



Abstract

EENA Operations Document

False Emergency Calls

Emergency services consider false emergency calls to the 112 call number as one of the most important problems they link with the implementation of the single European emergency call number. False emergency calls to 112 represent lost resources and may prevent the emergency services to deal with real emergencies.

The EENA Operations Document on "False Emergency Calls" has been established through the collaboration of representatives from national emergency services and system providers. It first deals with the definition of false emergency calls and establishes a typology of such calls on the basis of "best available practices" in several national contexts. False emergency calls may be unintentional (ranging from calls made by handsets with un-blocked keypads to simple misdials) or intentional (ranging from calls made for information purposes, to calls made by children playing or by mentally unstable persons and to calls that are hoaxes or malicious).

The document contains a full list of measures used to fight false emergency calls ranging from education and automatic messages to the full exploitation of Caller Line Identification, the IMEI and caller location data transferred automatically to the PSAP. Examples of how several EU countries deal with false emergency calls are also given. The document contains recommendations on the procedure of dealing with false emergency calls together with a proposed classification of these calls to facilitate the comparability of relevant statistics.

A list of recommendation of measures best fitted to fight specific types of emergency calls are also presented together with the relevant stakeholders to be mobilised in view of implementing them. Annexes contain statistics about emergency calls.