



O R D E R

November "24", 2017

Chisinau municipality

no.351

Concerning the approval of the Concept on the operation of the Integrated Emergency Call Management System received by the Police and the Action Plan on its implementation

In order to synchronize the activities of organizing a unique national process for the preparation and processing of emergency calls, in order to guarantee a high level of safety and protection of the person and goods, in the context of the implementation of the Police Development Strategy for the years 2016 - 2020, approved by the Government Decision no. 587 of 12.05.2016, based on the provisions of the sbpt. 11, point 9 of the Government Decision no. 693 of 30.08.2017 on the organization and operation of the Ministry of Internal Affairs,

O R D E R:

1. To approve the Concept on the operation of the Integrated Emergency Call Management System received by the Police, according to the Annex no. 1.
2. To approve the Action Plan for the years 2017 - 2020 for the implementation of the Concept on the operation of the Integrated Emergency Call Management System received by the Police, according to the Annex no. 2.
3. The control of the execution of the present order is charged to Mr. Alexandru Pinzari, head of the General Police Inspectorate of the Ministry of Internal Affairs.
4. The order shall be brought to the attention of the administrative authorities and the interested institutions subordinated to the MIA.

Minister

/ signed /

Alexandru JIZDAN

Head of the General Police Inspectorate

/signature/

Alexandru PINZARI

Senior counselor of the EU on the police reform field

/signature/

Marian TUTILESCU

Coordinated:

Head of the Legal Department of DMI

/signature/

Uliana BADARAU

State secretary of the MIA

/signature

Dorin PURICE

THE CONCEPT
on the integrated management System
of the emergency calls received by the Police

I. DESCRIPTION OF THE SITUATION

The Police of the Republic of Moldova is a specialized public institution of the state, which has the mission of defending the fundamental rights and freedoms of the person by maintaining, securing and restoring public order and security, preventing, investigating and discovering offenses and contraventions.

In order to fulfill the attribution of crime and contravention prevention, the Police ensure prompt response to the crimes and offenses notifications. In this sense, the functional and logistical capacities of the institution are the most important roles in ensuring the promptness of the interventions.

External assistance programs carried out between 2014 and 2016 have greatly contributed to improving Police endowment. Thus, thanks to the support of the European Union, the increase in the mobility of the Police has been ensured, which has allowed the increase of reaction and intervention capacity and the facilities with forensic equipment has increased the efficiency of the process of collecting evidence at the scene and identifying the offenders.

However, due to the fact that the endowment needs are much higher, as well as the system failures, the objectives related to increasing the Police's response capacity to citizens' appeals throughout the country, especially in rural areas, remain unfulfilled.

Changing development priorities and policies, deviating from the principles established and even approved by policy documents, reduced the projected effects of the reforms and ultimately led to a worsening of the situation in this area by not achieving the expected result.

From the evaluation of the activity of the National Patrol Inspectorate and the Patrol Offices within the territorial subdivisions of the Police on the segment of responding to citizens' appeals and ensuring public order, it is found that the activity is concentrated mainly on the prevention and combating of deviations in road traffic, and in the case of territorial subdivisions the patrol activity is practically neglected or abandoned (*due to the transfer of functions from patrol services to other services or the involvement of patrol employees in improper activities*).

On the other hand, the excessive centralization of the decision at the national level in the specialized patrol subdivision has conditioned major dysfunctions in cooperation with the territorial police inspectorates.

The described situation not only increases the response time to citizens' appeals, but also generates unjustified expenditure on resources. Finally, this situation affects the image of the Police, its essential role, of specialized state institution in the field of public order and security, and negatively influences the perception of personal safety by citizens.

In order to increase the institutional efficiency and the implementation of modern concepts in the Police activity, including in order to develop the capacities for operative reaction to the emergency calls of the citizens to the Police, it was elaborated and approved by the Government Decision no. 587 of 12.05.2016 "The Police development strategy for the years 2016 - 2020 and the Action Plan on its Implementation".

Objective 4 of the Strategy aims at creating a modern police service, in line with best practices and standards of the international and European Union, capable of responding proactively and equally to the needs of citizens and society as a whole, including capacity building police patrol, reaction and intervention of citizens' appeals.

The expected result of the increased capabilities of the patrol, reaction and intervention Police at all levels (both urban and rural) is to be achieved by developing a patrolling and operational response system at local level (de concentration of activity), creating and operating an integrated system of resource management for emergency calls and training of communication skills and professional action of patrol and operative reaction personnel.

II. DEFINING THE PROBLEM

2.1. The system of maintaining and securing public order

The reorganization of the Police activity starting in 2013, has created prerequisites for achieving from a new perspective the activities of ensuring public security, especially since the adopted model represents an alignment with the practice of Georgia, where the applied formula determined an increasing of the Police image as a result of the efficiency gained.

Although the declared principles of the reform of the Ministry of Internal Affairs were the decentralization / de concentration of attributions and competences at the territorial level, by the way of organization and operation of the specialized patrol subdivision was realized in fact the concentration of competences and the fragmentation of the logistic scheme of placement of resources, decision and responsibilities.

When studying the Report on the functional analysis of the Ministry of Internal Affairs of the Republic of Moldova (2015), it is found that in fact the focus on the National Patrol Inspectorate of patrol duties is not efficient as this structure overlaps with missions over the area of competence of the Police inspectorates, when planning activities omitting local particularities.

On the other hand, patrols do not have a determined responsibility on a territorial competence area and their activity is not analyzed in relation to the operational situation in the area of territorial competence.

The reorganization of police activity within the current context has not improved the presence of the Police in the rural areas but has made it worse.

Once the reduction in 2013 of structures of minors and morals, of traffic police and transport and other structures, the territorial police inspectorates were supplemented with additional functional units ranging from 10% to 25% each. Much of the allocated functional units were distributed to patrol services of public security sections.

