112 SOS

**National Single Service for Emergency Number 112
in the Republic of Moldova**

National Framework

Population – 3,401,499

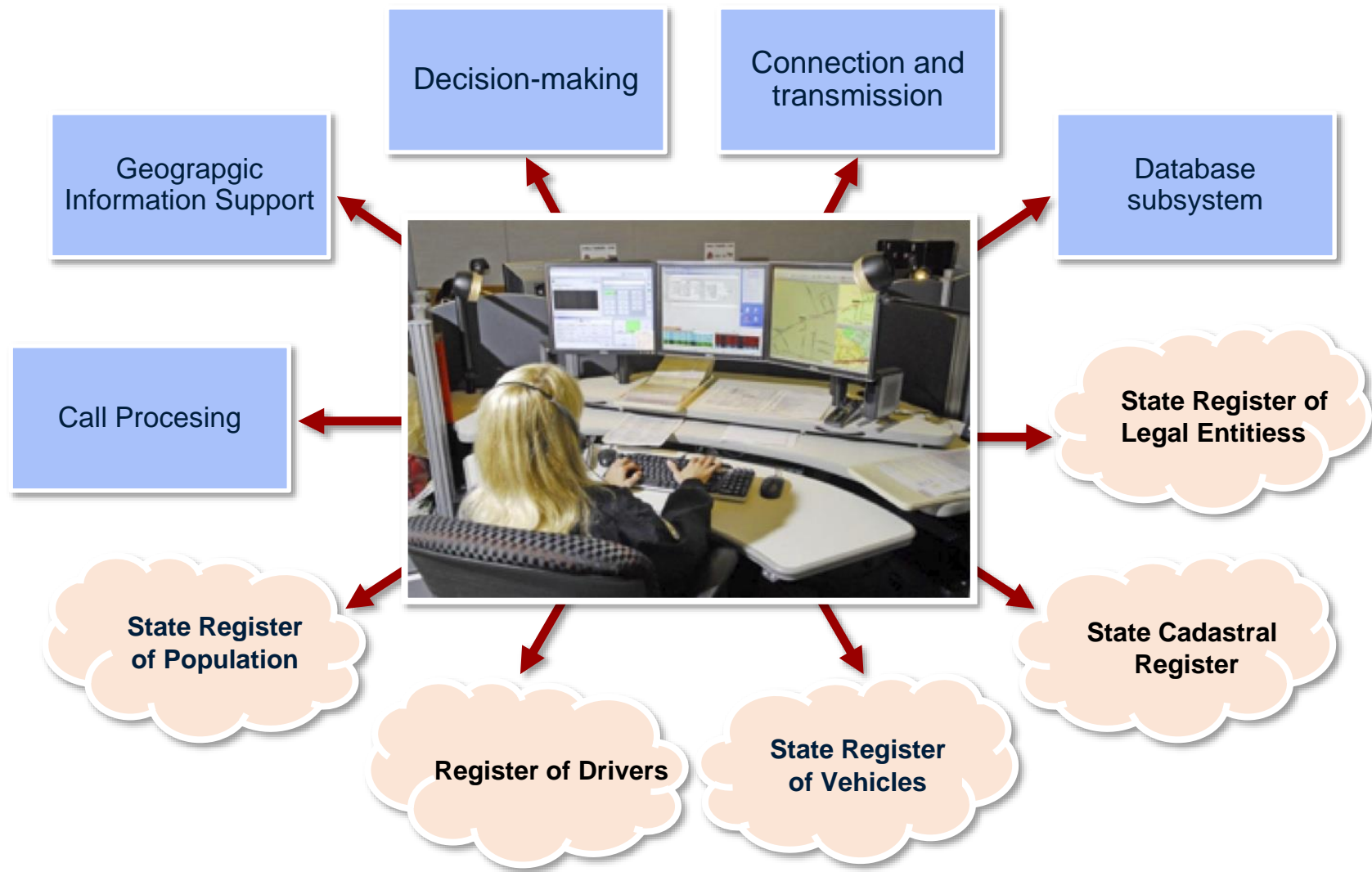**Area** – 33.846 km

Organization Handling 112 calls
National Single Service for Emergency Number 112
under the auspice of the Ministry of Economic Development and Digitalization,
from 01.01.2024 under Minister of Internal Affairs

• Law no. 174 of 25.07.2014 on the organization and functioning of the National Single Service for Emergency Number 112;

• Government Decision no. 243 of 03.03.2016 on establishing the National Service for Single Emergency Number 112;

• Government Decision no. 241 of 03.03.2016 on National Plan for implementation of the National Service for Single Emergency Number 112;

• Government Decision no. 244 of 03.03.2016 on Technical concept of the National Single Service for Emergency Number 112.

