

SEGURIDAD

SECRETARÍA DE SEGURIDAD
Y PROTECCIÓN CIUDADANA



**SECRETARIADO
EJECUTIVO**

DEL SISTEMA NACIONAL
DE SEGURIDAD PÚBLICA



CNI

CENTRO NACIONAL
DE INFORMACIÓN

9-1-1 EMERGENCY SERVICE - MEXICO

**Nacional Information Center of the Executive Secretariat
of the National Public Security System
Centro Nacional de Información (CNI) del SESNSP**

**Webinar EENA
November 27th, 2023.**



Unites States of Mexico
Area: 1,964,367 km²
Population: 129 millions





The 9-1-1 Emergency Service was created in October 2016. It is part of the National System of Public Security

➤ Normativity

- Constitution of the United States of Mexico
 - General Law of the National System of Public Security
 - Regulations of the Executive Secretariat of the National System of Public Security
 - Collaboration guidelines on security and justice by the Federal Telecommunications Institute
 - Agreements of the National Council Public Security (President of the Republic and the States' Governors).
 - Technical Standard for Standardization of Call Services Emergency through the Unique Number Harmonized 9-1-1 (nine, one, one).
 - National Catalog of Emergency Incidents
- Protocols
 - Working instructions
 - Training guidelines.



It is a federalized system, which includes Services in 32 States. Nowadays, there are 31 Public Safety Answering Points (PSAP) and 164 subcenters. PSAP can be administered by State Government (133) or Local government (62). 9-1-1 is the only number for emergency care in Mexico.





Mexico has same roof-model, where operators receive the calls and a dispatcher area define what kind of corporation is required in order to answer the emergency.

Police

- Always, a police patrol is sent to attend an emergency .

Ambulance

- There are, in many PSAPs, doctors that offer first aid by telephone. If an ambulance is required, they define the kind of ambulance and which hospital they have to carry the person to.

Fire department

- Firefighters are sent to the emergency's location from PSAP too.





Model 3: Only one emergency number. Data gathering by stage 1, resource dispatching by stage 2

Call Stages

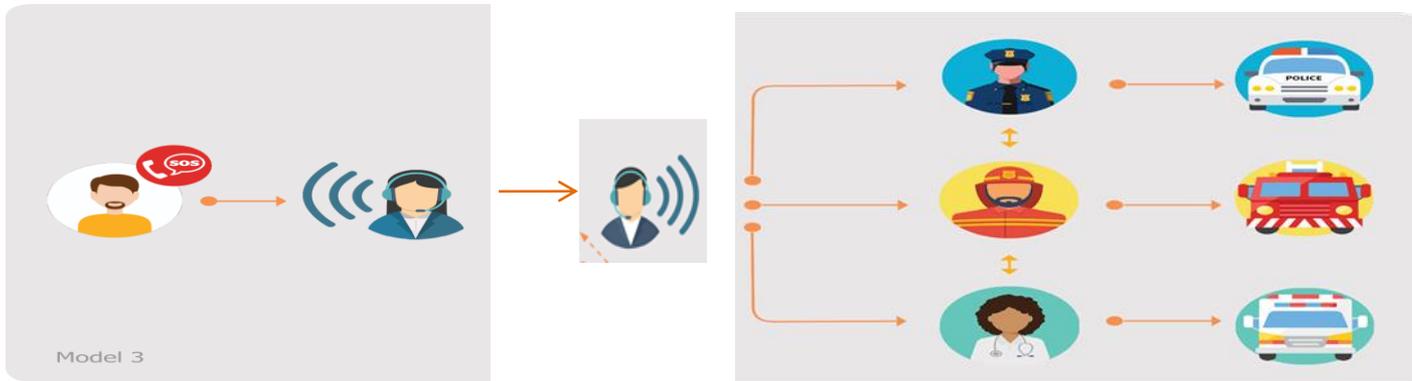
1. 9-1-1 Operator receive the call. Identify if it is a real call and ask the location of the user person, if it is correct, ask what is happening . The operator gathers detailed data about the location and emergency situation of the caller.
2. Classify according to the National Catalog of Emergency Incidents
3. Send to dispatch area, this area decides which EROs should be contacted depending on the information given by the caller
4. 9-1-1 Operator continue gathering helpful data.

Model 3: Only one emergency number. Data gathering by stage 1, resource dispatching by stage 2 (Mexican Differences)

Model 3



Specificities of the Mexican model





Other non- emergency numbers in Mexico

Non- emergency numbers

- There are other **non-emergency numbers** available in Mexico
- 089 Anonymous Reports
- 800 00 44 800 Covid information line;
- 800 911 2000 Line of life (Combats drug addictions and helps persons with psychological problems);
- 800 832 47 45/ 800 5533 000 Line for victims of human trafficking.