Therefore, starting with the second quarter of 2013, the 120 local police sectors, mostly rural, were completed with 4-12 functional units. Altogether, by April 1, 2013, these structures had 605 functional units, sufficient for each territorial police inspectorate to have 2-3 mobile patrols and operative reaction in rural areas.

In the absence of in-depth analyzes on the effectiveness of local patrol structures, unjustified and ungrounded decisions of territorial level leaders were taken so that patrol and operative response services in rural areas were reduced to half (280 f / u) thus seriously affected the public order system in rural localities.

In the Chisinau municipality, the response activities to requests for crimes and incidents are under the responsibility of the operational reaction Bureau subordinated to the Chisinau municipality Police Department, which has 5 platoons (one for each sector) with a total of 138 positions allocated.

Because of overlaps and duplications of skills, the patrolling of the territory cannot be achieved in a coherent and coordinated manner. The territorial subdivisions of the Police do not have the necessary staff and means to control the local operational situation. As a result, there are capacity deficiencies in terms of ensuring public order and security missions by patrolling, which affects the quality of public service.

With reference to the activity of the operational reaction Bureau subordinated to the Chisinau municipality Police Department, it is worth noting the lack of the status of a founding agent of his employees, which leads to deficiencies in the activity of finding and documenting the reported incidents, being necessary the subsequent intervention of the officers of the sector to take legal action, which in fact means an inefficient use of human and time resources.

For the reasons outlined above, the coordination of these fragmented operational elements is complicated and the integrated management of public order and security devices is lacking.

In order to address the abovementioned deficiencies and to improve patrolling and responding to emergency calls, in the near future of implementing the 112 unique call number, the patrol models recently implemented in Ukraine (in fact an extension of the Georgian model) were examined, and the existing model in Romania, which stands out in simplicity and efficiency, according to the principle of the patrol intervention closest to the event place. The implementation of GIS modules (map location system) will easily allow both the location of the event requiring intervention and the nearest patrol. This significantly reduces the time of intervention and its purpose, as all the patrol police officers have the status of detective agents.

Due to the fact that the police in the patrol and emergency response structures that are proposed to be created, interact with the citizens and are frequently involved in settling conflicts (domestic violence, street conflicts or between neighbors, etc.), special training is required, focusing on how to deal with the incidents most frequently encountered. As part of the training activities, particular attention should be paid to improving the communication skills of police patrols and interventions in emergency calls, especially in conflict management.

2.2. Intervention resources for emergency calls

The fragmentary development of the operational response capacities to the citizens' emergency calls to the Police, the lack of a single vision of the principles of reaction at national level, but also of the reduced capacities at rural level, led to the formation of a non-uniform reaction system and mostly inefficient.

Thus, if the mechanism created in Chisinau and Balti municipality proved to be partially effective by allocating dedicated resources, the insufficiency of the forces allocated to this process is felt within the districts.

In addition to the criminal prosecution operative Groups set up within the police inspectorates (with 24-hour activity), police sector officers are also trained in operative reaction activities. As support forces, the road accident response team and the National Patrol Inspectorate are also trained. Fragmentary, at the discretion of police inspectorate chiefs, the Police Divisions were fortified by allocating resources to the patrol Bureaus within the police inspectorates.

The organization of the activity in the indicated manner proved to be difficult, positive results with respect to the reduction of the reaction time were obtained only in the isolated cases where the mixed teams of sector officers and patrol inspectors within the police inspectorates were established, which provided 24-hour response capabilities.

The models presented at the district level have proved to be largely ineffective, because the resources of the police sectors can only be trained during the hours of the program, and besides, the request for the sector officer to come on site is determined by the factor concerning the residence of

police employees (most of them live outside the serviced administrative sector and do not have a service transport unit).

It has also been ineffective to involve the employees of the patrolling offices within the police inspectorates due to staff shortages (according to the states), but also due to the involvement of the police force in improper activities. In cases where as a result of the responsibility of the Chiefs of Police Inspectorates, the patrol service has been preserved, it is found that it is possible to ensure the operative reaction process 24 of 24 hours.

The training of the transport surveillance and road accidents Service in operative reactive activities is beneficial only at the initial stage of intervention but in the case of the necessity of documenting the emergency events proves to be critical due to their specialization only in the documentation of the road accidents. Moreover, the existence of several emergency response services also determines an impact on the system, because the issue on a line of activity is also transferred to other areas.

For example, the provision of patrol Bureaus within the inspectorates with transport units in 2014 would have led to the removal of the issue on the service provision, however, at the discretion of some police inspectorates chiefs, ignoring the order of the Chief of the General Police Inspectorate, the new cars were transmitted in the management of the transport surveillance and road accidents Service or other services within the public security Sections. This led to the non-solving of the endowment of patrol Services, as well as to the incapacity of the transport surveillance and road accidents Service of responding to emergency events, as a result of the narrow specialization of the service (none of the existing problems was finally solved).

The training of the National Patrol Inspectorate's resources in operative reaction activities revealed another category of gaps, determined by the regional activity planning (sometimes the lack of coordination with the police inspectorates), the difference in the operating procedures, the lack of knowledge of the sector assigned to patrol (the deployment of the National Patrol Inspectorate forces is based on national routes and localities with a population of more than 20,000 inhabitants; in the case of requesting night-time intervention in a rural locality the mission becomes impossible given the lack of street signs; without taking into consideration the address number).

From a practical point of view, the organization of joint patrolling at the level of Chisinau municipality, with the involvement of the reaction teams formed by employees of the operational reaction Bureau of the municipality Police Directorate and the National Patrol Inspectorate, managed to temporarily solve the problem of lack of statutory status of ORB employees, but the use of this model was performed for a limited time.

