



## INTELECTUAL OUTPUT 01

### 112 ÎN ROMÂNIA

For the first time in Romania, the introduction of the unique emergency number 112, the technical and organizational system for the reception and transmission of emergency calls related to fires, accidents, medical emergencies, disasters and other events requiring the rapid intervention of specialized intervention agencies .

The operation of the Single National Emergency Response System (SNUAU) is a natural necessity for a civilized country that understands to better protect its citizens by providing a quality and efficient emergency service, but it is also a goal supported by all actors On the communications market in Romania.

The activity for the establishment of the 112 System in Romania generated the issuance of normative acts and the inclusion of this action line in government strategies, policies and programs, all of which aim to fulfill the headline tasks as a whole. 19 - Telecommunications and 24 - Justice and Home Affairs of the National Program of Accession to the European Union:

- Law no. 160 of 26 September 2008 approving the Emergency Ordinance no. 34 of 19 March 2008 on the functioning of the Single National Emergency Call System (SNUAU);
- Romanian Government Decision no. 682 of 3 June 2009 on the approval of the Regulation on the organization and functioning of the National Coordination Committee of the SNEU, as well as of the Standing Technical Secretariat;
- Romanian Government Decision no. 227/2003 regarding the approval of the conditions for installation, operation, maintenance and maintenance at the level of the requirements of the National Emergency Emergency System (SNUAU), as well as for the establishment of an activity with the Special Telecommunication Service, financed entirely from own revenues.
- Government Ordinance no. 81 of 14 July 2005 for the amendment of para. (2) of art. 7 of the Government Ordinance no. 18/2002 on the functioning of the Single National System for Emergency Calls;
- Romanian Government Decision no. 1.118 of 22 September 2005 on the designation of the specialized structures of the Romanian Gendarmerie and the specialized unit of the Romanian Intelligence Service as specialized intervention services;
- MCTI Order regarding the commissioning of the Single National Emergency Call System, no. 112 of 07.04.2005 (Monitorul Oficial al României, Part I, No. 312 / 13.04.2005).

These normative acts establish

- The introduction of the unique number for 112 emergency calls in fixed and mobile public telephony networks in Romania;
  - Establishment of the National Coordination Committee of SNUAU under the authority of the Romanian Government;
  - The Special Telecommunications Service is designated as the administrator of SNUAU;
  - Organization of SNUAU and the attributions of the component structures;
  - Operation of the SNUAU and the regulation of emergency communications;
  - Obligation of permanent operation of the system 112;
  - Obligations of fixed and mobile telephony operators in Romania;
  - Offenses;
- Launching the 112 system at national level.

## 112 IN EUROPE

According to Directive 98/10 / EC (ONP: Provisions for Open Telephony and Universal Telecommunication Service), 112 is the unique number for emergency calls for all EU Member States, which is answered in several international languages, free of charge From terminals connected to fixed telephony, mobile or other systems, and should be introduced in parallel with existing ones.

In the framework of Council Directive 22EC / 07.03.2002 of the Council and of the European Parliament (Universal Service Directive), the issue of 112 implementation is addressed in several articles (art. 6, 26 and Annex 1).

The actions of the U.E. Up to 2001 for 112 implementation were included in the document entitled "State of implementation of the single European emergency call number", drafted in October 2001 by the European Commission and based on:

The status of monitoring 112 deployment in the EU on 06.01.1999 at the Commission's request, the Communications Services: Policy and Regulatory Framework,

- the questionnaire made for the Luxembourg Workshop (10-11 May 2000),
- data communicated by Member States.

Actions to analyze and popularize 112 deployment in the EU:

- information campaign for Belgian tourists traveling abroad (Belgium, September 2001);
- Workshop organized in Sweden (Rosersberg, 08-09.03.2002) on the actual use of emergency calls;
- The "Review of Telecommunication s Regulatory" framework, with proposals that directly addressed the 112 future, in the context of the development of the European Information Society;
- the designation by the European Commission of a coordination group, called CGALIES (Co-ordination Group on Access to Information Information by Emergency Services), with the task of defining pan-European localization requirements for the "112 European Community" and Emergency service operators;
- The European Emergency Number Association (EENA) campaign to introduce and popularize 112 in Europe. This institution was formed by the US non-profit model created since 1982 (National Emergency Number Association);

- At the third EENA Conference, 112 was introduced in Romania. On this occasion, it was proved that the 112 system in Romania is compatible with all the European standards associated with the 112 service. The system implemented in Romania was appreciated by the conference participants as one of the most modern in Europe;
- The SOS 112 Europe campaign aimed at attracting as many emergency services as possible, with the intention of providing 112 information to the public, but in particular by exchanging information with the various emergency services in Europe, in particular those linked to the emergency 112 emergency number.

### **Useful Links:**

- European Emergency Number Association - EENA 1-1-2,
- The European Commission,
- The International Civil Defence Organisation (ICDO),
- Global Crisis Center / EuroSafetyNet (ECOSA),
- + Telemedicine Europe + European Resuscitation Council + Int. EMS +,
- International Life Saving Federation (ILS) / ILS Europe,
- EUROWATCH / CEFIC Ericard Database,
- Breakdown service for trucks and coaches,
- UN Emergency telecommunications,
- Centre for Research on the Epidemiology of Disasters (CRED),
- International Strategy for Disaster Reduction (ISDR),
- International Telecommunication Union (ITU),
- European Telecommunication Network Operators (ETNO),
- European Telecom Standard Institute (ETSI),
- International Civil Air Organization (ICAO),
- International Maritime Organization (IMO),
- European Centre for Medium-Range Weather Forecasts,
- Europol / Interpol / Civpol,
- 911 / Emergency Net / RESCUE-NET / Healthcareland.

The implementation of the unique 112 emergency number in the European Union involved the analysis of some issues related to the implementation of the Emergency Call Center:

- multilingualism (ensuring that the call is received in the official languages of the European Union);
- choosing an emergency call coordination method received at 112 (specific to each of the following types of emergency centers):  
(Which manages all types of emergency calls and which, although it is the best solution in the long run, is less implemented, perhaps due to the disadvantages some states have on the division of labor and secrecy professional);  
An Emergency Call Coordination (which can be done by the Police, Fire Brigade or Ambulance);  
An existing one (by simply diverting calls);  
A commercial (without any competence in managing emergency services).

Location of calls (confidentiality, payment of costs, protocols with communications operators, licensing provisions, availability and updating of databases, as well as responsibilities for network operators and emergency services dispatchers);

- roaming;
- defining the services provided by the emergency call reception centers;
- defining emergencies (events that can endanger human life, property, and the environment);
- informing citizens about the existence and stage of implementation of the unique call number in the countries of Europe;

Training of operators in emergency call centers (standardization of training, development of communication capacity, preparation in the field of stress and crisis management).

## THE SINGLE NATIONAL NATIONAL SYSTEM FOR EMERGENCY CALLS

The National Emergency Call System (SNUAU) according to Law 160/2008 has the following attributions:

### Through Unique Call Centers

- Automatically receives and records emergency calls communicated by telephone, radio, automatic notification devices, signaling, alarm or other means, confirming and locating as much as possible incoming calls;
- Analyzes, directs and transmits emergency calls to emergency dispatch centers of specialized intervention agencies as well as competent authorities (depending on the nature of the events and their consequences) based on an incident index;
- Receives and records data and information on the evolution of events and interventions;
- Centralizes, stores, and makes available to emergency authorities data on managed emergency calls.

- Receive emergency calls in the languages of national minorities as well as in one of the international languages as appropriate.

Through Emergency Dispatchers

- permanently assures the reception of emergency calls from one-stop emergency call centers;
- alert the intervention staff immediately;
- keep in touch with the forces and means deployed at the event venue.

The National Emergency Call System is available to all citizens in Romania (Romanians and foreigners) who are in an emergency situation.

## SPECIAL TELECOMMUNICATIONS SERVICE

### AND THE SYSTEM 112

Efficiency and objectivity

Being the legal governmental operator, the Special Telecommunications Service was designated to implement and operate the National Emergency Response System 112 (SNUAU) for the following reasons:

- Maintains and exploits operational cooperation networks throughout the country, including among state institutions involved in emergency interventions (Police, Firemen, etc.);
- has the experience of operating the police stations in the territory of the police (until 2002, the operators of the county offices of S.T.S. have cumulated the function of dispatch of emergency calls made to the police);
- has the technical expertise in the field of information and communication technology necessary for the design and implementation of such a technical system;
- Has a rich experience in communications with communications operators;
- it has the digital communication infrastructure which allowed the interconnection at the level of each county of the Territorial Emergency Call Centers;

Presents objectivity in relation to government agencies that provide emergency interventions.

For the commissioning of the Single National Emergency Call System 112 (SNUAU), comprehensive measures were taken at conceptual, organizational and operational level. The main steps in the implementation of the 112 System consisted of:

- Establishment of a department with exclusive tasks for the design and operation of the system;
- identifying the financial resources for the execution of the procurement contract;
- conducting negotiation procedures for purchasing the system;
- conclusion of the contract with ERICSSON AB Sweden;
- establishing the framework for cooperation with emergency agencies and communication operators.

The first tests of the technical solutions adopted were possible on 1 December 2003. On May 15, 2004, the Pilot 112 Bucharest system was tested and the operation of the 112 System on Bucharest started on 15 June 2004. During 2004, 30 County Emergency Call Acceptance Centers (Brasov, Constanta, Ialomita, Prahova, Bacau, Galati, Dolj, Timis, Cluj, Sibiu, Iasi, Suceava, Vaslui, Neamt, Dambovită, Bihor, Arges, Vrancea, Maramures, Salaj, Buzau, Alba, Covasna, Harghita, Botosani, Giurgiu, Calarasi, Teleorman), Olt, Valcea, Hunedoara, Caras-Severin, Mures and Tulcea). The System Extension is made according to the needs and requirements, according to the legal framework for new intervention agencies (Romanian Gendarmerie, Antitero Forces, SMURD, etc.).

In the future ambulances, equipped with mobile laboratories, will transmit the necessary data for the preparation of hospital interventions through the mobile radiocommunications system. Disabled people and chronic patients who are in crisis will be able, with the help of devices, to send automated messages to the 112 system.