Decision-making

Connection and transmission

Geograpgic Information Support

Database subsystem

Call Procesing

State Register of Legal Entitiess

State Register of Population

State Cadastral Register

Register of Drivers

State Register of Vehicles

Data gathering by stage 1, resource dispatching by stage 2
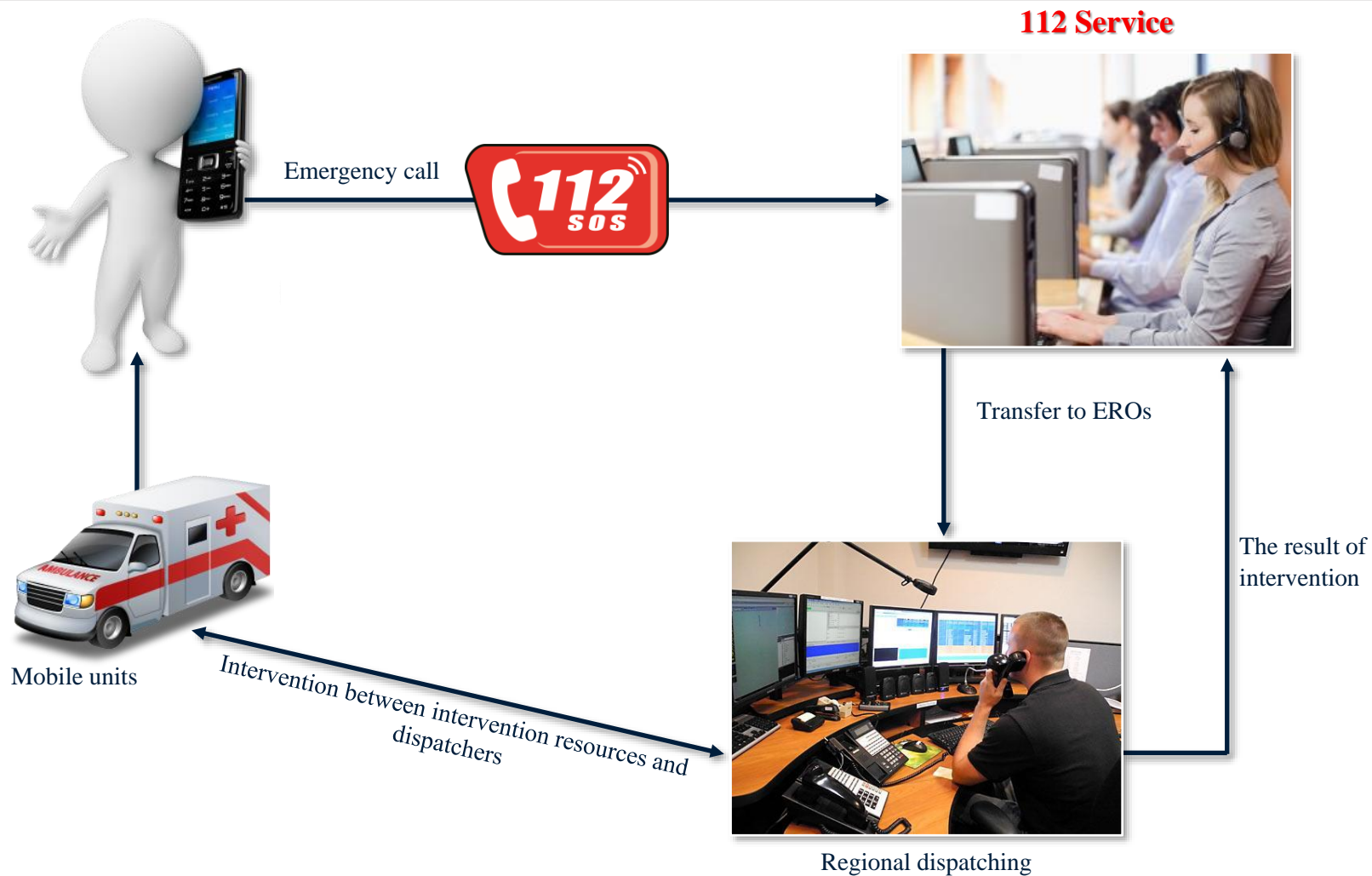
Specifications: Call processing occurs in 2 stages.

Call taking:
- A single emergency number;
- Call taking made by a civilian institution;
- In Stage I, operators filter the calls;
- Identify the nature of the emergency, identify the caller and incident location;
- Collect all emergency-related data;
- Classify the emergency case.

Dispatching:
- ERO dispatchers are involved in the call and gather specific data;
- Dispatch of forces is carried out by specialized dispatchers.