The organization of the criminal prosecution operative Groups within the police inspectorates ensures the 24 of 24 hours reaction capacity, but with the loss of the reaction time (receiving 2 calls from 2 localities situated in opposite extremes of a district will determine the application of the principle of prioritizing the intervention, the only factor which will determine the response time being the distance traveled).

Practically, the model for responding to emergency calls at the level of Chisinau municipality as a mechanism proves to be a successful one, except for the lack of the finding agent quality of the ORB employee. Due to insufficient resources at night, an administrative sector in the capital is covered by only two teams of the operational reaction Bureau of the Chisinau Police Department, while a minimum of 5 teams would be needed.

An important factor in terms of operational activity is also the capacities of geographic positioning of available forces for the Police to respond to emergency calls. At the moment, in the absence of the geographical positioning of the crews, it is not possible to implement the principle of reacting to emergency events "the nearest policeman or police team".

In addition to the fact that the police transport units are equipped with different location GPS devices as standard and viewing capabilities (Moldcell, Orange, One Telecom), there are already difficulties in paying the respective services (at the current number of transport units equipped with GPS, about 500 - 600 thousand MDL are needed annually).

On the other hand, the TETRA terminals in the Police Department endowment do not have the (Automat Vehicle Localization) AVL module enabled to locate and the system is still not operational at national level.

The current communications systems will have a negative impact on the development of the emergency call management system, given the fragmented development at subdivision level. There is also a low capacity of the Police with regard to the maintenance of the communication system, being necessary further strengthening of the service created in the field of information technology.

2.1. Integrated resource management System for emergency calls

At the current stage the main link in the organization of the emergency response activities is the guard services of the territorial inspectorates. In order to optimize the activity, regional Dispatchers for emergency calls were created. However, until now the normative basis for the police activity is not provided within them, although according to the organizing states, dispatchers were appointed in all the regional dispatchers.

Thus, in the case of the Dispatcher from the "North" region, located in Balti municipality (currently serves 8 districts and Balti municipality), the activity is provided by 16 employees, located in the same location as representatives of the General Inspectorate for Emergency Situations and the National Center for Pre-hospital Emergency Medical Assistance.

For the South region, the "South" dispatcher, located in Cahul municipality (currently serves Cahul, Taraclia, Cantemir and Leova districts) was established, the activity is provided by 8 police officers, together with representatives of the General Inspectorate for Emergency Situations.

In order to manage the emergency calls received from Chisinau, a dispatcher consisting of 24 inspectors from the Chisinau Police Directorate, which operates within the General Inspectorate for Emergency Situations, together with the dispatchers of this institution, was established.

SISTEMUL DE DISPECERIZARE UNICĂ A APELURILOR DE URGENȚĂ 112

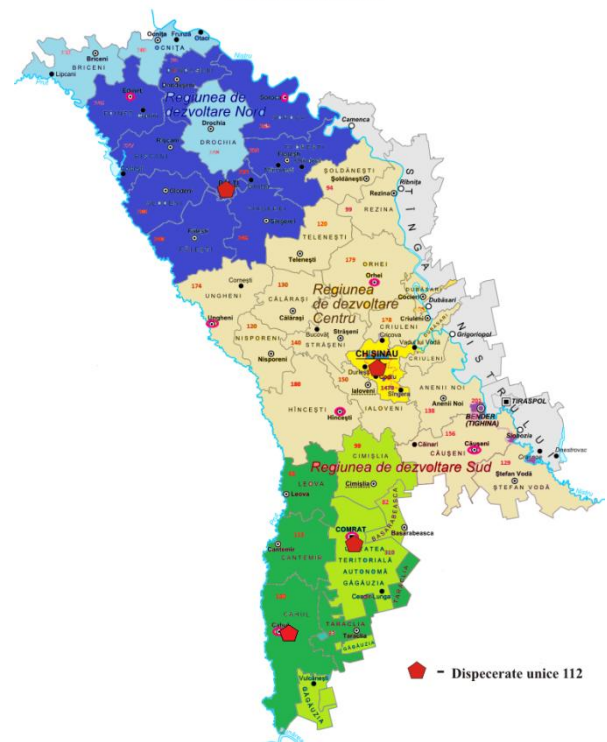


Image: single dispatching system of emergency calls 112; single dispatchers 112

For the Gagauzia Autonomous Territorial Unit, the activity is provided by 5 employees, located in the Comrat municipality (currently serving the districts within the autonomy) jointly with the representatives of the General Inspectorate for Emergency Situations and the National Center for Pre-hospital Emergency Medical Assistance.

The districts in the Center and the East of the country are currently served by guard services of police inspectorates.

Although the notion of dispatch involves both the taking over of calls and the management of interventions, de facto only the emergency call take-off is ensured in most regional dispatchers, except for Chisinau. At the same time, the activity of operators and dispatchers is not yet regulated in the departmental normative acts of the Ministry of Internal Affairs.

The current situation of organizing the emergency call management activity raises a number of problems, which are in fact impediments to the operational activity.

Thus, we can see a dispersion of information on incidents and crimes at the moment, as well as a doubling of the registration and processing of such information.

This condition determines the extension of the transmission time of the information and the non-coordination of the actions of the Police subdivisions in the case of emergency or other incidents.

On the other hand, the lack of a real-time overview implies endangering the analysis process, including risks and decision-making.

At the same time, when implementing the integrated emergency management system by the Police, it is necessary to ensure consistency with the launching actions of the National Service 112 in order to exclude duplication in procurement procedures, including information and communication systems, operating procedures and staff training.

We also note that at national level, with a view to implement the 112 emergency call system, there is no consensus between emergency services on the organization of colocation¹ activity, or the separate development of capacities by each authority.