The 112 system is made from its own income. The cost of implementing the system amounts to approx. 40 million euros, the funding being provided from the budgetary resources made available according to the H.G.R.

227/2003, without government guarantees.

As in the U.S., Canada and the European Union, the Special Telecommunications Service, the competent authority to manage and operate the 112 System, provides the citizen with information of public interest in its sphere of activity.

Components of the Single National Emergency Call System:

## COMPLEX, SOFISTIC, VAST COMMUNICATION SYSTEM WITH 100% COVERAGE IN ROMANIA

- Emergency Call Forwarding (PSAP):
- Center at S.T.S. headquarters (Bucharest);
- Disaster Reserve Center;
- 40 county centers (one in each county residence city, with the possibility of reservation);
- Local Emergency Dispatchers:
- one for each of the emergency services (Police, Fire Brigade, Ambulance);
- National data transmission network for the interconnection of these centers;
- 
- Local networks (40 county and one in Bucharest) for the interconnection of Emergency Call Centers with Local Emergency Dispatchers. These are done both on fixed infrastructure (telephone circuits) and on radio infrastructure;
- 
- Radio networks administered by S.T.S. To achieve local cooperation in intervention:
  - the Phoenix network;
  - the Dimetra network;
  - conventional networks in UHF and VHF bands;
- The radio networks of the institutions in which emergency services are located:
  - Ministry of Administration and Interior;
  - Ministry of Health for Emergency Medical Services;
  - Other institutions that will request and receive technical advice.

## ETSI STANDARDS

ETSI TS 102 164 Caller location protocols for emergency services

ETSI SR 002 180 Requirements for communication of citizens with authorities / organizations in the case of emergency (processing the emergency call)

• DIRECTIVES, RECOMMENDATIONS OF THE EUROPEAN COMMISSION

2002/20 / EC Directive 2002/20 / EC of the European Parliament and of the Council of 7 March 2002 on the authorization of electronic communications networks and services

2003/558 / EC Commission Recommendation of 25.07.2003 for the processing of caller location information in electronic communications networks in order to improve emergency call services with caller location

2009/136 / EC Directive 2009/136 / EC of the European Parliament and of the Council of 25 November 2009 amending Directive 2002/22 / EC on universal service

• REPORTS

COCOM 2011 - Report / Appendices (in English)

COCOM 2012 - Report / Appendices (in English)

COCOM 2013 - Report (in English)

COCOM 2014 - Report (in English)

COCOM 2015 - Report (in English)

- PROTOCOLS

PROTOCOL Protocol on cooperation in the field of activities of the Single National System for emergency calls for persons with psychosensory disabilities

Calling 112 is a quick way to communicate with Emergency Dispatchers (Police, Firemen, Ambulance) during an emergency.

The 112 system operates across the country on all landline or mobile networks.

112 - respect and preoccupation with citizens' problems!

The Single National Emergency Call System is designed to provide 112 emergency services to citizens and ensure that emergency calls are received from citizens and, where appropriate, transmitted to specialized intervention agencies or their processing and direct alert of crews Intervention to ensure an immediate, uniform and uniform response to emergency response. For the provision of Emergency Service 112, SNUAU consists of the unique emergency call centers, emergency dispatchers and integrated emergency dispatchers, organized at the level of the county residence, at the level of the city of Bucharest and at the level of the municipalities and towns or where necessary

Unique emergency call centers are operated by the SNUAU administrator. Emergency dispatchers are operated by specialized intervention agencies and Emergency Integrated Dispatchers are operated by the SNUAU administrator and the specialized intervention agencies.

The system ensures cooperation between the specialized intervention agencies of the Police, the Fire Brigade, the Ambulance, the SMURD and the Gendarmerie, which have the obligation to ensure the intervention in case of emergency.

Emergency Call Center 112 staff consists of 24-hour emergency call staff. They are trained to assist callers in emergencies and help them in the shortest possible time.

## Capabilities

The unique emergency call centers have a database that helps 112 operators identify the phone number (ANI) from which the emergency service is called, identify the caller and locate the call (ALI), the incident (in Basis of an incident index) as well as the closest intervention resources (AVL). This is possible with identification / identification systems:

YES automatic phone number identification: The operator's monitor shows the telephone number from which the system is called.



ALI automatic location detection: On the operator's monitor, the caller's address, the place where it rings, and a series of additional information needed to exploit all resources to find the optimal solution to reach the scene in time.

In order to address emergencies, the Automatic Vehicle Location (AVL) application identifies the position of vehicles engaged in emergency response operations with radio (conventional or digital) radio equipment containing a GPS subsystem. In order to be able to transmit data between mobile terminals and the AVL server, the AVL application uses digital and / or analogue (conventional) radio networks to position intervention vehicles and identify optimal route routes.

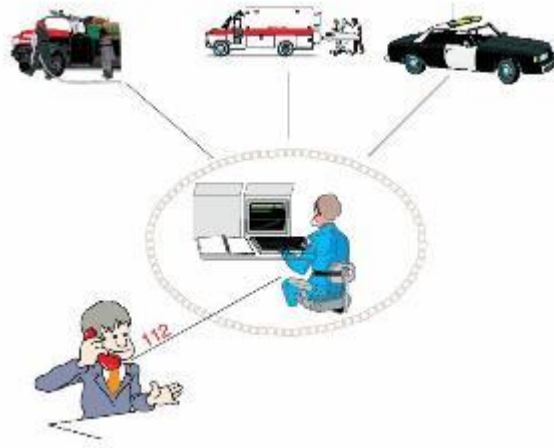
The system allows voice recording and data storage.

### **How to process a case**

Incident type: A citizen calls 112 to report a road accident, with victims;

- the system identifies the phone number of the person who reported the case;
- identify the nature / type of the incident;
- the name and address of the telephone subscriber is determined by automatic search in the database (as is the case in the countries of the European Union, the United States and Canada, being a necessary measure for verifying the call) or by interviewing the caller;
- determining the location of the incident, possibly not matching the caller's address,
- the operator asks the caller for case / victim data - blocked persons, number of victims, age, gender, location, etc .;
- all data are automatically transmitted to the police, ambulance and fire department / SMURD dispatchers simultaneously - for this case, otherwise, only one dispatcher can be employed for another type of incident (this transfer operation takes place in 2- 3 seconds);
- dispatchers quickly establish the means of intervention involved in handling the case, having the AVL (Automatic Vehicle Location) application available and allocating them for intervention;

- the map shows the case connection - means of



intervention;

### WHAT'S NEW THE 112 SYSTEM

- Unique
- Fast
- EFFICIENCY
- ACCESS FACIL
- UNIVERSALITY (MULTILINGVISM)
- PRIVACY
- COOPERATION BETWEEN EMERGENCY AGENCIES
- INTERIOR COOPERATION OF EMERGENCY AGENCIES

Under the law, confidentiality is an obligation of the Single National Emergency Call System (SNUAU) and its staff.

The use of material and human resources for emergency intervention is much more effective and is a useful tool of managerial action in solving emergency situations. In this way, the closest intervention teams will arrive at the scene, saving important minutes in saving a human life.

112 is the only European emergency number, beneficial for foreign tourists and business people on Romanian territory.

112 is the only way of communication that can simultaneously activate all agencies in charge of emergency response.

There is all the prerequisites that the efficient use of material and human resources involved in solving the emergencies considerably decreases the time of intervention. This is also possible due to the uniqueness of the number and the simultaneous transfer of data to emergency agencies.

Automated determination of emergency number and location allows the identification of false and / or injurious calls.

The 112 call is universal and free of charge.

Emergency number 112 is free of charge and can be called from any fixed or mobile telephone network.

Subscribers who call 112 do not pay additional costs on the bill.

An operator at the 112 Emergency Call Center will address certain questions to the caller regarding the nature of the emergency for which he is seeking assistance and will transfer the call to the specialized intervention agency agencies responsible for responding to the type of incident reported.

If you call 112 Emergency Service, you must notify:

- What urgency you have;
- Where is the emergency;
- Where you are;
- From what phone number you called;
- What is your name.

Once you have provided this data, you must stay on the phone to be connected to the emergency agency you need and to receive any recommendations.

If 112 is interrupted, you must call again. Stay calm and answer all your questions; Do not close until you are asked for this.

Call 112 only if you have an emergency!

Emergency service 112 operates permanently 24 hours a day, 7 days a week.

## HOW TO PREPARE FOR AN EMERGENCY SITUATION?

There is a likelihood that each of us will have to use 112 at least once in his life.

112 is not just a phone number but a quick help that depends on the vital information you provide.

When a person is not ready to announce an emergency, fear, panic and confusion may appear. Fortunately, if a person is prepared and applies some basic principles and procedures, it can adequately announce an emergency.

When you are faced with an emergency, be calm. It is very important to focus on what you are going to ask for and answer the questions posed by the operators correctly. Evaluate the situation by gathering your thoughts, understanding what is happening. Ask yourself: What do I have to do? Then go to action immediately.

You must avoid panic at all costs in order to be able to cope with the situation intelligently. Remember that time is extremely precious in the event of an emergency.

Taking these tips into account can help save a lifetime, prevent a fire from spreading around, prevent a crime or crime, and help catch a killer or an offender.

## WHEN SECURITIES CONSUMER, EMERGENCY ANSWER TO OPERATOR QUESTIONS 112

If you want to benefit from the services provided by the 112 system, do not hesitate to give us the data requested by the operator!

The call to 112 is also possible if the operator has interrupted your access to the telephone conversations.

## HOW DO WE USE MOBILE TELEPHONE?

- in Romania, the calling of the unique emergency number 112 from a mobile phone is only possible if it has a valid (credit card) card, with or without credit;

- the location information of the mobile phone indicates the geographic position of the mobile terminal equipment of the mobile user - the cell or cell sector;
- your mobile phone can be set to call 112 by pressing only a key, but WARNING, you can accidentally call 112 and you do not know;
- use the phone carefully to prevent accidental automatic dialing of 112!
- If you have the "Hidden Number" option enabled, the 112 system has the ability to automatically determine your number and location!
- Parents should teach children to use their mobile phone to call 112 in case of emergency.
- if you are in an area where your mobile provider has no coverage and you must call emergency number 112, do not despair! The call to 112 will be taken over by another mobile operator that has coverage in that area
- the 112 call can not be initiated in the absence of a mobile-based service for the used mobile phone or no radio coverage (signal) on any mobile network in the area where the caller is.
- calling from a mobile phone with a rechargeable card does not provide your identity. Correctly answer the operator questions and give details of the exact location of the emergency (landmarks).