Model 3

112 Service

Emergency call

Transfer to EROs

The result of intervention

Mobile units

Intervention between intervention resources and dispatchers
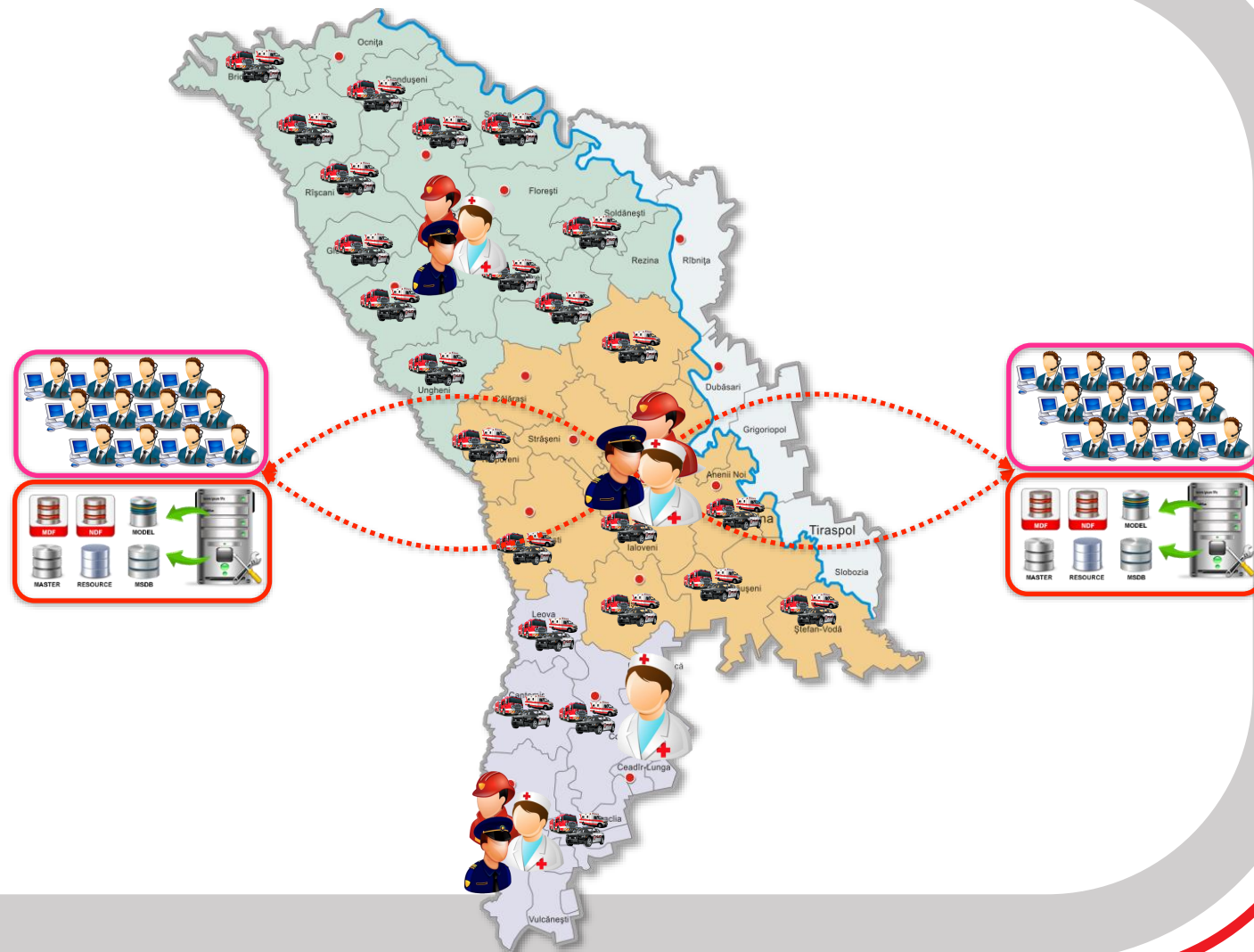
Regional dispatching

82 Call takers

**40 Dispatchers**

164 Dispatchers

76 Dispatchers

Caller location technologies

ANI – Automatic Number Information
ALI – Automatic Location Information
AML – Advanced Mobile Location
GNSS – Global Navigation Satelite System
MLP – Mobile Location Protocol

❖ ANI – Subscriber database of communication service providers
❖ ALI, CellID - Information about the mobile network cell from witch the caller made the call
❖ AML – Location information of the mobile terminal
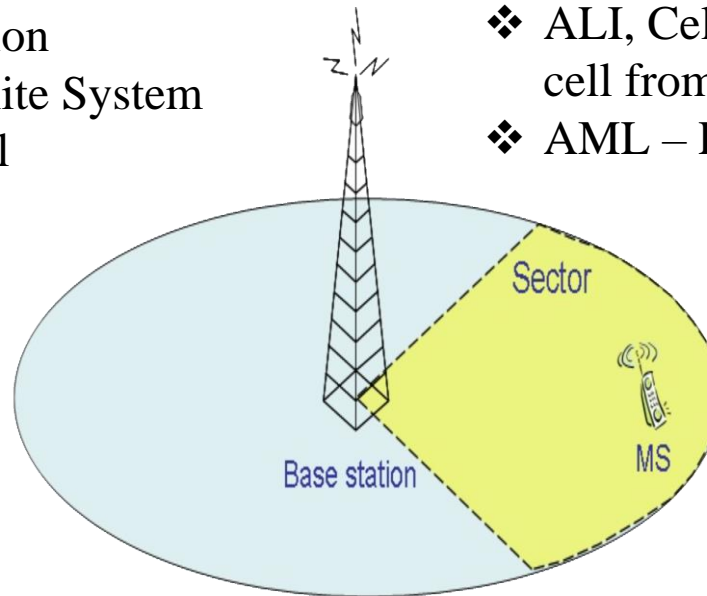
Automatic Number Information

it is locally stored in the SIA 112. the data update in transmitted by the provider every month.

The provider's database is accessed in real-time during a call through automated integration.

The information is placed in the fields of "Person"

If the given information has been changed during the call reception process, it can be revised in the fields of the "Search number", on the same side of the trench