The existing situation regarding the location of the police dispatchers by collocation with the dispatchers of the General Inspectorate for Emergency Situations, the established deficiencies regarding the possibility of endowment and arrangement of the places of work (the headquarters are not owned by the Police, imposing capital investments), the limitation of the access to the premises visits to official delegations), working and resting conditions for police dispatchers, as well as the impossibility of conducting dispatching activities at non-Police premises.

¹ Colocation - for the purpose of this Concept, is the way to manage emergency events by placing a single point of dispatch to all the emergency services

III. POLICY DOCUMENTS, LEGISLATIVE AND NORMATIVE ACTS IN THE CONTEXT

By the Government Decision 587 of May 12, 2016 was approved the Police Development Strategy for the years 2016 - 2020 and the Action Plan for its implementation.

The targeted strategy ensures the continuity of the reform process initiated by the Concept of reforming of the Ministry of Internal Affairs and subordinated and de concentrated structures, resulting from the real needs established in the implementation of the reforms and offers the possibility of redefining the institution's developmental vector.

At the same time, the Strategy represents an alignment of the planned actions with the provisions of the EU-Moldova Association Agreement, especially in Title II "Political dialogue and reform, cooperation in the field of foreign and security policies" and Title III "Justice, Freedom and Security». These relate to the areas of police modernization in line with European standards and international best practices, improving crime fighting capabilities, enhancing employee integrity, and

institutionalizing the approach principles from the point of view of ensuring and respecting human rights.

For the purpose of this Concept it is noted that one of the objectives of the Strategy is to strengthen the capacities needed to increase the confidence of the society in the Police by enhancing the communication skills of policemen, increasing the presence of the Police in the territory, reducing the response time to citizens' appeals and implementing community-based policing activity, with the active involvement of the community in creating a safe development environment.

In order to assist the Government of the Republic of Moldova in assuring the rule of law, strengthening public order, personal security and protection of human rights by developing an accessible, responsible, efficient, transparent and professional police force, was signed the Financing Agreement with the European Union providing Budget Support for Police reform (CRIS: ENI / 2015 / 038-144) and the mechanism for its implementation.

In order to ensure the implementation of the European standards, on 25.07.2014 was approved the Law no. 174 on the organization and operation of the Single National Service for Emergency Calls 112. The purpose of implementing the Service is to organize a single national emergency call service to ensure the collection, processing and transmission of associated data to emergency services in order to guarantee an increased security and protection level of the person and properties, by efficiently using the capabilities of the modern electronic communications infrastructure.

In the context of the initiated process, the Government Decision no. 241 of 03.03.2016 "On the approval of the National Program on the Implementation of the Unique National Service for Emergency Calls 112", Government Decision no. 243 of 03.03.2016 "On the establishment of the Unique National Service for Emergency Calls 112" and Government Decision no. 244 of 03.03.2016 "On the Approval of the Technical Concept of the Automated Information System of the Unique National Service for Emergency Calls 112".

According to the normative acts, the establishment of the communications network of the 112 Service, the creation and endowment of the Main Center and the Secondary Center 112 in Chisinau municipality will be carried out in the fourth quarter of 2017. In the second quarter of 2018, the testing of the 112 information and communication system within the Main Center and putting it into operation is planned.

In the first stage of setting up the 112 Service, it will be necessary to develop a training and qualification plan for 112 Service employees, the development of teaching materials, the exchange of experience with similar institutions in the EU Member States where the 112 Service already operates and there is a basis for training operators. Depending on the complexity of the courses, the staff training period may take from 3 to 18 months.

Equally important is the creation of a modern information and communications infrastructure, the use of modern broadband electronic communications technologies and new generation networks, and the creation of electronic communications system infrastructure that will ensure the interconnection of the 112 Service with emergency services dispatches.

IV. VISION OF DEVELOPMENT

4.1. Establishment of the Integrated Emergency Call Management System received by the Police

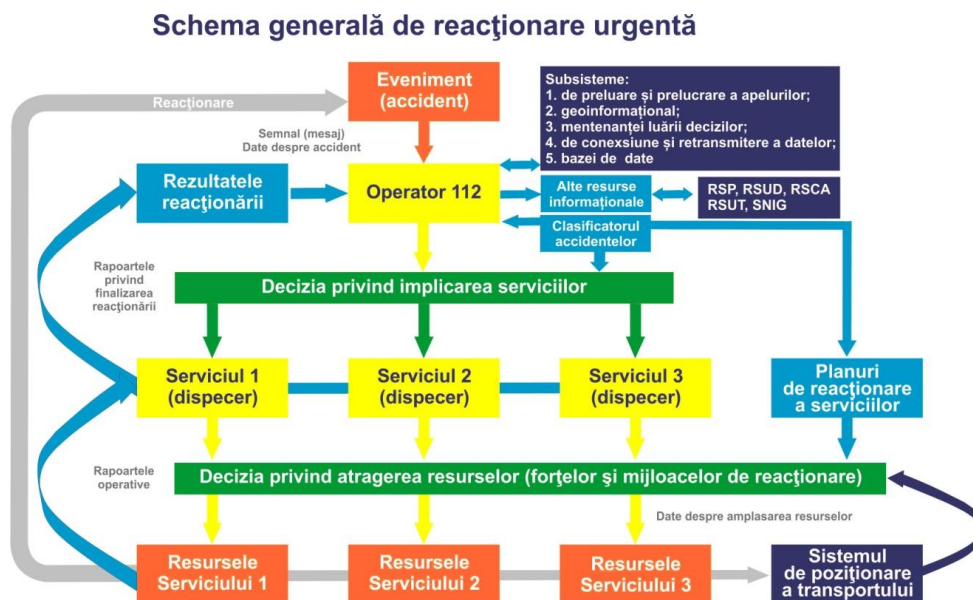
The interaction mechanism of the 112 Service with specialized emergency services has been established as follows: The main center of emergency call 112 receives, records and processes the

emergency calls received from the population and transmits the intervention requests and the data associated with the emergency calls to specialized emergency Services dispatches.