## WHAT IS AN EMERGENCY SITUATION?

### THIS IS AN EMERGENCY SITUATION

When police, Firefighters and Salvation are required to save life, property, and the environment.

In order to be able to judge correctly whether a situation is urgent, the citizen should answer the following question:

"Does the IMMEDIATE Help of the Police, the Firefighters or the Salvation need to be saved to save life, property or the environment?"

If the answer is YES, then 112 is formed and the emergency call pickup operator is notified of what has happened or is about to happen.

• Examples of emergency situations:

AVIATION ACCIDENTS

ACCIDENTS AT METRO  
RAILWAY ACCIDENTS  
ROAD ACCIDENTS WITH VICTIMS, PERSONS LOCKED  
NAVAL ACCIDENTS  
MOUNTAIN ACCIDENTS  
ACCIDENTS IN CROPS  
DETERMINED ACCIDENTS OF ENVIRONMENTAL FACTORS  
BURNS OR INDUSTRIAL ACCIDENTS  
EXPLOSION  
FIRE  
THERMAL - ELECTRIC - CHEMICAL BURNS  
EARTHQUAKES  
HYDROLOGICAL / DANGEROUS METHODS  
Lightning / crazy  
BENDING MACHINES - BUILDINGS - ARBORIES  
ANIMAL AGGRESSES WITH VICTIMS  
DANGER OF AGGRESSION INSECTS, ANIMALS  
MUSHROOMS / ANIMAL NUTS / INSECTS  
PERSON INCONSISTENT  
CONSCIOUS PERSONS LOCATED IN PUBLIC PLACES  
INTOXICATIONS  
PROBLEM SEVERE RESPIRATORS  
HEMORAGIA GRAVĂ  
FEVER  
FAINT  
CONFLICTS AND PHYSICAL AGGRESSES  
LOVE OR OTHER VIOLENCE  
Murder / infanticide  
TREATMENT RELAYS APPLIED TO MINORS  
LACK OF LIBERTY  
Robber  
Theft  
DECEPTION  
USE ARMAMENT  
DISTRIBUTION OF GOODS  
DRUGS / TRAFFIC DRUGS  
ESCAPE  
SUICID TENTATIVE  
BURNING LINIȘTI AND PUBLIC ORDER  
PERSONS DISPLAYED / FINDED  
WEDDING / WASHING WINDOWS

Announce when someone suspects goes from door to door when foreigners come to your property or your neighbors when a person sneaks next to a house or forces a house or car entrance.

Report an aggression to yourself or someone else. For example, the purse has just been snatched and the description of the suspect and machine can help the police to form a picture of the suspect.

Call immediately at 112 if you notice that someone gets inside your neighbor's house by the window, knowing that neighbors are on vacation. This is an emergency situation because immediate police intervention is needed to defend the property and discover the offender.

You witness a road accident and a passenger in the car is locked in. This is an emergency situation that needs to be announced immediately.

## NON-GUARANTEE SITUATIONS

112 operators know and understand that people can not always appreciate correctly whether it is an emergency or not. All you are asked to do is call 112 only when you think or feel it is an emergency.

If you honestly think it's an emergency, but you're wrong, it's okay. You will not have any problems. On the other hand, think about what would happen if it were an emergency, but you would not be sure and would not call 112. This would cause a waste of precious time in the rescue operation that could Resulting loss of life or serious injury.

Do not forget to trust your instincts! If you notice anything, call 112.

## DOES NOT REPRESENT AN EMERGENCY

- Road accidents without victims;
  - Find the date and time;
  - Traffic clutter;
  - Unlocking mobile phones;
  - Uploading mobile phone cards;
  - Interruption of utilities (electricity, water, gas, intranet, telephony and TV operators);
  - flood in the apartment, basement of the block;
  - Disposing of garbage;
  - Losing or finding personal items;
  - Taxi complaints, public transport, various;
  - Car lifts;
- 
- Request information about: no. Phone, issuing identity card, passport, criminal record, traffic, public institution program.

## COLUMNING IN TIME OF AN EMERGENCY

## A MINUTE - BETWEEN LIFE AND DEATH

## CAREFUL!

A fake call can prevent or delay an ambulance from reaching you or someone dear to you!

One minute counts in saving your life!

## COLUMNING IN TIME OF AN EMERGENCY

Your ability to cooperate with a 112 operator and dispatchers from the police, ambulance and fire brigade during an emergency can be decisive when the emergency occurs.

Working together, cooperating, you become a powerful force combination in resolving the emergency, a much greater force than one person's involvement. Here's what teamwork means!

We, as human beings, have the basic duty to help each other in case of an emergency. We must not forget that we may ever be in difficulty and need to ask for the help of others. Helping someone in an emergency creates a spirit of mutual help. This, in turn, promotes trust in others.

Remember an important rule: "Let us help one another when needed!" Cooperating with 112.

Collaborate fully with the emergency service and the 112 operator!

Put yourself in the place of 112 operators. These people can not read your thoughts.

We can not expect them to know what we need if we do not communicate with them so they can understand us.

Try to speak clearly and concisely. Tell them what's happening and what you need.

Be willing to work with others or seek help from others during an emergency.

Always be alert in an emergency and know how to ask for help.

It is possible that just during a walk you see a person who has fallen. It may have been a heart attack. In this case, you can save his life.



When dialing 112, do the following:

Provide 112 operators with as much information as possible about the event:

In the case of a road accident, please specify the car number, the place where the accident occurred, the total number of persons involved in the accident, if there is a fuel leak on the road, if people are stuck in the vehicle, if they are conscious or unconscious.

Give real information. Do not overstate the situation. However, do not be afraid to support the veracity and seriousness of the emergency. Follow the emergency service instructions ...

Never shut your phone to 112 unless you are told to do it!

Remember that your help can be vital in saving a life!

## **KNOWING LOCATION**

Of all the information you give to 112, the location of the incident is very important.

If you do not specify the location of the incident, the emergency agency may not be able to send the crews where it is needed.

Also, specifying the exact location of the incident is decisive because if the call is interrupted, the operator will know the location of the incident. This is crucial when cell phones are used.

Give the emergency service the most accurate location possible under the circumstances. You should try to give them a specific location or at least fix the incident in a certain area.

If you're in an unknown area and you do not know the address of the incident you're reporting, look for some landmarks that might help locating your location. For example: intersections, significant buildings, people in the area who know the address.

Do not call 112 to request information about other police, fire brigade or medical center telephone numbers.

It is forbidden to use 112 for non-emergency calls.

It is contraventions, according to the provisions of Law no. 160 of 2008 the following facts shall be sanctioned as follows:

- abusive use of the unique emergency number 112, with a fine of 500 lei to 1,000 lei;
- False alerts of specialized intervention agencies, with a fine of 500 lei to 1,000 lei;
- non-compliance by the providers of public electronic communications networks or publicly available telephone services with the obligations stipulated in art. 14-17 and art. 18 par. (1), with a fine from 5,000 lei to 100,000 lei;
- non-observance by the electronic communications providers of the technical and economic conditions regarding the communication to the SNUAU established under the law by the National Regulatory Authority for Communications and Information Technology, with a fine ranging from RON 5,000 to 100,000;
- the failure by the SNUAU administrator to fulfill the obligations regarding the security and confidentiality of the databases provided in art. 18 par. (2) and art. 19 para. (1), with a fine from 1,500 lei to 50,000 lei.

INVITE CHILDREN TO USE 112

LEARN THE CHILDREN HOW AND WHEN TO TAKE 112

Always tell them to dial 1-1-2, but never refer to this emergency number as "1-12" or "11-2". There are no 11 or 12 digits on the phone keypad, and the child can become confused in the process of dialing the number.

KNOW YOUR CHILDREN TO TAKE TRUST IN THE OPERATOR 1-1-2

Explain to them that the 1-1-2 operator is a friend and a source of help for them during an emergency.

## LEARN CHILDREN'S HOME ADDRESSES

(Or any other address that might help them)

They must be easily communicated to operators in the event of an emergency.

## WARNING CHILDREN ABOUT THE POSSIBLE EMERGENCIES WHERE YOU MAY HELP YOU HOME OR OTHERWISE

Example:

If a family member has heart problems, tell them how to identify the symptoms of a heart attack - the person does not breathe or crash, etc.

When these symptoms occur, teach your children to call 1-1-2.

Explain to your children that 1-1-2 is a call for emergencies and an emergency requires the rapid intervention of the police, ambulance or fire brigade.

Avoid to discourage children from calling 1-1-2.

- O pre-registration access, according to the Law no. 132/2015.
- The minimum set of information needed to deal with the emergency
- In the message content, people with hearing and / or speech disabilities will need to communicate at least the type of emergency and the location / address of the incident.
- Two-way communication with the caller

The solution will allow bidirectional communication between SMS-caller-operator 113 for primary processing of data on the nature and location / address of the incident;

Operational flow

♣ Please register in the SNUAU database the mobile phone number you will use for the emergency announcement according to the registration procedure.

♣ If you have an emergency, call 112 immediately.

♣ 112 will answer the call but will not initiate a dialogue but will close the connection because you will be automatically identified by the system as a person with hearing and / or speech disabilities.

♣ You will receive an SMS with the text: "SEND SMS TO 113 WITH THE EMERGENCY AND ADDRESS OF THE INCIDENT"

♣ Reply via SMS to 113, briefly describing the urgency and indicating the exact address, including the county. It is advisable not to use diacritics to urge transmission.

♣ After sending the SMS, you may still receive messages from your 112 operator with additional questions. Respond briefly and as accurately as possible.

♣ The 112 operator will then transmit the data you have received to your specialized intervention agencies (Police, Ambulance, Firemen / SMURD) to help you in the emergency.