Calls to 9-1-1 from 2016 to 2023

TOTAL DE LLAMADAS DE EMERGENCIA: COMPARATIVO ANUAL

Enero-junio 2016-2023

Tipo de llamada	Enero - junio								Variación 2023 vs 2022	
	2016	2017	2018	2019	2020	2021	2022	2023	Absoluta	Relativa (%)
Total de llamadas	59,972,046	60,475,634	47,742,533	38,506,825	33,641,365	29,888,720	31,309,995	32,611,505	1,301,510	4.16%
Procedentes (reales)1/	6,194,634	6,838,656	7,589,794	7,984,957	8,220,189	7,962,456	7,632,935	7,404,152	-228,783	-3.00%
Seguridad	4,233,407	4,433,575	4,759,572	4,936,699	4,797,997	4,636,496	4,533,805	4,363,620	-170,185	-3.75%
Médico	806,522	963,262	1,022,133	1,071,214	1,094,124	1,090,444	1,076,741	1,066,978	-9,763	-0.91%
Asistencia*	410,624	389,080	923,866	1,005,813	1,326,705	1,283,568	1,045,277	1,000,244	-45,033	-4.31%
Protección Civil	393,248	461,330	452,181	595,002	549,477	521,608	561,349	546,821	-14,528	-2.59%
Otros Servicios*	272,685	496,992	362,650	299,630	379,121	357,538	330,964	340,474	9,510	2.87%
Servicios Públicos	78,148	94,417	69,392	76,599	72,765	72,802	84,799	86,015	1,216	1.43%
Improcedentes 2/	53,777,412	53,636,978	40,152,739	30,521,868	25,421,176	21,926,264	23,677,060	25,207,353	1,530,293	6.46%
Llamada muda	7,443,658	10,747,349	14,289,074	14,320,991	12,383,963	10,933,478	12,757,813	14,433,931	1,676,118	13.14%
Llamada incompleta	19,730,134	8,298,849	8,423,785	4,912,563	3,820,211	3,092,525	3,540,787	3,278,466	-262,321	-7.41%
Llamada de broma por niños	15,987,566	21,412,957	8,577,520	4,659,840	3,292,099	2,444,751	2,170,424	1,747,830	-422,594	-19.47%
Otras llamadas de no emergencia	9,697,305	12,424,070	6,854,706	4,648,021	4,175,047	3,911,348	3,567,060	4,245,631	678,571	19.02%
Jóvenes / Adultos jugando	NA	NA	1088082	761545	550894	459969	623734	770867	147,133	23.59%
Transferencia de llamada	779,870	649,907	662,800	753,467	771,103	651,633	568,736	503,596	-65,140	-11.45%
Insultos por adultos / llamada obscena	NA	NA	218542	411564	331738	326089	390843	173290	-217,553	-55.66%
Llamada de prueba	138,879	103,846	38,230	53,877	96,121	106,471	57,663	53,742	-3,921	-6.80%



Technologies available in the PSAPs in México

	Not available	Available	Comments
Geographic Information System (GIS)		Yes	All emergency services, Medical, police, services and fire fighters.
Computer-Aided Dispatch (CAD) system		Yes	All 9-1-1 Services in the country
Interactive Voice Response (IVR) [NEW]		No	
Video communication [NEW]		Yes	It is available in some Centres, as it is necessary to contract a licence.
Tools for remote call-taking [NEW]		No	



Ways to reach PSAP

NG 9-1-1

- WhatsApp groups in some PSAP
- Panic buttons in some PSAP
- Personal alert (women) in some PSAP

SIM Card

- 9-1-1 is available from handsets without SIM cards (*we are trying to avoid it*).

E-calls

- We do not receive e-calls

Third parties

- CCTV (Supermarket, banks) in some PSAP or panic buttons

SMS

- It was included in the documents that create 9-1-1 Services in Mexico but it is not in use.



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Caller Location

Free

- Federal Telecommunications Institute, a government agency, ruled that caller's location (latitude and altitude) must be provided by telephone companies for free. However, there is an accuracy of 50 meters.

Paid

- PSAP can contract other companies services, which provide callers' location that is more accurate.



Specificities handling emergencies

Violence

- In some states a 9-1-1 call start a joint work that includes various entities that focus on serving victims of gender-based violence.

Prevention

- As 9-1-1 services works 24 hours, in some states they offer information about shelter location (hurricane), amber alerts, etc.



Plans for the future

PSAP Certification

- We are working on a certification, we will evaluate technologies, performance, training of the operators, in order to know the strengths and weaknesses.

Violence

- Being able to offer a holistic support for victims of violences (women and children).

Indigenous people

- Reach indigenous people with operators that speak native languages.

Non emergencies

- Reducing non emergency calls (jokes, - adults and children-, mute calls).



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Thank you

Oscar Laguna

oscarlaguna1@gmail.com