The specialized emergency Services dispatches take over the requests for intervention from the main Center of emergency call 112, organize interventions in emergency situations, and provide the 112 Service with information on the completion of the interventions.

Interaction of the 112 Service with specialized emergency Services will be based on the principle of compatibility. For this purpose, the specialized emergency Services dispatches will be equipped with program products and technical means and electronic communications, identical and compatible with the 112 Service information and electronic communication infrastructure, which will ensure the receipt / transmission of information from the 112 Service.

According to the provisions of Government Decision no. 241 of March 3, 2016 "On the approval of the National Program for the implementation of the Single National Service for Emergency Calls 112" the following structure of the National System for Emergency Events Management is proposed:



Schema generală de reacționare urgentă- General emergency response scheme

Eveniment (accident)- Event (accident)

Subsisteme:- Subsystems

1. de preluare și prelucrare a apelurilor- reception and processing of the calls
2. geoinformațional- 2. geoinformational
3. mentenanței și luării deciziilor- 3. maintenance and decision taking
4. de conexiune și retransmitere a datelor- 4. connection and retransmission of data
5. bazei de date- 5. database

Alte resurse informaționale- Other informational resources

RSP, RSUD, RSCA, RSUT, SNIG- RSP, RSUD, RSCA, RSUT, SNIG

Planuri de reacționare a serviciilor- Reaction plans for services

Sistemul de poziționare a transportului- Transport positioning system

Resursele serviciului 3- Service resources 3

Resursele serviciului 2- Service resources 2

Resursele serviciului 1- Service resources 1

Rapoarte operative- Operative reports

Rapoartele privind finalizarea reacționării- Reports on completion of the reaction

Rezultatele funcționării- Operating results

Semnal (mesaj)- Signal (message)

Date despre accident- Data on the accident

Operator 112- Operator 112

Clasificatorul accidentelor- Accident classifier

Decizia privind implicarea serviciilor- Decision on services involvement

Serviciul 1(dispecer) - Service 1 (dispatcher)

Serviciul 2(dispecer) - Service 2 (dispatcher)

Serviciul 3(dispecer) - Service 3 (dispatcher)

Decizia privind atragerea resurselor (forțelor și mijloacelor de reacționare)- Decision on attracting resources (the reactionary forces and means)

Date despre amplasarea resurselor- Data on the resources location

In order to develop the police dispatching² capacities, it is proposed to strengthen existing capacities following the principle of regionalization North, Center and South as follows:

- Police dispatcher of "North" region - with location in Balti municipality (*5 work stations at the headquarters of the regional directorate*) to serve the districts of Edinet, Rascani, Glodeni, Falesti, Sangerei, Briceni, Ocnita, Donduseni, Soroca, Drochia, Floresti and Balti municipality;

- Police dispatcher of "Center" region - located in Chisinau municipality by colocation at the main Center of Emergency Call 112 (*6 work stations*) for serving the districts, as follows: 3 stations for Ungheni, Nisporeni, Calarasi, Telenesti, Straseni, Ialoveni, Hincesti, Cimislia, Basarabasca and 3 work stations for Soldanesti, Rezina, Orhei, Dubasari, Criuleni, Anenii Noi, Causeni, Stefan-Voda, Bender and the territorial administrative units on the left bank of the Dniester River. As part of the "Center" dispatch, it is proposed to set up a separate station in Chisinau, the dispatch for Chisinau (*7 other work stations*), considering the specificity of the municipality (*population number and the fact that about 30% of the offenses occur within the specified administrative-territorial unit*), including the suburbs.

- Police dispatcher of "South" region - located in the city of Cahul (*2 work stations at the regional directorate headquarters*) for serving the Cahul, Taraclia, Cantemir and Leova districts and located in the city of Comrat (*two other work stations at DP TAUG headquarters*) for servicing the districts of Comrat, Ceadir-Lunga and Vulcanesti.

Regional dispatches will be the entities that will coordinate the intervention of the primary reaction teams³ (by direct transmission of the intervention task) according to the "closest Police team" principle (preferably the closest available resource or the closest resource in the event area, in the situation where the response of the available resources would lead to longer reaction times) and criminal prosecution operative Groups (through the guard services of the police inspectorates).

Regional dispatches will have the right to decide for the support of the intervention effort with the specialized teams (quinological service, technical-forensic laboratories, sector officers during the work program and equipped according to the operational response needs - available according to the schedule within the police sector) or through coordination with the General Police Inspectorate Dispatch to request the support of the bomb-tech teams and special intervention.

The dispatcher will have to know very well the territory served, the competencies of each police structure and the other forces with which they

² Dispatching - for the purpose of this Concept, it represents the action of controlling and operative and permanent directing of the process of reacting of Police forces to the emergency calls of the citizens.

³ Primary reaction teams - for the purpose of this Concept, they represent police patrol and operational response teams for timely response to emergency events, for intervention at the initial stage in as little time as possible.

cooperate, the contents of the intervention plans, the way of action in different situations, to easily manage the elements of the devices involved in the missions, and, preferably, know one or more international languages.

According to the organization scheme of the integrated emergency management system, the dispatcher will receive the emergency event record from the emergency call center operator 112 (where will be verified the identity of the caller, the acquisition of primary data and will be determined the competence of solving the event). Once the transfer of the call through the workstations from the operator 112 to the Police dispatcher, through the mobile terminals, the transmission of the data necessary for the intervention to the primary reaction teams will be carried out (the place of the event, the persons involved, the event, etc.) and informing the guard service of the police inspectorate within the scope of the event (by placing it in the distribution copy, informing, as the case may be, of the contact details of the police officers who were directed for the intervention).