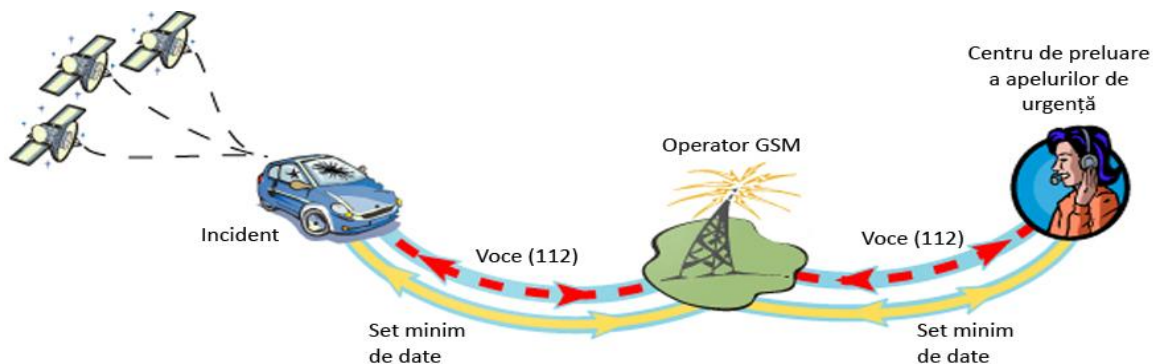
Technical scheme

The technical solution works according to the technical chart below

Whenever they think they have to call, tell them to sound, even if they are not sure about it.

- PRESENTATION OF THE SMS SERVICE 112
- In accordance with Art. 10 lit. G) of the Emergency Ordinance no. 34/2008 on the organization and functioning of the National Emergency Call System, approved by Law no.160 / 2008, the 112 emergency call centers are responsible for "receiving calls from persons with disabilities".
- 
- The aforementioned legal framework was recently completed by Law no. 132/2015 introducing the notion of a message associated with an emergency call sets 113 as the unique number for messages associated with emergency calls on public mobile networks and provides for rights and obligations for both users and the SNUAU administrator and service providers Mobile telephony for the public.
- 
- STS has identified and implemented a solution for accessing the emergency service by people with hearing and / or speech deficiencies by integrating in the existing SNUAU architecture an SMS reception / transmission functionality, The basic functional characteristics of the 112 voice service: Free and Affordable.
- 
- The solution allows you to send and receive SMS short messages with the following features:

- • Coverage
- ○ Receiving at the SMS 113 Bucharest level all SMS calls generated at national level;
- ○ distribution of messages to the emergency dispatching centers of the specialized intervention agencies within the county where the incident takes place.
- • Communication channel
- A direct interconnection, at Bucharest level, between the mobile operators and the STS short message center.
- • Access number
- A single 113, free, available on mobile telecommunication networks.
- • Access to service



ECall "means an in-vehicle emergency call to 112, whether carried out automatically by the activation of in-vehicle sensors or manually, which transmits via a mobile radio communication network a minimum standard data set, and Establishes an audio channel between people on board and the most appropriate emergency response center (according to European Commission Recommendation 2011/750 / EU of 8 September 2011).

"MSD - Minimum Data Set" means the information to be sent to the Emergency Response Center in accordance with EN 15722 (as recommended by European Commission Recommendation 2011/750 / EU of 8 September 2011).

This includes information such as: location of the accident, direction of travel, date and time of the accident, vehicle identification number.

The eCall call is free

And is managed like any other emergency call 112

HeERO - Harmonized eCall European Pilot is a project partly funded by the European Commission through the PSP ICT program, where over three years (January 2011 - December 2013), nine European states will ensure the implementation, interoperability and harmonization of the eCall system based on the number European emergency 112. Romania, together with Croatia, the Czech Republic, Finland, Germany, Greece, Italy, the Netherlands and Sweden share the same major objective: to prepare the Emergency 112 Infrastructure, to test the eCall service and to disseminate this experience with other member countries Or associated in the European Union.

In the context of this project, the Special Telecommunications Service has upgraded its communications and IT 112 emergency service, being ready to take over and manage eCall calls.

## **EMERGENCY AGENTS**

### **AMBULANCE SERVICE**

The Ambulance Service of Bucharest (S.A.B.M.) is a sanitary unit with a uniqueness character not only at the level of Bucharest but also at the level of the whole country. It is a strategic medical unit with a legal personality, specific to 24 hours a day, 365 days a year. S.A.M.B. Is subordinated to the Public Health Department of Bucharest.

The Ambulance Service of Bucharest Municipality provides pre-hospital emergency medical assistance At the place of request and during the transportation of patients (sick, accidents, pregnant women) to the hospital. In addition, S.A.M.B. Provides ambulatory medical assistance at the place of request as well as non-medicated transports. Transport of medicines, biological products (blood and organs) and medical-health personnel is done in a continuous program, ensuring the necessity of emergency medical assistance on the whole territory of Bucharest, And if necessary outside of it, 24 hours a day.

SAMB responds to phone calls coming from both the population and other medical units at 950 on average 24-hour requests.

Being the main segment of medical care and transport for major emergencies in the pre-hospital stage, the SAMB is also involved in preventive medical care for large human

agglomerations such as sports, cultural, social, hunger strikes, providing medical care and transport for individual emergencies, Collective and mass in the event of disasters.

In addition to Emergency Medical Assistance and Disaster Emergency Care, S.A.M.B. Also performs other activities such as home medical care for Tier 2 emergencies, the issue of death certificates on Saturdays, Sundays and public holidays, also providing medical assistance and hospital transportation for social cases in the absence of a system Social assistance.

The Ambulance Service of the City of Bucharest functions in collaboration with the Firefighters, Police or Units of the Ministry of Defense on the basis of protocols concluded between the Ministry of Health and them.

In order to ensure a better solution of the requests, the Ambulance Service of Bucharest has organized outpatient substations in sectors 1, 3, 4, 5 and 6, the headquarters being also a sector substation for sector 2.

The substations of the sector are managed by coordinating physicians of substations and are subordinated to the headquarters which is located in Mihai Eminescu Street, no. 226, sector 2.

The other substations are located in sectors 1,3,4,5,6 at the following addresses:

Substation sector 1 - Str. Pajurei nr. 15 A

Subsection 3 - Al. Lunca Bradului nr. 1 A

Subsection 4 - Al. Iuliu Hașeganu no. 1

Subsection 5 - Str. Lerești nr. 22

Subsection	6	-	Al.	Crăiești	1-3
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Dispatching and coordination of all operative personnel in the field is done by the Central Station, SAMB solving all the requests addressed by the population in Bucharest to the unique national number 961, and again the new 112 emergency number, assisted by the computer through the DISPEC computerized application, perfected and adapted Continuously over the course of 9 years, in order to meet the specifics of the SAMB, starting with the anticipated personnel planning, optimizing the handling of the cases with the appropriate crews until the various statistical situations required by the Ministry

of Health or the functioning of the activity settlement SAMB with the Health Insurance House of Bucharest.

The main functions of the Information System are:

Establishing presumptive diagnosis, providing first-aid advice, taking patient identification data, reporting double or triple requests;

Dispatch requests based on:

- the time of recording
- type of ambulance and distance to travel
- an emergency, maintaining an optimal balance between competence and distance

Establishing the need and structure of resources based on medical and activity statistics (on a daily, weekly, monthly, annual basis)

Approximately 150 ambulances of which 24 are Resuscitation and Intensive Care Ambulances (ARTIs) and 21 are Emergency and Resuscitation Ambulances (AUR) with 1, 2 or 3 person specific healthcare crew comprising: Doctors , Nurses and ambulances are sent to the territory to resolve the 950 requests on average over 24 hours, a 30-40% increase in case of an epidemic or pandemic.

Statistically, the structure of requests includes:

39% major emergencies;

31% grade 2 emergencies;

30% medical transportation.

The operational medical staff consists of 95 physicians, 190 midwifery staff (110 assistants, 81 emergency registrant operators - trained to identify the correct diagnosis presumably) and 240 ambulances (trained drivers to be in need of a third person completing the crew Specialized in ambulance emergency interventions). The work schedule of the staff is shifts (day and night).

S.A.M.B. Is part of the national program for the implementation of the Integrated Voice and Data Communications System for emergency calls 112 (Police, Fire and Ambulance). The dispatching of calls to the single national 112 national telephone



number comprises 3 main segments: the pre-screening segment of the calls from the population, the Dispatch 112 segment and the dispatching 112 call segment to the ambulance, police and fire department dispatchers, and the resolution of these calls.

S.A.M.B. Is accredited by the Ministry of Health Training Center for Advanced Life Support, Basic Life Support, Emergency Registrar and Emergency Operators School. For the ambulance and emergency school, courses are organized in 2 sessions and for the other categories according to the requirements. For example, medical and surgical emergency surgeries for nurses under the REMSSy program 3 are now under way.

### **ROMANIAN POLICE**

*THE MAIN EVENTS FOR WHICH CITIZENS CAN CALL 112 ARE:*

*MURDER;*

*ARMED ATTACK;*

*ATTACK;*

*ROBBERY;*

*THE GRAVE DISORDER OF PUBLIC ORDER AND TRANQUILITY;*

*DESERTION;*

*ESCAPE;*

*TRAFFICKING AND DRUG USE;*

*THEFT;*

*TRAFFIC ACCIDENT WITH SOLDIERS OR PERSONS LOCKED IN MOTOR VEHICLES;*

*EXPLOSIONS;*

*ELECTRIC;*

*FALLS FROM A HEIGHT;*

*LAND BREAKS;*

*GRAVE ACCIDENT AT THE SUBWAY;*

*AVIATION ACCIDENT;*

*RAILWAY ACCIDENT;*

*OTHER EVENTS REQUIRING EMERGENCY POLICE INTERVENTION.*

General Inspectorate for Emergency Situations

## PRIORITIES AND PERSPECTIVES

The future of the institution represents a new challenge for specialists, concerned with confirming both the tradition they are proud of and the appreciation of their fellow citizens, which forces new results in the constant struggle to protect the lives of people and property from threats of fires, floods, earthquakes, accidents And other catastrophes.

The contemporary world calls for a new vision, translated by reorienting the training effort to gain awareness of necessity and utility through the involvement of three key components: citizens, professionals and central and local authorities with responsibilities in the emergency management process.