Automatic Location Information

In the SIA112 database, information about the coverage areas of all mobile cells is retained
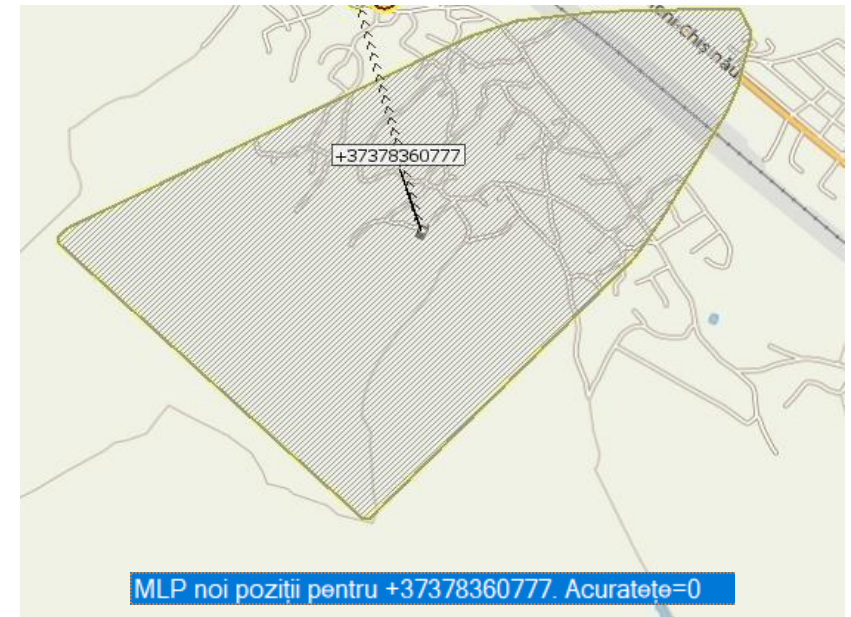
Exemples

Advanced Mobile Location

✓ **Operatioan in the whole country**

✓ **Working for Android and iOS (Apple) operating systems**:

Android:

 - The first message is sent after 10 seconds, the second after 30 seconds, and then every 60 seconds until the call is completed.

 - Location messages are transmitted if the caller dials 112, 901, 902, or 903.

Apple iOS:

 - Only one message is sent as soon as location data is available.

 - Location messages are transmitted if the caller dials 112

✓ **Free SMS to short number available**

Total number of mobile originated emergency communications for 2022 (mobile calls + SMS-to-shortcode)	875802
% of mobile originated communications where network-provided location (e.g. Cell-ID, Timing advance etc) is received	82.19%
% of mobile originated communications where an AML position is received	58.92%
% of AML messages received within 60 seconds	97.36%
% of AML messages received within 30 seconds	93.98%
% of AML messages received within 15 seconds	90.43%
% of AML messages with an accuracy below 100m	94.13%
% of AML messages with an accuracy below 50m	85.26%
% of AML messages with an accuracy below 30m	78.98%

Advanced Mobile Location

AML Positioning method: WIFI, radius: 42
AML noi poziții pentru +37378360777. Acuratețe=42

Cazuri (Ctrl+F9)

Caz: 1121 AFECTIUNI RESPIRATORII

⊕ Centru   ✓ Fă curent

☐ Informație

Tip: 112

Descr: 112 AFECTIUNI RESPIRATORII Prio: 1

Status: Publicat

Prioritate: 1

☐ Locație

Poziție: 47° 16.883' N, 028° 11.690' E
          aaaa-LL-+03 OO:41:52

Poziții mobile
☑ Afișează pe Hartă   Centru
     +37378360777
     aaaa-LL-+03 OO:40:51
     Circle with radius 42 m
⌃ Secondary Mobile Positions
☑ Show on Map
☑ +37378360777
     aaaa-LL-+03 OO:39:18

Means of locating the case file

Persoană Ctrl+Shift+H

Eveniment | Victimă | Apelant
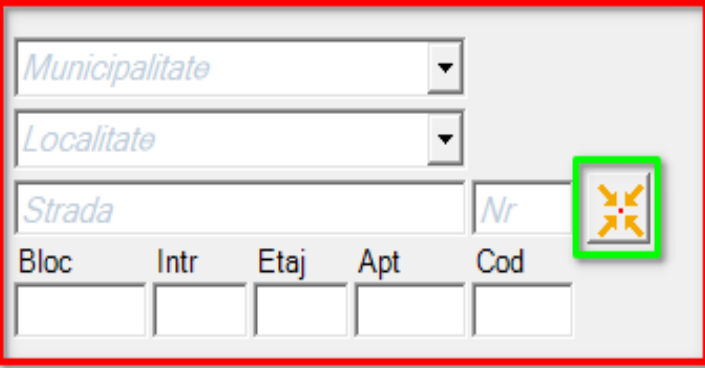
Nume de familie

Prenume

Nume patronimic

CNP

Număr telefon

Municipalitate

Localitate

Strada | Nr

Bloc | Intr | Etaj | Apt | Cod

Căutare locație (Ctrl+Alt+Q)

Stefan cel Mare 10, Chisinau, Chisinau

Afișează tot   Centru   Șterge

Ştefan cel Mare şi Sfânt 10
Chişinău, Chişinău

Ştefan cel Mare şi Sfînt 10
Ghidighici, Chişinău

Ştefan cel Mare şi Sfînt 10
Grătieşti (Hulboaca), Chişinău

Ştefan cel Mare şi Sfînt 10
Grătieşti, Chişinău

Ştefan cel Mare şi Sfînt 10
Stăuceni, Chişinău

Ştefan cel Mare şi Sfînt 10
Cricova, Chişinău

Ştefan cel Mare şi Sfînt 10
Ciorescu, Chişinău

Ştefan cel Mare şi Sfînt 10
Tohatin (Buneţi), Chişinău

Ştefan cel Mare şi Sfînt 10
Condrita, Chişinău


2020-08-05 13:20:13

Caz: 112

Fă acest Caz Cazul Curent   Ctrl+Shift+C

Propunere Resurse...