Basically, based on the assessments made, a number of up to 203 primary reaction teams would be sufficient, based on the number of existing police sectors, as well as the provision of a communication system with the 42 guard services of the police inspectorates.

For reasons of efficiency, the Police dispatcher will take over the general questions associated with the type of event, obtained by the 112 operators, except when the need of concretization arises, given the mobility of the person who has become the victim of an irregularity or who has committed the violation. In the event that there is a need for intervention of other emergency services, which have not been co-opted by the 112 operator, the dispatcher requests their involvement. If the call is within the competence of the Police but does not require emergency intervention, the regional dispatcher will transfer the case to the on guard services of the Police Inspectorate for registration and examination in the established order.

Depending on the situation, the dispatcher requests from the police inspectorate's guard services additional data on the position of the patrolling means according to the unique dislocation presented when take-over, identification of the location of the address communicated by the caller, which specialized forces within the police inspectorate are available or have intervened at the emergency event.

Priority in organizing the operative reaction activity will be given to information on incidents in progress, especially with reference to:

- violent actions that may affect the person's life and health or have already affected the life and health of the person;
- violence against children and incidents involving children;
- terrorist attacks, hostage-taking;
- detection of ammunition or explosive substances;
- incidents in public places affecting a larger number of citizens;
- robberies and burglaries;
- domestic violence;
- sexual violence;
- acts of hooliganism;
- security threats to major-purpose objectives and educational or public health institutions;
- traffic accidents with victims or blockages on road sections with increased traffic flow;
- requesting support for police officers in the exercise of their service duties;
- information of disappearance without news or abduction of persons.

Regional dispatch will have the capacity to process all emergency calls received 24 hours a day from the National 112 Service, to transmit as a matter of urgency any necessary information to Police activity and to coordinate all the activities to respond to emergency events.

After the confirmation of the event from the primary reaction team, depending on the situation on the site, the guard services of the police inspectorates coordinate the other measures in the intervention plan, record the time of the announcement, presentation and finalization of the case documentation by the police officers, including additional forces coached locally, with subsequent notification of the regional dispatcher about the completion of actions on the scene of the event, closing the case file.

As a support for the intervention, the guard services of the police inspectorate will ensure the transmission, upon the request of the on-site policemen, of additional information about the event and the verification of the data according to the operative records, will contact directly, depending on the emergency character of the event, the specialized structures of the police inspectorate to take over the case, as well as will send directives on the preliminary measures to be taken by the primary reaction team in case of events beyond their competence to document them, including informing them about the estimated time and the superior who must come to the spot.

At the same time, by the guard service of the police inspectorate, in the case of serious, particularly serious, exceptionally serious crimes or information on crimes with increased social resonance, the police inspectorate leader and the dispatch of the General Police Inspectorate are informed. About an event of the stated type, the head of the regional police directorate (planned 5) will be informed by the service officer within the regional directorate's operational Center (the regional dispatch of the Police will be part of it). In these cases, upon receipt of the emergency event information, the guard service will organize the on-site emergency exit and other available forces to fill the intervention effort.

The information on serious, particularly serious, exceptionally serious or socially enhanced events is to be disseminated to the Dispatch of the General Police Inspectorate, the Guard Services of the specialized investigative subdivision and the public security.

For the sole monitoring of police forces, including intended to operative response to emergency events, it is proposed to set up the creation of the Mission Coordination Center of the GPI, to be the police subdivision to ensure overall oversight at national level of the planned or ongoing missions / operations (operative, crime prevention and combating, public security, documenting offenses or contraventions, etc.).

The activity of the entity will not include guard services duties in the perception of the internal system created over time, but will include duties related to the organization of the mission / operations monitoring and police force management in the context of the crisis activity, including development of intervention plans, elaboration of standard operational procedures related to the call management and resource management, adjustment of provisions of legislative and departmental acts with an impact on the field, organization of inter-institutional cooperation.

The monitoring mission will be complemented by information-generating activities useful for planning and deploying missions / operations, such as video monitoring of transport flow (including the traffic jamming component, optimal route identification, video surveillance of monitoring devices in view of identifying other risks than those characteristic of road traffic), establishing the means of transport announced in search or pursuit, monitoring of detainees escort, managing information systems on police activity in order to legitimize persons or to establish the integrity of transport units in road traffic, etc.

Mission monitoring capacities are to be strengthened by connecting different information systems managed by the Police and other authorities as well as by collecting information from open

mass information sources of the population or databases managed by the telephone operators or other data (in accessible format).

4.2. Platform IT solution for automating emergency call management processes

The functional dispatching module, described in accordance with the Requirements to the Platform IT solution for business automation to the MIA common processes integrated in/with the Integrated Management System for Emergency Situations, will record the events announced in the dispatch center and organize / coordinate the intervention teams to eliminate or prevent the consequences of the event. This module allows for organizing at each event type a resource plan and action plan to be executed by the dispatcher. If there is information available about the GPS positions of the device elements, these can be monitored on the map.

The application is an integrated dispatching solution based on a predefined intervention plan of the resources available for intervention at an event, the execution of a predefined dispatcher action plan and correlated with each event type, the generation of event reports or a journal of intervention actions.

The application ensures the dispatching of each event by the operator based on the correlation between the case index and the event geo reference, so that for each category / event type the dispatcher can make the quickest and most effective decisions. At the same time, the dispatcher has the possibility to dispatch several cases at the same time through the application, for each of them the application selectively selects the case index, map location, action plan and case specific intervention. The system will allow the dispatchers to monitor all the events that are entered into the system and reported on hierarchical levels according to the established criteria. The application provides operational information on the progress of incident management, preparation and delivery of reports after the incident is overcome, as well as the possibility of defining and using specialized files depending on the type of the incident.