Its implementation is concretized through five specific concepts:

- 1) Global risk approach - Assessing the possibility of an emergency situation in relation to the potential impact on civil society, property and services, the level of preparedness of the response and the resources needed to overcome such a moment.
- 2) the interdependence of two key actors: the community and emergency services.
- 3) Three levels of coordination: operational (implementation), tactical (procedures) and strategic (policy / guiding principles).
- 4) four-step management process: preparation, response, limitation of consequences, reconstruction.
- 5) Five-step implementation cycle: planning, preparation, execution, evaluation, improvement.

Another aspect that is of great interest is career development, education and training of staff involved in managing, preventing or intervening in emergencies.

Priorities include the introduction of a new education system, new standards and regulations, as well as the implementation of a new Integrated Emergency Management System and civil protection modules required during international assistance operations.

Aware of their duty, Romanian emergency service professionals are concerned with the continuous improvement, completion and development of endowment, the continuous improvement of the quality of the response and the provision of a better public service, dedicated to the citizen.

A rapid and professional response to a disaster, be it a fire, a flood, an accident or anything else, has immediate and visible consequences in the lives of some of our fellows and, often, in a whole community. Every day the intervention teams help people, save their goods, tear them out of the clutches of death and go to other and "fight the misfortunes of life."

Apparently under anonymity, always hidden under their protective suits, which make everyone look the same, they are those common, anonymous heroes. However, when you are exhausted after a long and difficult intervention, they take away their helmets, personalize, become parents, brothers, or the descendants of families that depend on them too, but without the team's notion being of no consequence .

These teams, now constituted in the large family coordinated by the General Inspectorate for Emergency Situations in Romania, consist of a multitude of specialists: firemen, paramedics, pyrotechnists, divers, climbers, or other professionals who provide specialized expertise or support Administrative: engineers, physicists, chemists, IT, economists.

They make up the team of professional emergency services in Romania, whose work we present to you on the pages.

#### IGSU Prevention - Protect – Save

Until 2004 civil protection and fire fighting measures were carried out by the General Inspectorate of the Military Firefighters Corps and the Civil Protection Command, institutions under the coordination of the Ministry of the Interior.

In order to adapt to the exponential growth of non-military risks, amid the acceleration of globalization, radical climate change, diversification of economic activities and disaster, the two institutions merged in December 2004, taking over the General Emergency Inspectorate .

The fundamental objective of the IGSU's activity is to increase the efficiency of emergency prevention and management actions in order to keep risks under control and

ensure the normal life of human communities and is achieved through the many prevention and intervention activities for fighting fires, Dismantling and first aid of SMURD, rescue of persons and limitation of flood damage, landslides, seismic movements, epidemics, epizootics, snowfall, drought, assistance of the persons

In critical situations, intervention in technological, radiological, nuclear, biological or other natural or anthropic calamities. As an integrator of the National Emergency Situation Management System, created in 2004, the IGSU coordinates the actions of the institutions involved in the management of the situations of Urgency, ensuring also the function of national contact point in relation to the international governmental and non-governmental organizations with responsibilities in the field.

The General Inspectorate and the county structures comprise almost 30,000 staff, 43 operational centers and 280 operative sub-units, with over 3,500 technical intervention means.

## **RETROSPECTIVE - THE MILITARY PUMP BODY**

The oldest notes about the fires in the Danubian Principalities date back to the years 1558 and relate to events in Bucharest, the capital of Wallachia, and the first documents related to the prevention of fires are from Bucharest, 1768.

Fire services were different in the Romanian Principalities: in Wallachia and Moldavia they were of a military character, and in Transylvania - a voluntary character.

The first units of military firefighters in Romania were established on May 15, 1835 at the Iasi, and in 1845 in Bucharest, under the name of "fire wheel", they functioned as military structures. According to the same model firefighters were set up in all the major cities of Romania, which then developed the Military Fire Brigade, with units in all the counties of the country. The end of the Second World War produced important changes, the military firefighters being subordinated to the Ministry of the Interior.

The glory of the military firefighters became eternal through the sacrifice of the Bucharest firefighters who, on September 13, 1848, confronted the Ottoman army to stifle the Romanian revolution, their heroic act being consecrated by the annual anniversary of the Firefighters Day in Romania on 13 September.

## **RETROSPECTIVE - CIVIL PROTECTION**

The concept of civil protection has experienced a continuous evolution over time. The first law was by Royal Decree 468 of February 28, 1933, "Passive Defense Against Air

Attacks," with the "Passive Defense Force Against Air Defense" being cleared by passive defense of the active one. This moment is considered the date of birth of civil protection.

In 1943, the Special Intervention Body was established in order to operate in the bombed centers, to remove the unexploded bombs, to extinguish and limit the fires, and to build camps for the flooded or evacuated.

After the war, the Anti-Territorial Local Defense (ALA) was established, but the law defining the mission's best job, namely the protection of those without weapons, both in cases of armed conflict and in catastrophes or disasters, was the Law on Civil Defense and Decree Civil defense measures in 1978.

The civil protection reform began with the ratification by Romania on 11 May 1990 of the Additional Protocols I and II to the Geneva Conventions of 1949 on the Protection of Victims of Armed Conflict, and the National Defense Law no. 45 / 01.07.1994 appeared. The name "civil protection", followed in 1996 by Law no. 106 - The Civil Protection Law.

In October 1999, the Civil Protection Command with subordinate structures is subordinated to the Ministry of National Defense under the subordination of the Ministry of the Interior.

## **THE NATIONAL EMERGENCY SITUATION MANAGEMENT SYSTEM**

The National Emergency Situation Management System was established in 2004, prior to Romania's accession to the European Union in 2007 and represents a permanent network of communication between the public administration authorities and the emergency management structures constituted by levels and areas of competence, And have the necessary infrastructure and resources to reduce the loss of life and to address the various types of emergency situations.

The National System is composed of:

- 1) emergency committees (national, ministerial, Bucharest, county and local);
- 2) The General Inspectorate for Emergency Situations (integrator role - ensures the transmission of the decisions taken by the Government or the National Committee to the central and local public administration authorities)
- 3) professional community public services for emergency situations (county inspectorates for emergency situations);

4) Operational Emergency Centers (permanent / temporary - to be set up within the ministries and other institutions within the system to ensure the flow of information before or when an emergency occurs);

5) the commander of the action (ensures the unitary coordination at the site of the exceptional event).

## **INTERVENTION IN EMERGENCY SITUATIONS**

For managing emergency situations, IGSU and county structures undertake missions to:

1) monitoring, evaluation, research of the causes of emergency situations;

2) informing and preventive education of the population and warning thereof, notifying the public administration authorities about the possibility / imminence of emergency situations;

3) search, forfeiture and rescue of persons;

4) evacuation of people, population or endangered goods, by ensuring evacuation measures, the installation of flood camps, participation in the transport of population and certain categories of goods;

5) the destruction of ice craters or the release of watercourses;

6) Emergency medical assistance by SMURD modules within the professional emergency services;

7) logistic assurance of the intervention of the structures and the provision to other structures of certain categories of equipment, materials and equipment;

8) Fire extinguishing;

9) decontamination of the population, with specialized means and / or decontamination points, personnel, technical equipment and equipment recognized in time in a territorial profile;

10) neutralizing the effects of dangerous materials by means of actions for the recovery of unexploded ordnance during military conflicts.

The IGSU operational structures are required annually for over 200,000 emergency situations, out of which:

1) 80% - approx. 160,000 SMURD interventions;

2) 7% - over 14,000 interventions for fire fighting;

- 3) 5% - over 10,000 interventions in other emergencies: floods, landslides, dangerous weather phenomena, pyrotechnical missions etc; 3% - over 6,000 actions for community protection: environmental protection, drinking water transport, sanitation repairs, animal welfare etc;
- 4) 3% - over 6,000 interventions for uncontrolled vegetation burning;
- 5) 2% - over 4,000 interventions for asistența persoanelor.

## **PREVENTION OF EMERGENCY SITUATIONS**

The preventive activities carried out by IGSU and the County Emergency Situations Inspectorates and the Municipality of Bucharest are a main component of the integrated system of technical and organizational measures and specific actions undertaken in order to prevent, reduce or eliminate the risks of producing emergency situations and Their consequences, the protection of the population, the environment, property and heritage values.

At national level, the prevention activity is coordinated by the Prevention Inspection of the General Inspectorate for Emergency Situations. At the territorial level, preventive inspections plan, organize and carry out prevention activities at public institutions, localities, buildings with crowds and economic operators at risk from the area of competence.

In order to achieve the specific goals, the prevention activity is carried out through the following main forms:

- 1) the regulation of the fire protection and civil protection activity;
- 2) approval / authorization of buildings and installations for fire safety and civil protection;
- 3) notifying the authorities and ensuring the alarm of the population;
- 4) the recovery of unexploded ammunition during conflict and CBRN protection;
- 5) authorization to carry out specific activities;
- 6) Supervision audit of authorized natural and legal persons;
- 7) Prevention control / inspection;

- 8) specialized technical assistance;
- 9) preventive information and training in the field of the population;
- 10) market surveillance of product compliance with role in meeting the fire safety requirement;
- 11) Coordination, control and training in the field of emergency prevention of emergency / private emergency services.

Reported to the Statistics of the International Association for Fire Prevention and Fire Extinguishing - CTIF, Romania has consistently ranked the world's first few places in terms of reduced fire rates per 1,000 inhabitants.

## **COOPERATION AND INTERNATIONAL ASSISTANCE**

The international role of the IGSU in the field of emergency management is increasingly visible, as the institution is actively involved in exchanging experience and good practice, training, exercises, research or innovation, partnerships in European-funded projects, meetings and Working groups with institutions and organizations.

A key role in international activity is represented by Romania's representation at the level of civil protection / disaster relief structures within the European Union (Council and Commission) and the North Atlantic Treaty Organization - but special attention is given to Participation in various UN-OCHA-organized activities, the South East Europe Disaster Prevention and Preparation Initiative (DPPI SEE), the Euroregion DKMT (Danube-Criș-Mureș-Tisa), the Council of Civil-Military Emergency Planning for South Eastern Europe (CMEPC SEE), Black Sea Economic Cooperation Organization (BSEC).

