

"APPROVED"
 Head of the GPI of the MIA
 Major General of Justice
 V. COJOCARU
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REPORT
 on the implementation of the project "4.3. Improve rapid response capabilities
 of the Police Intervention Team to emergency calls" during the year 2019

No.ord.	Action name	Sub-action name	Deadline	Result indicators	Information on implementation
1.	Improving the communication system and implementing dedicated electronic applications for integrated emergency call management	1.1 Testing the integrated Police resource management application on emergency calls	2018	- pilot project in Chisinau municipality, Balti and UTAG	1. AIS 112 of the Single National Emergency Call Service fully operational. Technical capabilities will be developed for the automated transmission of the case file from the information system to mobile terminals of the patrol and operational response teams of the Police; 2. It was developed the Automated Information System of the MIA for GPS monitoring of the fleet of cars of the MIA subdivisions, in the case of Police being installed 699 trachere on specialized cars
		1.1 Testing the integrated Police resource management application on emergency calls	2018	- trained personnel number	56% of Police dispatchers were trained during 2019 on the use of AIS 112
		1.3 Setting up GPI workstations for "North" and "South " dispatchers	2018	- work spaces fitted-out within 3 regional dispatchers (5 locations)	Workspaces fitted out in 2018

		1.4 Operationalisation at national level of the Integrated Management System of Police resources on emergency calls	2018	- national operational system	For Emergency Management, the 112 Automated Information System of the National Emergency Service 112 is used, receiving-transmitting modules with location, interview support, available resources, reactionary time monitoring are configured.
2.	Strengthening Police patrol and operational response capabilities to citizens ' emergency calls	2.1 Implementation of pilot projects on the organisation of the Integrated Police Emergency Call Management System	2018	- current enhanced patrol and response structures (approved States) - pilot project in Chisinau municipality, Balti (for urban areas) and UTAG (for rural areas)	As of 04.01.2019, the central record of the deployment of patrol resources and the operative response of the Police to the emergency calls of citizens was initiated according to the provisions of GPI no. 34/1 - 564 of December 26, 2018, based on the practice of activities carried out during 2018 in the municipalities of Chisinau, Balti and UTAG.
		2.2 Reorganisation of patrol structures	2017	- dedicated structures for patrol and operational response set up	<i>The process of reorganizing the patrol structures of the Police was synchronized with the process of professionalizing the carabineer troops. So, at the moment it is not possible, due to the fact that the operationalization of the full IGC in the field of maintaining and restoring public order will be carried out by the end of the year 2020 when it will be used in these integrated tasks of the Police Patrol subdivisions.</i> During 2019, the On-Call services of the operational coordination sections of the Police inspectorates were optimised, as a result of which 60 functions were sent to strengthen Patrol Services at territorial level.
		2.3 Development of the Regulation-type of patrol structures	2017	- approved activity regulation	<i>The process of reorganizing the patrol structures of the Police was synchronized with the process of professionalizing the carabineer troops. So, at the moment it is not possible, due to the fact that the operationalization of the full IGC in the field of maintaining and restoring public order will be carried out by the end of the year 2020 when it will be used in these integrated tasks of the Police Patrol subdivisions.</i>

		2.4 Development of the Integrated Management System for Police emergency calls	2020	<ul style="list-style-type: none"> - instructions, operating procedures developed - equipment rules developed - reduced response time - proposals to amend legislative and normative acts submitted 	<p>By order of GPI no. 454 of 25.11.2019, the standard Regulation on the organization and functioning of Guard Services within the Police subdivisions was approved.</p> <p>The order of GPI No. 483 of 11.12.2019 on primary Police intervention in complaints and information on crimes was developed.</p> <p>By order of GPI no. 500 as of 24.12.2019 the Standard Operational Procedure on the actions of the Guard Service staff was approved in case of information about offences and contraventions.</p> <p>The average time limit for responding to emergency calls at national level is 35 min.</p>
		2.5 Setting up national response teams for emergency calls for citizens	2019	<ul style="list-style-type: none"> - min 7 operational response teams in each administrative sector of Chisinau municipality - from 2 to 5 Patrol and operational response teams in Police inspectorates outside Chisinau municipality. 	<p>In order to ensure the necessary number of patrols was approved the order of the head of the GPI no. 232 as of 07.05.2018 on the establishment of single principles of primary response to emergency calls, where a minimum number of 2 patrol and operative response teams to be established in the case of Police inspectorates (from internal resources and national patrol Inspectorate) and 5 in the case of Chisinau and Balti city districts.</p> <p>At the moment, 2-3 Patrol and operational response teams are active at the level of Chisinau municipality districts and 1-2 at district level, within patrol and operative response specialized units. In addition, at the level of Chisinau municipality a criminal Investigation Task Force and a Patrol Team of the National Patrol Inspectorate are set up in Chisinau municipality, while at the level of districts one GOUP and an INP patrol team are set up in 2 districts.</p>
		2.6 Equipment with technique and special equipment for the protection of employees of patrol and operational response services	2020	<ul style="list-style-type: none"> - transport units procured - special equipment procured for employees 	<p>To equip the patrol and operational response teams, another 270 TETRA radio terminals were purchased.</p> <p>On 15.11.2019 was launched the procedure for public procurement of services and equipment necessary for equipping 50 specialized transport units of the Police according to the principle " Police Smart Car"</p>