In the same context are mentioned the functional components of the requested information system regarding:

1. *Alerts* - is the functional module that collects all the alerts in a single database, organized on different criteria. Through this module, every policeman who intervened at an event can report and input the information he holds and the measures he has ordered. Also in this module can be recorded data and information about legitimations, car checks or persons in the police attention (records).

2. *Risk assessment* - is the functional module based on established indicators and a risk assessment model that allows the classification of each event according to the social impact. This module helps to substantiate the decisions.

3. *Resource planning* - this module performs planning of activities on various working scenarios: with fixed patrols, intervention teams, for work lines.

4. *Reports and statistics* - the application contains specialized tools for producing standard and ad hoc reports based on database information.

5. *Tactical analysis* - the application performs tactical type analyzes, which it provides to analysts and is used to substantiate the decisions.

6. *Resource management* - is the functional module that allows the management of the institutional resources and their planning.

7. *Geospatial content management* - the application provides geospatial content management tools through which the user carries out thematic maps, defines points of interest, areas of

responsibility, risk areas and other device elements to ensure that the territory is as detailed as possible.

It is worth mentioning that the IT system will manage all the signals in a unitary way, regardless of the channel through which they reach the units within the MIA. All alerts are proposed to be recorded in a Single Alerts Register, which will be electronic and will be shared between the units within the Ministry of Internal Affairs, which means changing the provisions of the interdepartmental acts on the single record of the crimes notifications and other information on offenses or incidents.

4.3. Resources to respond to emergency events

Taking into account the practice of reacting to emergency calls at the level of Chisinau municipality (the creation of teams for operative reaction), it is proposed to replicate at national level the response model established on the territory of the capital, which would lead to the creation of patrol and reaction teams police in all police sectors (203 in number).

When receiving the request from the regional dispatcher or the guard service within the police inspectorate on whose administrative sector the assignment was made via the mobile terminals (connected to the emergency events management information system), the superior of the primary operational reaction team shall ensure immediate shipment to the scene of the emergency event, once the exact location data, the nature of the deed and the known consequences have been received, using the route that allows for the fastest on-site move.

Once on the spot, the Police team will notify the regional dispatch center by any means of communication and will document the situation (if the event is confirmed or not, the visual finding at the on-site visit, the status of the possible victims and the identity of the perpetrator). Measures will be taken to establish the identity of the author (s) and whether this / they are still on the scene, in relation to the nature of the deed, will be detained / located in order to take legal action, which also implies the development of the capabilities of accessing databases from mobile terminals. In the event of complex situations, they will ask the regional dispatcher for support from nearby police crews or the intervention of other emergency services.

If the intervention is to be carried out together with other specialized emergency services, the coordination will be done through the regional dispatcher.

If the act constitutes contravention and the resolution competence lies with the intervention patrol, the provisions of the contravention Code will apply and if the deed constitutes an offense and requires the movement of the research team on-site, the patrol team will request via the regional dispatcher, the on-site movement of the criminal prosecution operative Group.

The crew will ensure the preservation of the material evidence at the crime scene until the investigation team arrives using the inscribed tape in this regard or other means at its disposal.

At the end of the mission, the intervention team's superior will draw up a report on the action taken, with the reported facts and the action taken, which will be transmitted at the end of the shift, to the Guard Service in the area of the serviced administrative sector whose intervention was requested at the event emergency.

When, for duly justified reasons, the Police intervention team closest to the emergency event site can not intervene, this is communicated to the regional dispatcher, which relays the tasks to another Police team.

The distribution of forces and the training of the operational reaction teams on the operational situation and the way of organizing the service are performed within each subdivision of the General

Police Inspectorate directly involved in the operations of the primary operative reaction on the basis of a graph, brought to the knowledge of the involved staff, against signature.

In the case of police patrols and operational reaction teams being involved of the Police to reaction missions by the guard services, the latter will coordinate the displacement with the regional Dispatch serving the administrative-territorial unit within which the event, the emergency mission or the triggering of special plans was reported.

The training of the employees of the police sectors as a resource for primary intervention in the emergency calls will be carried out during their established activity program, taking into account the capacities of operative reaction of the subdivision (availability of cars, equipment with special means of individual protection, means of connection, outfitted weapon).

All these situations will be presented in detail in the standard operational procedures that will be drafted by the central structures coordinating patrol activities and operative reaction.

In the case of the implementation of the special plans, the members of the operational reaction teams will undertake the necessary measures established according to them, the operative reaction activity being taken over by the patrol and operative reaction teams deployed in the adjacent area or by the criminal prosecution operative Group within the territorial subdivisions.

During the period in which they are not required to operationally react to events, the patrol and operational response teams shall ensure the patrolling of the established sector according to the planning, with the execution of the police measures stipulated in the job description, the laws and normative acts in the field and the standard operational procedure for this type of activity.

In the Security Zone, operative reaction activity is to be provided exclusively by employees within the responsible territorial subdivision. In need of intervention in flagrant of other units of the Police than those in the Security Zone, the intervention will be carried out by informing the Guard services of the Police inspectorates within the Security Zone or the adjacent area for the announcement of the military observers of the Peacekeeping Forces of the Republic of Moldova in the region (in the case of necessity the criminal prosecution operative Group or the intervention of the operative reaction teams to move).

The most important indicator in assessing operative reaction activity is the response time to emergency events, which by 2020 must be averaged over 15 minutes across the country and less than 10 minutes at urban level.

In the case of availability of resources or in the more criminogenic localities, it is proposed to consider the possibility of setting up special teams of operative reaction, consisting of a larger number of employees, for interventions in violent events or serious public order disorder.

With reference to the needs of equipment will follow equipping every police officer involved in activities of operative reactionary with handcuffs, tear gas balloon, flashlight, type tonfa baton, tactical gloves, belt with gun covers and special means as well as endowing each Police team with two bulletproof vests units, ballistic headphones, anti-gas masks and an electro shock. Intervention to service missions will only be done by suitably equipped police officers.