Bilaterally, IGSU maintains and develops ongoing professional links through co-operation agreements with Bulgaria, Hungary, Moldova, Turkey, Azerbaijan, the Czech Republic, Germany, France, the United Kingdom and the United States. Moreover, cooperation agreements with Belarus, Italy, Jordan, Macedonia, Serbia and Ukraine are in the process of finalizing.

Romania is a founding member of the International Association of Firefighting and Rescue Services - CTIF since its inception in 1900.

The main instrument used to receive / assist in emergency situations is the Community Civil Protection Mechanism, through which the General Inspectorate for Emergency Situations had the opportunity to both provide and receive international assistance.

Other instruments that Romania can use in the international assistance process through the IGSU national contact point are NATO EADRCC (NATO Euro-Atlantic Disaster



Response Coordination Center) and UN-OCHA (Office for the Coordination of Humanitarian Affairs within the framework of the UN).

Based on the bilateral agreements concluded, Romania can offer or receive direct support from the partner state in the event of major disasters.

## **HR**

In order to carry out the missions, there are almost 30,000 employees in the IGSU and subordinate structures, of which 97% in operational units and 3% in administrative structures: educational institutions, studies and research, bases, workshops and insurance deposits Technical, logistics and repair.

The necessary staffing is ensured through the dedicated training institutions: "A.I.Cuza" Police Academy -București - Fire Department and "Pavel Zăgănescu" - Boldești School of Civil and Fire Protection Non-Officers. Annually, the Fire Brigade provides about 50 graduates, and the Boldea Nursing School over 120 graduates.

Another source of training is the educational institutions of the Ministry of National Defense: the Academy of Land Forces "Nicolae Balcescu" - Sibiu, the Military Technical Academy of Bucharest and the Air Force Academy "Henri Coanda" - Brasov.

The peacetime suspension of compulsory military service and the shift to military service on a voluntary basis in December 2006 led to the professionalization of IGSU structures by employing over 20,000 NCOs.

## **TRAINING AND PROFESSIONAL PERFECTION**

The IGSU also provides the training of local public administration authorities, emergency committees and emergency centers and specialized personnel from public institutions and economic operators, through courses organized by the National Emergency Preparedness Training Center and the Bacău Zonal Centers , Cluj-Napoca and Craiova, as well as through trainings organized by county inspectorates for emergency situations.

Courses for training and specialization of the members of the private emergency services are also organized by the National Center for Fire Safety and Civil Protection in Bucharest, which offers professional qualification certificates.

In recent years, special attention has been given to the training of paramedical staff in the first-aided first-aid crews, with more than 1,000 fire-fighters being trained in the second specialty.

The paramedical personnel working in the SMURD crews are trained in the educational institutions and the accredited training centers in the structure of the General Inspectorate for Emergency Situations. At present, 11 paramedical training and training centers are operating in the emergency inspectorates of Bihor, Cluj, Dolj, Galați, Lasi, Mureș, Sibiu, Dâmbovița, Timiș, Bucharest and the Northeastern School of Nursing Fire and Civil Protection "Pavel Zăgănescu" - Boldești, two other centers (Constanța and Argeș) being accredited. Certificates of attestation are valid only within the MAI.

More than 5,000 military staffers have attended and graduated in these centers, professional training courses for first emergency medical aid and paramedics, of which approximately 2,300 now occupy the SMURD emergency crews.

#### INTERVENTION EQUIPMENT

The logistic structures ensure the acquisition and endowment of their own units with intervention protection equipment, uniforms, as well as with means and intervention equipment: motor vehicles and accessories, extinguishing substances, etc. They also carry out R & D activities to identify, implement and acquire new equipment specific to missions in emergency situations.

A permanent concern is the completion of the intervention technique through operational and cooperation programs with non-reimbursable funding. At present, projects are underway for the procurement of various intervention and fire-fighting equipment, heavy-duty dismantling and CBRN research, decontamination, scuba divers, rescue, evacuation and air transport.

#### VOLUNTEERING

The General Inspectorate for Emergency Situations ensures coordination, guidance and control of public, voluntary and private emergency services. The fulfillment of these tasks implies:

- 1) Ensuring the unitary legal framework specific to setting up, organizing, equipping, endowing and training public services, voluntary and private for emergencies;
- 2) Issuing opinions on establishment / abolition, extension / restriction of activity, as well as for the sector of competence;
- 3) Carrying out checks on voluntary / private emergency services;
- 4) Training of personnel from voluntary / private emergency services;
- 5) Perform joint preventive activities with emergency volunteer service staff;
- 6) Provide technical assistance in the preparation of documents for planning, organizing and carrying out activities specific to voluntary / private emergency services;
- 7) Organizing and conducting professional competitions with voluntary / private emergency services;

8) Running national campaigns to promote volunteering in emergency situations.

## **THE ROMANIAN GENDARMERIE**

The Romanian Gendarmerie is the specialized state institution with a military status, a component of the Ministry of Administration and Interior, which exercises, under the law, its duties regarding the defense of public order and tranquility, citizens' fundamental rights and freedoms, public property And private, the prevention and detection of offenses and other violations of applicable laws, as well as the protection of the fundamental institutions of the state and the fight against acts of terrorism.

The Romanian Gendarmerie, through its attributions, organization, training and territorial disposition, contributes to securing the sovereignty, independence, authority, unity and security of the state, constitutional democracy throughout the national territory, both in times of peace and in crisis situations.

The activity of structures in the Romanian Gendarmerie is focused on respecting the legality, fundamental rights and freedoms of citizens while ensuring the state of social equilibrium in society.

## **MOBILE EMERGENCY SERVICE, REHABILITATION AND DOWNLOAD (SMURD)**

The range of interventions to which SMURD is requested includes all emergencies that put the life of a person or more in immediate danger. These include road accidents, explosions, work or home accidents such as high stakes or electrocution, unconsciousness including cardio-respiratory arrests, suspicion of heart attack, acute respiratory failure and last but not least accidents with multiple casualties.

Besides the usual interventions with rescue ambulances, SMURD personnel also use special means of intervention on the air. These include different types of helicopters or planes used to transfer critically ill patients from various locations to centers in the country or abroad. In these situations, the medical crew consists of two people, including a physician with experience in the field of emergency and intensive care.

## **REGULATIONS AND METHODOLOGY**

EMERGENCY REORGANIZATION no. 34 of 19 March 2008

DECISION on the implementation of communications to the National Emergency Call System

DECISION no. 458 of 21 April 2008

Methodology on the cooperation of specialized intervention agencies in the case of emergency cases received through the Single National Emergency Call System

- Annex 1 - Incident Index

Annex 2 a and b - Air Force Intervention Ranges

- The operational procedure regarding the transfer of data to the SAR - ROMATSA Coordination Center

PROTOCOL ON THE COOPERATION IN THE FIELD OF THE ACTIVITIES OF THE SINGLE National Emergency Call System between the Special Telecommunications Service / the Unique Emergency Appeal and Air Force Staff / Main Air Operations Command

PROTOCOL ON THE COOPERATION IN THE FIELD OF THE ACTIVITIES OF THE SINGLE National Emergency Call System between the Special Telecommunications Service / the Emergency Call and the National Association of Mountain Rescuers

Romanian Government Memorandum on the implementation of the location service in mobile telephony networks

Operating manual within single emergency call centers

STATISTICS 112

STATISTICS BY YEAR

AN	Distributia apelurilor receptionate in Centrele unice pentru apeluri de urgenta					Distributia pe agentii a apelurilor care au fost transferate catre agentile de u							
	Total apeluri receptionate	Apeluri FALSE		Apeluri REALE		POLITIE		AMBULANTA		ISU+SMURD		JANDARMI	
		Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
2006	36.159.900	32.260.584	89,22%	3.899.316	10,78%	843.644	34,61%	1.530.037	62,77%	63.972	2,62%	-	-
2007	36.656.835	31.997.981	87,29%	4.658.854	12,71%	1.206.373	36,32%	1.986.463	59,81%	111.569	3,36%	17.030	0,51%
2008	30.790.340	26.599.981	86,39%	4.190.259	13,61%	1.421.645	34,21%	2.420.804	58,25%	214.766	5,16%	98.261	2,36%
2009	23.913.731	18.215.152	76,17%	5.698.579	23,83%	1.527.971	31,16%	2.766.765	56,41%	438.620	8,94%	171.048	3,49%
2010	21.299.845	15.714.401	73,78%	5.585.444	26,22%	1.423.696	29,63%	2.792.742	58,13%	516.779	10,76%	71.499	1,49%
2011	18.297.120	13.154.536	71,89%	5.142.584	28,11%	1.468.570	27,22%	3.192.141	59,16%	621.214	11,51%	113.510	2,10%
2012	18.665.852	12.763.936	68,38%	5.901.916	31,62%	1.656.460	27,30%	3.540.627	58,35%	744.325	12,27%	126.516	2,08%
2013	17.463.468	12.383.150	70,91%	5.080.318	29,09%	1.434.870	24,80%	3.513.530	60,72%	729.118	12,60%	108.758	1,88%
2014	16.434.007	10.800.956	65,72%	5.633.051	34,28%	1.369.813	23,50%	3.476.366	59,64%	810.844	13,91%	165.057	2,83%
2015	15.561.664	9.634.679	61,91%	5.926.985	38,09%	1.373.394	22,30%	3.741.439	60,74%	869.059	14,11%	168.788	2,74%
2016*	6.033.744	3.581.664	59,36%	2.452.080	40,64%	501.305	20,08%	1.570.665	62,91%	356.217	14,27%	65.600	2,63%
* mai													