Proprietăţi Caz   Ctrl+F9

Ascundeţi poziţiile mobile ale Cazului   Ctrl+Shift+M

Hide risk objects tied to the case

Conectare caz la fereastra

Deschide caz în altă fereastră conectată la hartă

Setează aici Poziţia de destinaţie a Cazului Curent

Setează aici adresa de destinaţie a Cazului Curent

Salvează imagine hartă la Cazul Curent   Shift+F5

Search nearby

Zoom in aici

Zoom out aici

Centrare aici

Plasează marker aici

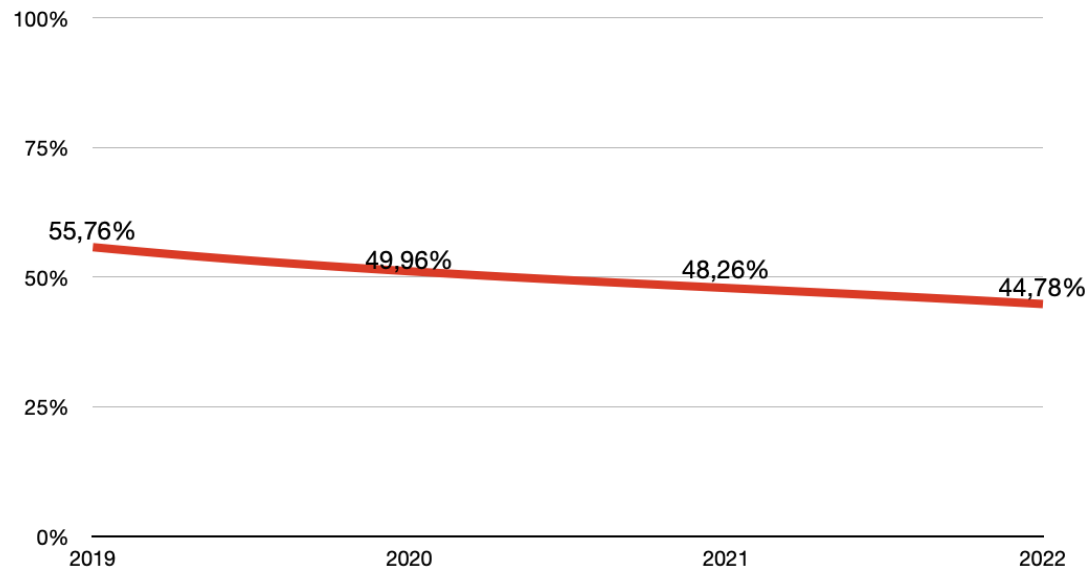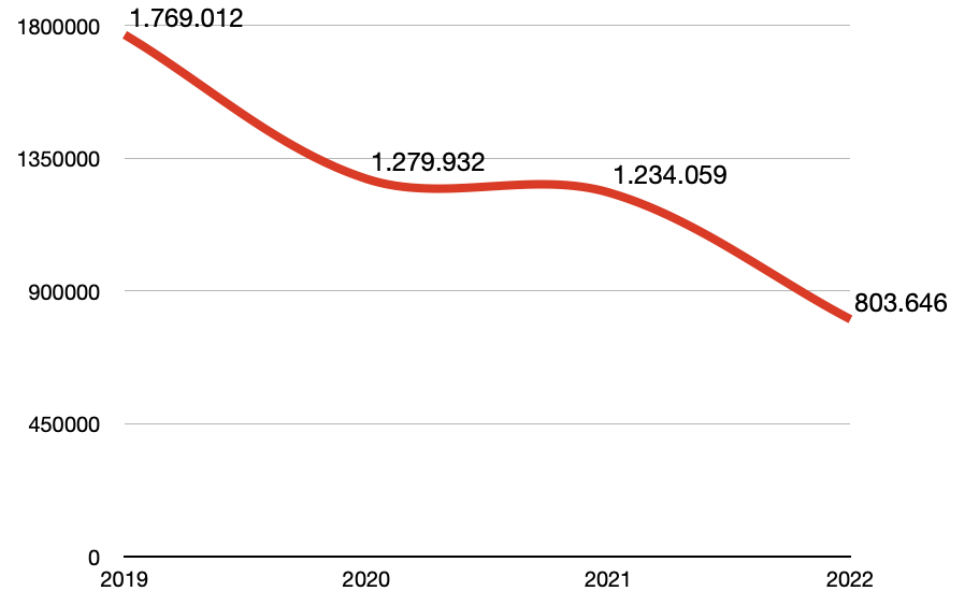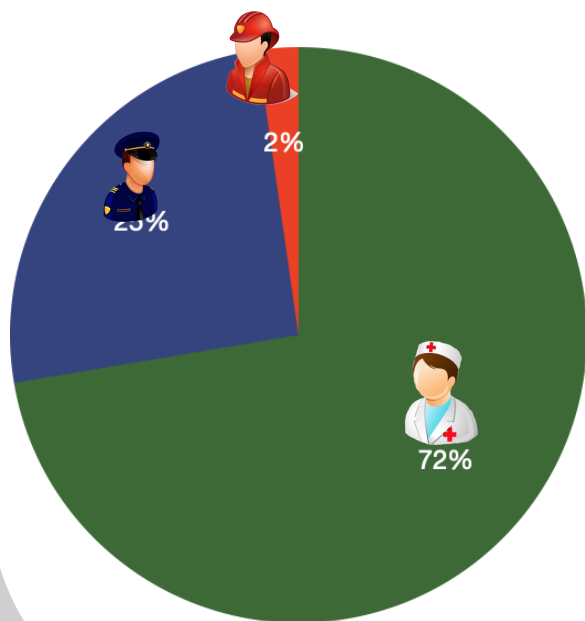# Processed calls