It is necessary to revise the principle of equipping the operative reaction teams by implementing practices that would allow the expansion of operative reactive capabilities (for example, transport units with universal car body and engine power over 130 kp would allow for more equipment).

Simultaneously will ensure the development of standard endowment rules.

Image: Scheme

Schema-grafic organizare sistem de gestionare apeluri de urgență la poliție-
Scheme-diagram for the organization of emergency call management system to Police

Preluare apel - call pickup

Dispecerizare forțe de intervenție - Intervention forces dispatching

Forțe reacționare primară - Primary reaction forces

Forțe reacționare specializată - Specialized reaction forces

Serviciul național unic pentru apeluri de urgență 112 - Single National Service for Emergency Calls 112

Centrul pentru coordonarea misiunilor al IGP - Center for the coordination of GPI missions

Dispecerate regionale ale Poliției, Nord (Bălți), Centru (Chișinău), Sud (Cahul) - Regional Police Dispatches, North (Balti), Center (Chisinau), South (Cahul)

Dispeceratul IGP – GPI dispatch

Echipe patrulare și reacționare operativă - Patrol teams and operative reaction

Servicii de gardă ale Inspectoratului de Poliție – Police Inspectorate’s guard services

Grup operativ de urmărire penală – criminal prosecution operative Group

Serviciul criminalistic - Forensic Service

Ofițeri de sector - Sector officers

Accidente rutiere - Road accidents

Serviciul chinologic - Chinological Service

Echipe sprijin intervenție - support intervention teams

Echipa bombteh – bombteh team

Echipe de intervenție BPDS “Fulger” - SDPB intervention teams ”Fulger”

Serviciul chinologic al IGP – GPI chinological service

Laborator criminalistic mobil - Mobile forensic laboratory

**V. NORMATIVE ACTS TO BE ELABORATED / MODIFIED
TO PROBLEM SOLVING**

In order to establish a viable emergency citizen management system it is necessary to amend the national legislation from the point of view of providing competent authorities with exclusion attributions from the dedicated circuit of non-emergency requests and responding to them in a separate order. This can be achieved by defining within the Law no. 174 of 25.07.2014 "On the organization and operation of the Single National Service for Emergency Calls 112" of the concept of "emergency event" and the concrete establishment of the status of the emergency call.

Not less important is the elaboration of the procedure regarding the processing of emergency calls from the localities under the control of the unconstitutional authorities in the Transnistrian region of the Republic of Moldova (for example, during the 8 months of 2017, only at the Rezina Police Inspectorate were received 186 calls from citizens living on the left bank of the Dniester on criminal offenses or other information on offenses). This situation is to be remedied by amending the pre notated legislative act.

We also find the problem regarding the elaboration of the application regarding the Integrated Management System of Emergency Situations, which implies the establishment of a Single Alerts Register, which contradicts the provisions of interdepartmental Order no. 121/254/286-O / 95 of July 18, 2008 "Regarding the unique record of criminal offenses, criminal cases and persons who have committed crimes". In the context of the points of view regarding the review of the role of the criminal prosecution operative Group, a thorough assessment of the existing situation is necessary in view of reviewing the existing internal procedures as well as those related to the criminal process, to ensure the presence of the police in the territory and to establish procedures that would avoid the current situation with reference to the mandatory presence of personnel within the police inspectorate within 24 hours.

The solution of the problems mentioned in the premature paragraph can be achieved by amending the interdepartmental Order no. 121/254/286-O / 95 of July 18, 2008 "Regarding the unique evidence of offenses, criminal cases and persons who have committed crimes", which requires the setting up of a working group together with representatives of the Prosecutor's Office.

In the same order, it is necessary to ensure the development of operational procedures for the operational reaction team members to take all the actions in order to ensure the fulfillment of the provisions of par. (2) art. 273 Code of Criminal Procedure, according to which the determining body has the right to retain the perpetrator, to raise the corpus delicti, to request the information and the documents necessary for the finding of the crime, to quote persons and to obtain statements from them, to assess the damage and to carry out any other actions that cannot be delayed, drafting the minutes of the actions taken and the circumstances ascertained, as well as the measures taken to preserve the material resources and to ensure the security of the place (certainly not to the detriment of the operative nature of the intervention).

VI. IMPACT ASSESSMENT

The Financing Agreement with the European Union as Support for the Police reform (CRIS: ENI / 2015 / 038-144) requires the provision of the amount of 4.5 million Euro by 2020 to develop capacities for operational police response to emergency calls and reduction of reaction time at national average up to 15 minutes. At the same time, the Financing Agreement also provides for the allocation of 7 million EUR for the extension of the national secured communication system, which is closely related to the improvement of emergency calls response capacities.

When developing the Medium-Term Budgetary Framework (2017-2020), referring to the capital investment program of the state budget by funding sources and sectors, to improve the

capacities for rapid response of the Police intervention teams to emergency calls are estimated allocations of 35 million MDL, and for the extension of the communication system in the TETRA standard the amount of 27 million MDL is foreseen.

The establishment of a unique system for responding to emergency calls to the Police will exclude duplication of competencies, i.e. excluding duplication of endowment requests.

The implementation of this Concept will ensure that the security climate in society is increased; the citizen's perception against the threats will be appreciated depending on the response time of the authorities to ensure the protection of the person and his goods.

Improbably, enhancing the professionalism and endowment of police officers will also improve the image of the police in society, the index being influenced on a large extent by impressions left by the first contact of the citizen with the system.

The steps to implement this Concept include the creation of a modern police service in line with the best European Union and international standards and practices, able to proactively and equally respond to the needs of citizens and society as a whole, investments going to be lasting.