Fines can be applied (sanctioning capabilities rely on the General Directorate of Emergencies of the region). In 14 years only two offenders have been fined for a total of 18.000€. If the offenders are minors, other re-education measures can be taken (i.e. taking the kid to the PSAP and explaining the consequences).
  - 112 Melilla: Up to 80% of false emergency calls that take 10 or 15 seconds of the 112 lines. Formal complaints can be filed.
  - 112 Murcia: Black lists are used (calls directed to a different queue). When a false emergency call involves dispatching of resources, police is informed, and offenders are made pay for the cost of the service.
  - 112 Valencia: 11% of false emergency calls in 2009. The cost of dispatching resources to a false incident can be billed to offender. There are also different levels of fines.
- STAGE 1 and 2 PSAP** (they get their incoming calls either directly or from the 112 Stage 1 PSAP)
- SEM (Catalonia): Invalid calls can be malicious, mistaken or incomplete calls. Black lists are used (calls directed to a different queue).
  - SUMMA 112 (Madrid): False or malicious calls are measured in the same pool as invalid calls; they make up to %12 of all calls. No black-listing is used.