		2.7 Implementation of dedicated applications on the organization of patrol and operative response activity	2018	<ul style="list-style-type: none"> - purchased program products (Planning forces, identification of persons and transport, emergency alert, guidelines, contravention procedure) - technical means purchased 	<p>The specifications for the equipment of specialized transport units of the Police on the principle of "Police Smart Car" have been developed.</p> <p>In order to optimize the planning process of patrol forces and operative response was developed the online application "Map of Threats", which allows to identify threatening situations to public order and security by consulting citizens.</p>
		2.8 Optimizing the activity of on - call services within Police Inspectorates in order to exclude duplication of competence with regional dispatchers in the field of management response forces emergency events	2020	<ul style="list-style-type: none"> - optimization proposals submitted - approved operational procedures 	<p>By order of GPI no. 454 of 25.11.2019, the standard Regulation on the organization and functioning of Guard Services within the Police subdivisions was approved.</p> <p>By order of GPI no. 253 as of 26.04.2019 was optimized the structure of territorial operational management services according to the previously approved vision, by setting up operational coordination sections and thus optimizing on-call services.</p> <p>By order of GPI no. 500 as of 24.12.2019 the Standard Operational Procedure on the actions of the Guard Service staff was approved in case of information about offences and contraventions.</p>
		2.9 Establishment of the Work Group on the evaluation of the activity of the Criminal Investigation Task Force for the optimization of the field	2018	<ul style="list-style-type: none"> - Work Group established 	<p>By Order of the head of the GPI no.34/1-166 as of April 24th, 2018 the Work Group for the evaluation of the activity of the Criminal Investigation Task Force was established. A report was submitted to the GPI management on the Work Group activity.</p> <p>Submitted proposals for amendments of Order of GPI no. 138, and by Order of GPI no.174/2019 the activity of GOUP has been revised.</p>

3.	Development of the infrastructure of the central and territorial headquarters of the Police dispatching and monitoring of the forces of operative response to emergency calls of citizens	3.1 Development of project documentation for the reconstruction of the headquarters for the Mission Coordination Centre of the GPI	2017	- technical project drawn up	On 16.09.2019 the procurement contest for the reconstruction works of the CeCom headquarters of the Police was launched, and on 09.12.2019 the works were launched.
		3.2 Repair and reconstruction of buildings of the headquarters of the Mission Coordination Centre of the GPI	2019	- repair work carried out (signed act of surrender of works) - construction works carried out (signed act of surrender of works)	On 16.09.2019 the procurement contest for the reconstruction works of the CeCom headquarters of the Police was launched, and on 09.12.2019 the works were launched.
		3.3 Equipping the headquarters of the Mission Coordination Centre of GPI	2019	- procurement and technical installation of computing and communications - furniture purchased - technical means purchased - purchased and installed LAN network	On 16.09.2019 the procurement contest for the reconstruction works of the CeCom headquarters of the Police was launched, and on 09.12.2019 the works were launched.
		3.4 Arrangement of premises for the location of employees of dispatchers "North" and " South"	2019	- repair work done - furniture purchased and installed - installed calculation technique - purchased and installed LAN network	Regional dispatchers are operational being provided with the necessary.

		3.5 Arrangement of premises for the work of on-call services within Police Inspectorates	2020	- repair work done - furniture purchased and installed - installed calculation technique - purchased and installed LAN network	With the approval of the GPI order no. 454 as of 25.11.2019 on the standard Regulation on the organization and operation of On-Call services within the Police subdivisions, the Nomenclature on the equipment of on-call services spaces was approved.
4.	Improving communication capabilities of personnel trained in dispatching and operative response to emergency calls	4.1 Identification of training opportunities for trainers by areas of interest in the context of bilateral agreements signed with homologous structures from other countries	2018	- trained trainers in the field of dispatching and communication	Through the TWINNING project to support the implementation of Budget Support, a representative of the Police Division of Chisinau municipality was selected to take over good practices from Poland in the field of training dispatchers and employees of guard services
		4.2 Development of training and improvement methodology for staff (dispatchers)	2018	- methodology developed - manual on operating procedures printed	Developed training plan dispatchers of the Police with the participation of the Academy "Stefan cel Mare" and the Single National Service 112.
		4.3 Conducting training sessions for dispatchers and employees of patrol and operative response services	2020	- completed training sessions	56% of dispatchers were trained on the use of AIS 112. During the training sessions organized with the participation of German and Swedish experts, 270 police officers of public order services were trained.
		4.4 Taking over best practices on dispatcherisation and operative response to emergency calls	2020	- trip visits made in countries with good practices in the field	In the period 03-08.11.2020 a visit to Austria and Germany, and between 27 and 29.11.2020 in Poland have been carried out in order to take up the best practices and the development of co-operation, including in the field of response to emergency calls.

		4.5 Activities to raise public awareness of emergency situations (exclusion of abuses when calling the Police) and increase the attractiveness of patrol and operative response services	2020	- made video spots - printed folding materials	During the year, an information campaign was carried out with the distribution of information material for the popularization of the online platform "Map of Threats"
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Head of the DMO of GPI

Chief Commissioner Alexandru BEJAN