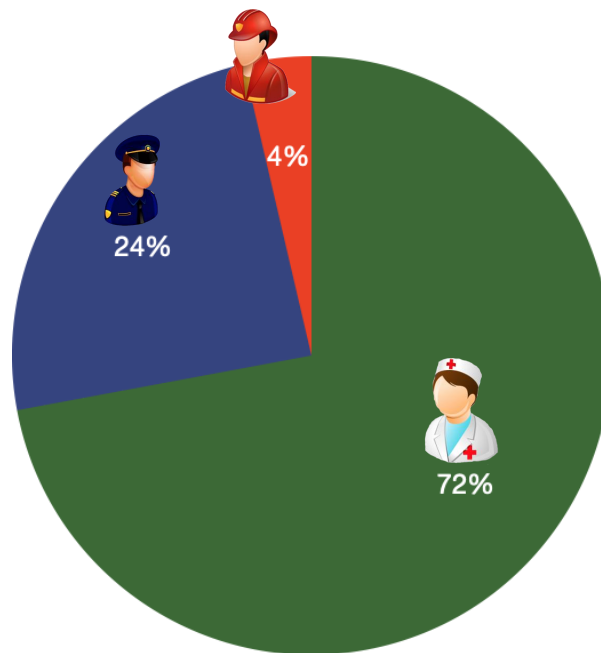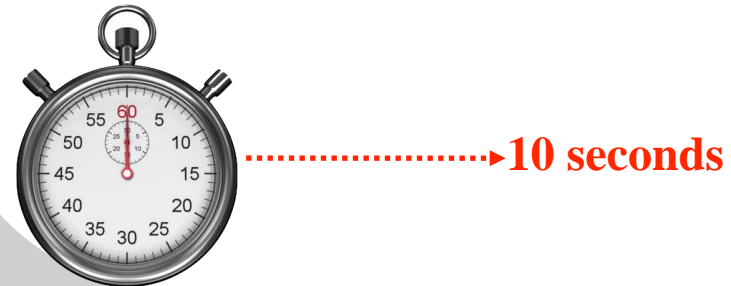| Year	Processed calls
2019	3 172 491
2020	2,561,993
2021	2,557,222
2022	2,318,877
2023	890,964
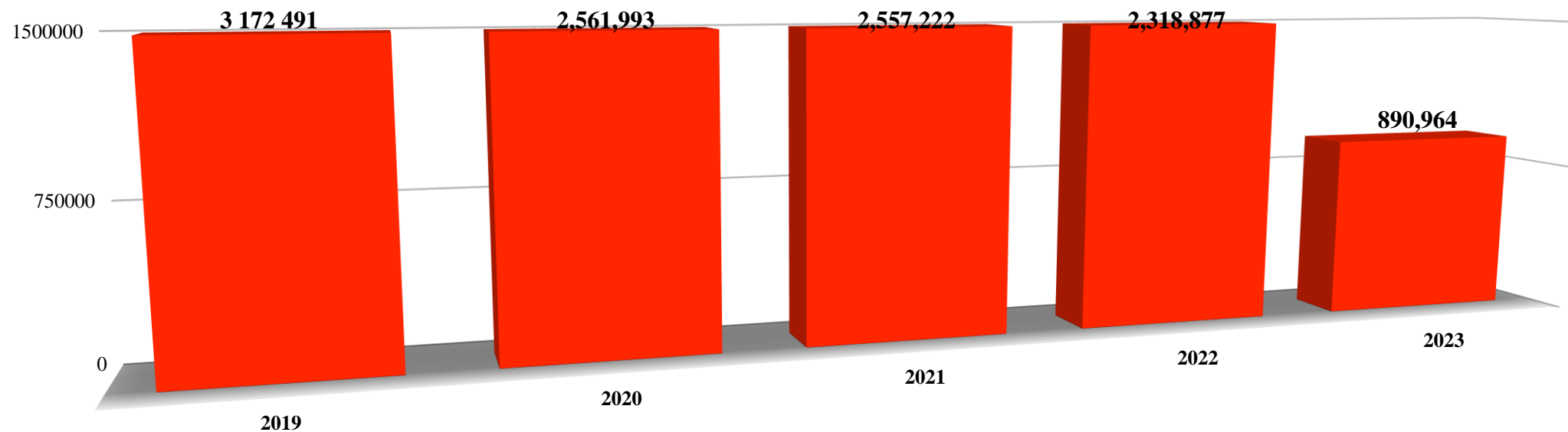
Rate of non-urgent calls

Values %

Numeric values

2021 - 1,93 mln.