STATISTICS 2015-2016

IAN 2015	Situția apelurilor recepționate în Centrele unice pentru apeluri de urgență					Situția apelurilor transferate către agențiile specializate de intervenție									
Judet	Total apeluri recepționate	Apeluri FALSE		Apeluri REALE		POLITIE		AMBULANTA		ISU+SMURD		JANDARMI		ALTE AGENTII*	
		Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
AB	16.665	10.181	61,09%	6.484	38,91%	1.493	20,74%	4.420	61,41%	1.046	14,53%	239	3,32%		
AG	45.020	32.968	73,23%	12.052	26,77%	1.989	17,44%	7.759	68,04%	1.468	12,87%	150	1,32%	38	0,33%
AR	24.836	13.744	55,34%	11.092	44,66%	1.732	17,14%	7.576	74,96%	739	7,31%	60	0,59%		
BC	40.317	27.322	67,77%	12.995	32,23%	3.121	23,62%	7.892	59,73%	1.834	13,88%	366	2,77%		
BH	38.485	25.746	66,90%	12.739	33,10%	1.829	14,61%	9.253	73,91%	1.233	9,85%	204	1,63%		
BN	13.827	8.011	57,94%	5.816	42,06%	1.012	13,88%	4.915	67,41%	1.210	16,60%	154	2,11%		
BR	18.403	9.685	52,63%	8.718	47,37%	1.592	21,71%	4.861	66,29%	741	10,11%	139	1,90%		
BT	26.545	17.469	65,81%	9.076	34,19%	1.309	18,29%	4.496	62,81%	1.191	16,64%	162	2,26%		
BUC	164.810	72.816	44,18%	91.994	55,82%	13.788	16,09%	55.430	64,69%	14.254	16,63%	2.022	2,36%	195	0,23%
IF						2.735	87,19%					402	12,81%		
BV	44.849	29.294	65,32%	15.555	34,68%	2.964	15,47%	10.645	55,55%	5.035	26,28%	518	2,70%		
BZ	35.219	23.843	67,70%	11.376	32,30%	2.190	21,95%	6.666	66,80%	826	8,28%	297	2,98%		
CJ	43.268	20.772	48,01%	22.496	51,99%	4.441	18,26%	17.742	72,94%	1.608	6,61%	532	2,19%		
CL	31.899	24.089	75,52%	7.810	24,48%	1.219	20,19%	3.640	60,28%	906	15,00%	166	2,75%	107	1,77%
CS	14.236	9.898	69,53%	4.338	30,47%	753	16,62%	3.333	73,58%	389	8,59%	55	1,21%		
CT	53.504	37.096	69,33%	16.408	30,67%	3.390	19,80%	11.053	64,57%	2.362	13,80%	283	1,65%	29	0,17%
CV	15.798	12.531	79,32%	3.267	20,68%	650	20,71%	2.074	66,07%	365	11,63%	50	1,59%		
DB	32.102	23.570	73,42%	8.532	26,58%	2.000	18,31%	6.957	63,68%	1.641	15,02%	282	2,58%	45	0,41%
DJ	49.415	34.368	69,55%	15.047	30,45%	2.790	17,56%	10.005	62,98%	2.604	16,39%	488	3,07%		
GJ	16.841	10.964	65,10%	5.877	34,90%	1.028	20,89%	3.056	62,10%	719	14,61%	118	2,40%		
GL	36.583	22.781	62,27%	13.802	37,73%	3.169	23,50%	8.344	61,87%	1.672	12,40%	302	2,24%		
GR	22.535	16.109	71,48%	6.426	28,52%	1.105	19,20%	3.626	63,01%	840	14,60%	155	2,69%	29	0,50%
HD	25.503	16.954	66,48%	8.549	33,52%	1.676	16,01%	6.574	62,79%	1.773	16,94%	446	4,26%		
HR	16.994	12.937	76,13%	4.057	23,87%	853	17,76%	3.232	67,28%	613	12,76%	106	2,21%		
IL	21.482	14.627	68,09%	6.855	31,91%	1.034	18,12%	3.773	66,11%	748	13,11%	151	2,65%	1	0,02%
IS	70.430	39.677	56,34%	30.753	43,66%	4.684	20,39%	15.490	67,44%	2.608	11,35%	188	0,82%		
MH	16.283	11.037	67,78%	5.246	32,22%	1.071	20,36%	3.676	69,89%	414	7,87%	99	1,88%		
MM	28.340	18.785	66,28%	9.555	33,72%	2.135	23,13%	6.656	72,10%	294	3,18%	147	1,59%		
MS	43.026	32.506	75,55%	10.520	24,45%	1.324	13,62%	8.078	83,07%	246	2,53%	76	0,78%		
NT	30.494	19.065	62,52%	11.429	37,48%	2.487	21,42%	7.011	60,38%	1.578	13,59%	536	4,62%		
OT	27.824	19.112	68,69%	8.712	31,31%	1.827	21,08%	5.563	64,18%	977	11,27%	301	3,47%		
PH	55.868	35.465	63,48%	20.403	36,52%	2.769	13,04%	15.245	71,80%	2.979	14,03%	240	1,13%		
SB	24.072	16.016	66,53%	8.056	33,47%	1.765	19,96%	5.409	61,17%	1.588	17,96%	80	0,90%		
SJ	14.269	9.762	68,41%	4.507	31,59%	596	15,09%	2.950	74,70%	323	8,18%	80	2,03%		
SM	19.033	12.924	67,90%	6.109	32,10%	1.199	19,02%	4.228	67,07%	738	11,71%	139	2,20%		
SV	27.061	18.348	67,80%	8.713	32,20%	2.076	14,17%	7.045	48,09%	5.456	37,24%	73	0,50%		
TL	18.650	11.368	60,95%	7.282	39,05%	1.112	18,17%	3.758	61,40%	945	15,44%	306	5,00%		
TM	39.248	21.414	54,56%	17.834	45,44%	2.827	15,39%	14.642	79,72%	666	3,63%	231	1,26%		
TR	22.900	15.155	66,18%	7.745	33,82%	1.207	15,94%	5.158	68,13%	1.031	13,62%	175	2,31%		
VL	19.704	11.549	58,61%	8.155	41,39%	1.453	17,84%	5.781	70,97%	883	10,84%	29	0,36%		
VN	24.236	16.692	68,87%	7.544	31,13%	1.580	18,67%	5.238	61,90%	1.338	15,81%	306	3,62%		
VS	29.336	16.463	56,12%	12.873	43,88%	2.089	18,56%	7.151	63,52%	1.622	14,41%	396	3,52%		
	1.359.910	853.113	62,73%	506.797	37,27%	92.063	18,28%	330.401	65,60%	69.503	13,80%	11.249	2,23%	444	0,09%

FEB 2015	Situation 112 incoming calls at county level					Situation 112 incoming calls that were transferred to emergency agencies										
	County	Total calls	FALSE calls		REAL calls		POLICE		AMBULANCE		ISU+SMURD		GENDARMERIE		OTHER AGENCIES*	
			Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
AB		14.982	8.957	59,79%	6.025	40,21%	1.283	19,43%	4.262	64,55%	853	12,92%	205	3,10%		
AG		36.618	24.924	68,06%	11.694	31,94%	1.735	15,62%	7.692	69,25%	1.478	13,31%	156	1,40%	47	0,42%
AR		23.552	12.481	52,99%	11.071	47,01%	1.598	15,61%	7.492	73,16%	1.065	10,40%	85	0,83%		
BC		38.595	26.164	67,79%	12.431	32,21%	2.750	22,38%	7.700	62,66%	1.517	12,34%	322	2,62%		
BH		33.629	21.816	64,87%	11.813	35,13%	1.695	14,29%	8.856	74,67%	1.124	9,48%	185	1,56%		
BN		12.625	7.329	58,05%	5.296	41,95%	923	13,78%	4.557	68,06%	1.091	16,29%	125	1,87%		
BR		16.252	10.177	62,62%	6.075	37,38%	1.272	20,82%	4.236	69,34%	516	8,45%	85	1,39%		
BT		23.989	18.066	75,31%	5.923	24,69%	1.175	17,78%	4.220	63,84%	1.044	15,79%	171	2,59%		
BUC							13.217	15,99%					1.537	1,86%	192	0,23%
IF		155.692	62.901	40,40%	92.791	59,60%	2.485	87,44%	54.865	66,39%	12.830	15,52%	357	12,56%		
BV		41.215	27.751	67,33%	13.464	32,67%	2.661	15,35%	9.760	56,31%	4.496	25,94%	416	2,40%		
BZ		32.116	23.343	72,68%	8.773	27,32%	1.972	21,69%	5.982	65,79%	821	9,03%	317	3,49%		
CJ		42.010	18.739	44,61%	23.271	55,39%	3.818	15,27%	19.317	77,28%	1.434	5,74%	428	1,71%		
CL		32.385	26.706	82,46%	5.679	17,54%	1.199	21,06%	3.412	59,92%	806	14,16%	172	3,02%	105	1,84%
CS		12.431	8.342	67,11%	4.089	32,89%	745	17,24%	3.181	73,60%	335	7,75%	61	1,41%		
CT		46.578	31.388	67,39%	15.190	32,61%	2.984	19,38%	10.311	66,96%	1.832	11,90%	257	1,67%	14	0,09%
CV		14.729	12.149	82,48%	2.580	17,52%	505	19,23%	1.805	68,74%	287	10,93%	29	1,10%		
DB		29.138	21.249	72,93%	7.889	27,07%	1.894	19,00%	6.383	64,03%	1.405	14,09%	257	2,58%	30	0,30%
DJ		46.778	32.999	70,54%	13.779	29,46%	2.450	16,56%	9.362	63,27%	2.497	16,88%	487	3,29%		
GJ		15.945	10.934	68,57%	5.011	31,43%	875	20,83%	2.619	62,34%	586	13,95%	121	2,88%		
GL		32.769	21.304	65,01%	11.465	34,99%	2.869	24,14%	7.368	61,99%	1.403	11,80%	246	2,07%		
GR		20.957	15.145	72,27%	5.812	27,73%	1.086	20,10%	3.330	61,64%	795	14,72%	158	2,92%	33	0,61%
HD		22.827	14.910	65,32%	7.917	34,68%	1.513	15,42%	6.276	63,96%	1.622	16,53%	401	4,09%		
HR		14.139	10.590	74,90%	3.549	25,10%	795	18,69%	2.860	67,25%	506	11,90%	92	2,16%		
IL		20.714	14.895	71,91%	5.819	28,09%	1.096	20,05%	3.518	64,37%	683	12,50%	164	3,00%	4	0,07%
IS		63.565	36.295	57,10%	27.270	42,90%	4.074	19,62%	14.351	69,11%	2.237	10,77%	102	0,49%		
MH		14.356	9.508	66,23%	4.848	33,77%	1.004	19,96%	3.558	70,74%	365	7,26%	103	2,05%		
MM		23.180	14.803	63,86%	8.377	36,14%	1.773	21,28%	6.107	73,31%	320	3,84%	130	1,56%		
MS		40.850	30.478	74,61%	10.372	25,39%	1.258	13,18%	8.000	83,84%	226	2,37%	58	0,61%		
NT		30.191	20.198	66,90%	9.993	33,10%	2.269	20,53%	6.980	63,14%	1.401	12,67%	404	3,65%		
OT		25.036	17.691	70,66%	7.345	29,34%	1.647	21,15%	4.823	61,93%	993	12,75%	325	4,17%		
PH		52.404	33.542	64,01%	18.862	35,99%	2.703	13,80%	13.939	71,14%	2.686	13,71%	266	1,36%		
SB		22.176	14.642	66,03%	7.534	33,97%	1.494	18,03%	5.305	64,03%	1.441	17,39%	45	0,54%		
SJ		11.785	7.883	66,89%	3.902	33,11%	518	14,23%	2.778	76,34%	273	7,50%	70	1,92%		
SM		15.764	10.386	65,88%	5.378	34,12%	1.031	19,14%	3.701	68,72%	549	10,19%	105	1,95%		
SV		24.879	17.329	69,65%	7.550	30,35%	1.787	14,01%	6.079	47,65%	4.832	37,88%	59	0,46%		
TL		17.891	13.149	73,50%	4.742	26,50%	925	17,77%	3.381	64,97%	674	12,95%	224	4,30%		
TM		34.350	18.080	52,63%	16.270	47,37%	2.568	15,12%	13.603	80,07%	608	3,58%	210	1,24%		
TR		22.002	14.560	66,18%	7.442	33,82%	1.226	16,90%	4.930	67,97%	942	12,99%	155	2,14%		
VL		19.219	11.309	58,84%	7.910	41,16%	1.289	16,27%	5.820	73,47%	773	9,76%	40	0,50%		
VN		22.912	16.483	71,94%	6.429	28,06%	1.362	18,45%	4.710	63,80%	1.075	14,56%	235	3,18%		
VS		30.174	19.515	64,67%	10.659	35,33%	1.820	17,93%	6.736	66,37%	1.314	12,95%	279	2,75%		
		1.251.399	789.110	63,06%	462.289	36,94%	83.343	17,76%	314.165	66,94%	61.735	13,15%	9.644	2,05%	425	0,09%

