

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

| No d/o | Name of the action | Name of the subaction | Responsible Subdivision | Terms of implementation | | | | Result indicators | Costs (thousand MDL) | | |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------|-------|--------|-------|-------------------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| | | | | 2017 | 2018 | | 2019 | | | 2020 | |
| | | | | Quarter IV | Sem I | Sem II | Sem I | | | Sem II | Sem I |
| 1 | 2 | 3 | 4 | 5 | | | | 6 | 7 | | |
| 1. | Improvement of the communication system and implementation of dedicated electronic applications for the integrated emergency call management | 1.1 Testing the integrated management application of the Police resources to emergency calls | GPI ITS | | | | | | | - pilot project Chisinau mun., Balti mun. and ATUG | 1,800 |
| | | 1.2 Training of personnel on the use of the integrated management application of the Police resources on emergency calls | GPI ITS | | | | | | | - number of trained personnel | <i>no financial expenses are required</i> |
| | | 1.3 Configuration of the GPI workstations for "North" and "South" dispatches | GPI ITS | | | | | | | - work spaces arranged in 3 regional dispatches (5 locations) | 3,500 |
| | | 1.4 Operationalization at national level of the integrated management system of the Police's resources for emergency calls | GPI ITS | | | | | | | - operational system at national level | 5,000 |
| 2. | Strengthening police patrol capabilities and operational response of the Police to emergency citizens' calls | 2.1 Implementation of pilot projects on the organization of the integrated management system for emergency calls of the Police | GPI | | | | | | | - Current patrolling and reaction structures reinforced (approved atates) - Pilot project Chisinau mun., Balti mun. (for urban environment) and ATUG (for rural environment) | <i>no financial expenses are required</i> |

Translation from Romanian into English language

| 1 | 2 | 3 | 4 | 5 | | | | | | 6 | 7 | |
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| | | 2.2 Reorganization of patrol structures | GPI | | | | | | | | - dedicated structures for patrolling and operative reaction constituted | <i>no financial expenses are required</i> |
| | | 2.3 Elaboration of the Regulation-type of patrol structures | GPI | | | | | | | | - approved activity regulation | <i>no financial expenses are required</i> |
| | | 2.4 Development of the integrated emergency call management system within the Police | GPI HOMI | | | | | | | | - instructions, operating procedures developed - endowment standards elaborated - reduction of reaction time - proposals to amend the legislative and normative acts submitted | <i>no financial expenses are required</i> |
| | | 2.5 Establishment at national level of teams for operational response to emergency calls of the citizens | GPI | | | | | | | | - at least 7 operational reaction teams in each administrative sector of Chisinau municipality - from 2 to 5 patrol teams and operative reaction in the police inspectorates outside the Chisinau municipality | 0,084 |
| | | 2.6 Technical equipment and special equipment for the protection of patrol and operative reaction employees | GPI | | | | | | | | - purchased transport units - special equipment purchased for employees | 99,617 |
| | | 2.7 Implementation of dedicated applications on patrol activity and | GPI ITS | | | | | | | | - purchased program products (force | 2,800 |

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| | | operative reaction organization | | | | | | | | planning, people and transport legitimation, emergency alerts, guidelines, contravention procedure) - technical means purchased | |
| | | 2.8 Optimizing the activity of Guard services within the police inspectorates in order to exclude competence doubts with regional dispatches on the field of emergency events response force management | GPI | | | | | | | - advanced optimization proposals - approved operational procedures | <i>no financial expenses are required</i> |
| | | 2.9 Establishment of the Working Group on the evaluation of the criminal prosecution operative Groups activity for the optimization of the field | | | | | | | | - working group established | <i>no financial expenses are required</i> |
| 3. | Development of the infrastructure of the central and territorial headquarters of the Police for dispatching and monitoring the forces of operative reaction to the emergency calls of the citizens | 3.1 Elaboration of project documentation for the headquarters reconstruction for the Missions Coordination Center of the GPI | GPI | | | | | | | - technical project prepared | 0,250 |
| | | 3.2 Repair and reconstruction of the headquarters of the GPI Missions Coordination Center | GPI | | | | | | | - repairs carried out (signed works handover document) - completed construction works (signed works handover document) | 5,000 |
| | | 3.3 Endowment of the GPI Missions Coordination Center headquarters | GPI | | | | | | | - procurement and technical installation of computing and communications - purchase of furniture | 3,200 |

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| | | | | | | | | | | | - technical means procured - purchased and installed LAN network | |
| | | 3.4 Arrangement of the locations for the employees of the "North" and "South" dispatches | GPI | | | | | | | | - repairs carried out - furniture procured and installed - installed computer technique - purchased and installed LAN network | 1,500 |
| | | 3.5 Arranging the premises for guard services activity within the police inspectorates | GPI | | | | | | | | - repairs carried out - furniture procured and installed - installed computer technique - purchased and installed LAN network | 4,200 |
| 4. | Improving communication skills of personnel involved in dispatching and operative response to emergency calls | 4.1 Identification of training opportunities for trainers in areas of interest in the context of bilateral agreements signed with homologous structures from other countries | GPI | | | | | | | | - trainers trained on the field of dispatch and communication | 1,636 |
| | | 4.2 Elaboration of the training and improvement methodology of the personnel (dispatchers) | GPI | | | | | | | | - elaborated methodology - printed manual of operating procedures | |
| | | 4.3 Performing training sessions for dispatchers and patrol and operative reaction employees | GPI | | | | | | | | - training sessions carried out | |
| | | 4.4 Taking good practice on dispatching and operative reaction to emergency calls | GPI | | | | | | | | - study visits made to countries with good practice on the | 0,263 |

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| | | | | | | | | | | field | | |
| | | 4.5 Public awareness activities on emergencies (excluding abuse of police calling) and increasing the attractiveness of patrol services and operative reaction | GPI | | | | | | | | - video clips made - printed leaflets | 0,650 |
| TOTAL: 129,500 | | | | | | | | | | | | |
| of them budgetary support 94,500 | | | | | | | | | | | | |

Distribution table of the MIA order no.351 of 24.11.2017:

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|----------------------------------------------------------|--------------|
| MIA Documentation Directorate | 1 ex.; |
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| MIA operational control service | 1 ex.; |
| Information Technology Service of the MIA | 1 ex.; |
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| ----- | |
| Total: | 7 ex. |

General Police Inspectorate of the MIA

Head of DMO of GPI of the MIA

Principal Commissioner

/signature/ A.Bejan