2022 - 1,7 mln

2023 - 0,89 mln

2%

23%

72%

4%

24%

72%
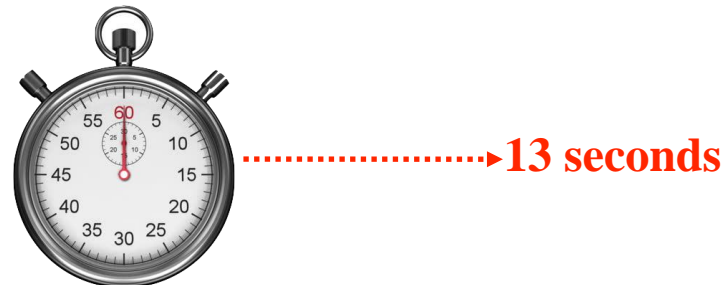
2%

23%

75%
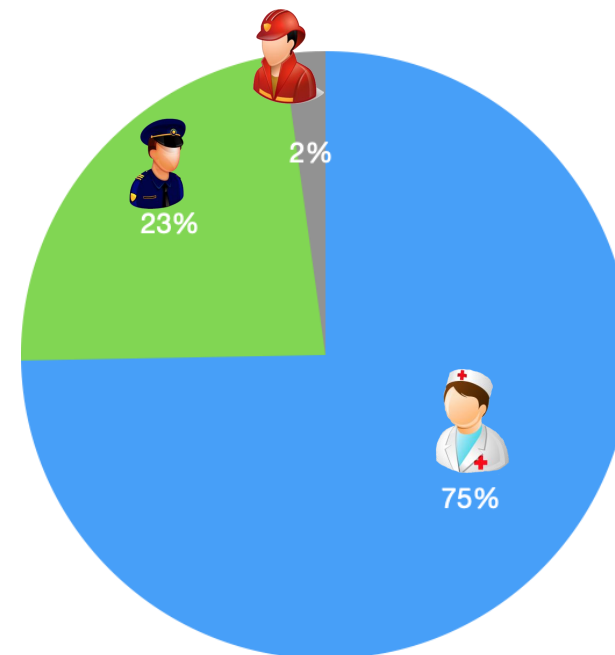
**Response time of emergency dispatchers from the
moment the information is relayed from the 112 Service**

2021

5 seconds

13 seconds

10 seconds

2022

6 seconds

12 seconds

6 seconds
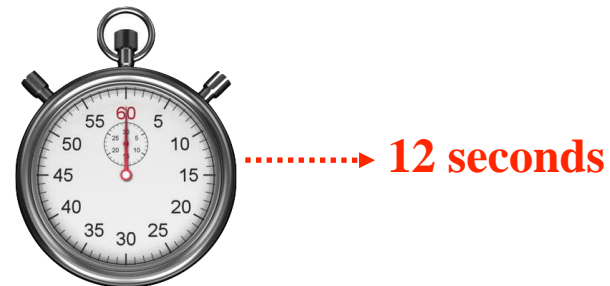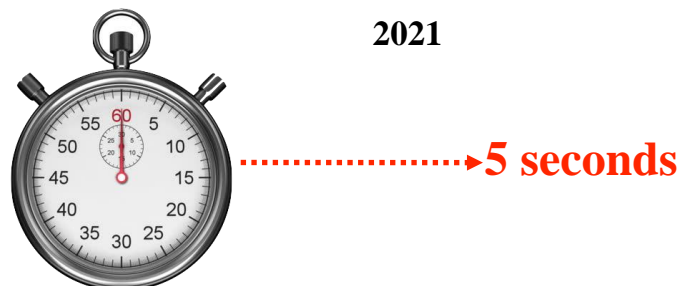
The number of emergency calls with the destination 901, 902 and 903

901 | 902 | 903

1,23%

0,83%

0,47%

0,39%

| 1,3% |
| 0,975% |
| 0,65% |
| 0,325% |
| 0% |

| 2019 | 2020 | 2021 | 2022 |
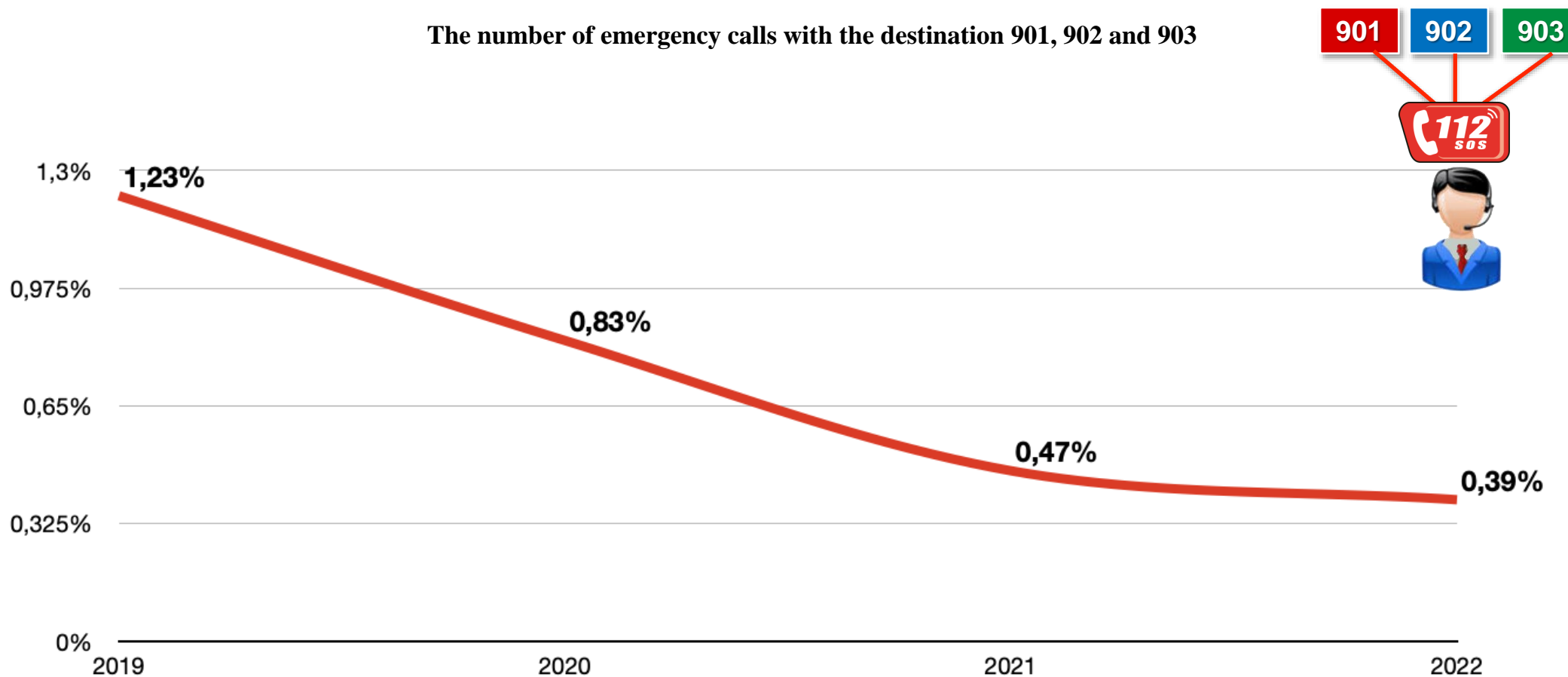
Distribution of emergency calls by hour of the day

Hour	Calls
0	283
1	221
2	180
3	153
4	140
5	146
6	201
7	326
8	471
9	571
10	623
11	639
12	644
13	645
14	648
15	656
16	669
17	713
18	736
19	738
20	678
21	605
22	507
23	374

No app yet !
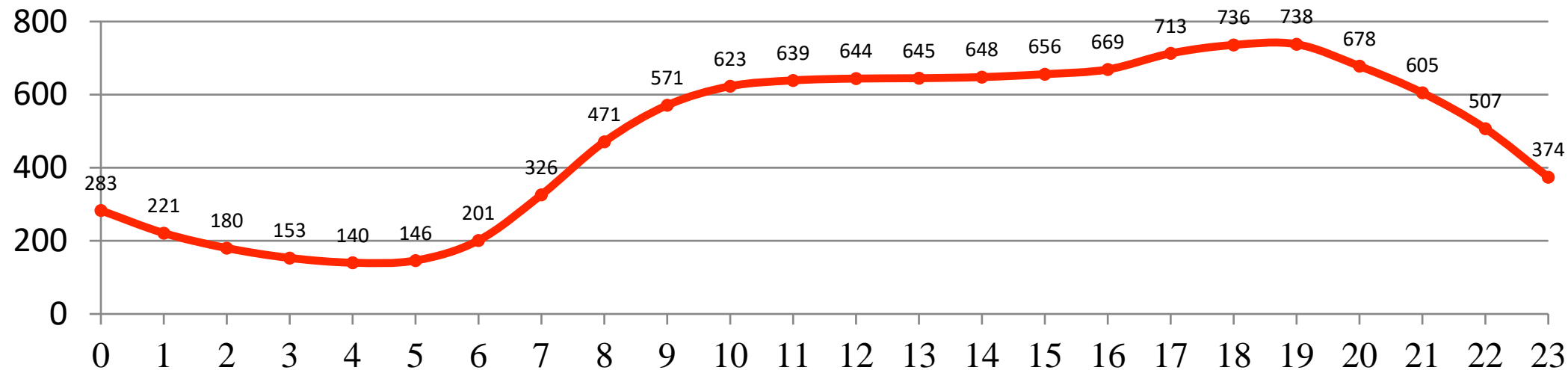
Specific signals:
- Audible signals (radio, TV)
- Alarms
- Sirens

Purpose of signals: to warn the population about imminent danger of emergencie, poviding them with time to react and protect themselves.

Responsible authorities: the mass alerting of population is the responsability of the Ministry of Internal Affairs

0 8008 0011– The hotline for regusees from Ukraine

Since 2022 it is managed by UNHCR

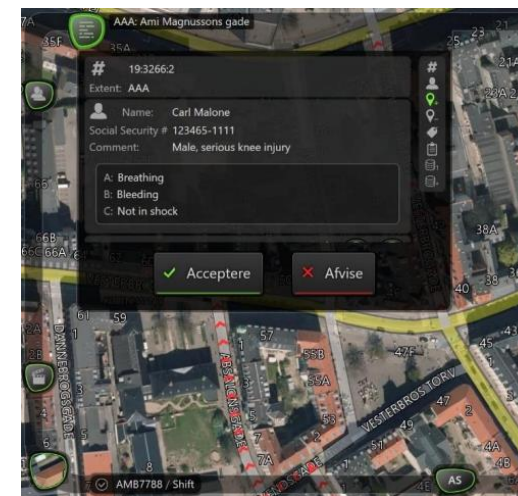0 8008 8008 – Trusted phone phone for women and children

NGO „La Strada"

11 89– the informational service

Moldtelecom – national telecommunications operator

Now: Promoting the emergency number 112 among the population, especially targeting children

Future: Expanding the automated information system to EROs through the provision of mobile devices.

ResQMobile_3.0_Feature_Presentation, p. 16/ Accesed 12.11.2023

Future: Equipping EROs with TETRA radio stations.

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THANK YOU!