MAR 2015	Situation 112 incoming calls at county level					Situation 112 incoming calls that were transferred to emergency agencies									
County	Total calls	FALSE calls		REAL calls		POLICE		AMBULANCE		ISU+SMURD		GENDARMERIE		OTHER AGENCIES*	
		Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
AB	16.389	9.411	57,42%	6.978	42,58%	1.563	20,08%	4.897	62,90%	1.030	13,23%	295	3,79%		
AG	34.252	21.997	64,22%	12.255	35,78%	2.195	18,61%	7.688	65,19%	1.640	13,91%	233	1,98%	38	0,32%
AR	24.014	12.124	50,49%	11.890	49,51%	1.897	17,11%	7.955	71,74%	1.094	9,87%	143	1,29%		
BC	40.588	27.381	67,46%	13.207	32,54%	3.253	23,79%	8.212	60,06%	1.709	12,50%	498	3,64%		
BH	33.621	21.171	62,97%	12.450	37,03%	1.957	15,64%	9.036	72,21%	1.278	10,21%	243	1,94%		
BN	12.655	7.138	56,40%	5.517	43,60%	1.016	14,28%	4.703	66,10%	1.210	17,01%	186	2,61%		
BR	18.011	11.223	62,31%	6.788	37,69%	1.466	21,61%	4.727	69,67%	499	7,35%	93	1,37%		
BT	24.958	18.205	72,94%	6.753	27,06%	1.351	17,64%	4.908	64,10%	1.217	15,89%	181	2,36%		
BUC	166.676	67.223	40,33%	99.453	59,67%	15.479	17,23%	57.754	64,28%	14.521	16,16%	1.862	2,07%	227	0,25%
IF						3.037	86,06%					492	13,94%		
BV	44.472	29.069	65,36%	15.403	34,64%	2.858	14,38%	11.174	56,20%	5.379	27,06%	470	2,36%		
BZ	36.452	25.723	70,57%	10.729	29,43%	2.403	20,98%	7.561	66,01%	1.070	9,34%	420	3,67%		
CJ	43.986	20.036	45,55%	23.950	54,45%	4.752	18,10%	19.203	73,14%	1.674	6,38%	627	2,39%		
CL	27.424	21.292	77,64%	6.132	22,36%	1.411	22,35%	3.778	59,85%	896	14,20%	174	2,76%	53	0,84%
CS	12.974	8.561	65,99%	4.413	34,01%	903	19,15%	3.363	71,33%	361	7,66%	88	1,87%		
CT	51.664	35.412	68,54%	16.252	31,46%	3.463	20,61%	10.975	65,31%	2.066	12,29%	275	1,64%	26	0,15%
CV	13.900	10.834	77,94%	3.066	22,06%	571	18,24%	2.191	70,00%	323	10,32%	45	1,44%		
DB	32.218	23.032	71,49%	9.186	28,51%	2.301	20,13%	7.289	63,77%	1.383	12,10%	409	3,58%	48	0,42%
DJ	48.486	33.472	69,03%	15.014	30,97%	2.937	17,75%	10.059	60,80%	2.892	17,48%	656	3,97%		
GJ	17.351	12.386	71,38%	4.965	28,62%	1.035	23,75%	2.509	57,57%	638	14,64%	176	4,04%		
GL	34.098	20.545	60,25%	13.553	39,75%	3.097	23,09%	8.604	64,14%	1.443	10,76%	271	2,02%		
GR	22.593	16.057	71,07%	6.536	28,93%	1.356	21,26%	3.774	59,18%	954	14,96%	252	3,95%	41	0,64%
HD	24.908	16.147	64,83%	8.761	35,17%	1.809	16,67%	6.748	62,18%	1.794	16,53%	501	4,62%		
HR	13.119	9.657	73,61%	3.462	26,39%	864	19,82%	2.777	63,71%	577	13,24%	141	3,23%		
IL	23.030	16.556	71,89%	6.474	28,11%	1.253	20,04%	3.996	63,91%	824	13,18%	165	2,64%	15	0,24%
IS	69.050	38.272	55,43%	30.778	44,57%	4.797	20,03%	16.362	68,31%	2.596	10,84%	196	0,82%		
MH	15.796	10.766	68,16%	5.030	31,84%	1.182	21,53%	3.610	65,77%	548	9,98%	149	2,71%		
MM	23.937	15.113	63,14%	8.824	36,86%	1.873	21,26%	6.402	72,65%	347	3,94%	190	2,16%		
MS	41.489	30.387	73,24%	11.102	26,76%	1.434	14,09%	8.331	81,83%	359	3,53%	57	0,56%		
NT	29.912	19.004	63,53%	10.908	36,47%	2.516	20,52%	7.646	62,35%	1.563	12,74%	539	4,39%		
OT	25.245	16.770	66,43%	8.475	33,57%	1.964	21,70%	5.649	62,43%	1.088	12,02%	348	3,85%		
PH	57.140	36.682	64,20%	20.458	35,80%	3.239	15,29%	14.613	68,97%	2.960	13,97%	376	1,77%		
SB	22.717	14.865	65,44%	7.852	34,56%	1.776	20,34%	5.347	61,24%	1.526	17,48%	82	0,94%		
SJ	12.499	8.393	67,15%	4.106	32,85%	604	15,51%	2.878	73,89%	292	7,50%	121	3,11%		
SM	17.765	12.028	67,71%	5.737	32,29%	1.212	20,52%	3.873	65,57%	655	11,09%	167	2,83%		
SV	26.052	17.888	68,66%	8.164	31,34%	2.053	14,85%	6.576	47,57%	5.108	36,95%	86	0,62%		
TL	17.965	12.586	70,06%	5.379	29,94%	1.071	18,24%	3.762	64,08%	779	13,27%	259	4,41%		
TM	38.359	20.568	53,62%	17.791	46,38%	3.348	17,63%	14.392	75,80%	903	4,76%	343	1,81%		
TR	24.611	16.494	67,02%	8.117	32,98%	1.348	16,97%	5.462	68,76%	937	11,80%	197	2,48%		
VL	18.523	11.021	59,50%	7.502	40,50%	1.573	20,62%	5.298	69,45%	711	9,32%	46	0,60%		
VN	24.597	17.063	69,37%	7.534	30,63%	1.743	19,77%	5.405	61,30%	1.314	14,90%	356	4,04%		
VS	29.581	17.598	59,49%	11.983	40,51%	2.181	18,78%	7.479	64,41%	1.512	13,02%	439	3,78%		
	1.313.077	810.150	61,70%	502.927	38,30%	98.141	18,94%	336.966	65,04%	69.670	13,45%	12.847	2,48%	448	0,09%



APR 2015	Situation 112 incoming calls at county level					Situation 112 incoming calls that were transferred to emergency agencies									
County	Total calls	FALSE calls		REAL calls		POLICE		AMBULANCE		ISU+SMURD		GENDARMERIE		OTHER AGENCIES*	
		Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
AB	15.748	9.294	59,02%	6.454	40,98%	1.749	24,63%	4.255	59,93%	910	12,82%	186	2,62%		
AG	34.376	22.527	65,53%	11.849	34,47%	2.494	21,89%	7.001	61,44%	1.658	14,55%	195	1,71%	47	0,41%
AR	25.970	14.770	56,87%	11.200	43,13%	1.851	17,82%	7.489	72,09%	935	9,00%	113	1,09%		
BC	39.275	26.035	66,29%	13.240	33,71%	3.780	27,15%	7.686	55,21%	1.903	13,67%	552	3,97%		
BH	35.353	23.338	66,01%	12.015	33,99%	2.025	16,69%	8.609	70,97%	1.263	10,41%	234	1,93%		
BN	13.682	7.956	58,15%	5.726	41,85%	1.221	16,64%	4.664	63,55%	1.224	16,68%	230	3,13%		
BR	20.382	13.498	66,23%	6.884	33,77%	1.747	25,84%	4.429	65,50%	445	6,58%	141	2,09%		
BT	25.976	19.002	73,15%	6.974	26,85%	1.767	21,59%	4.667	57,03%	1.501	18,34%	249	3,04%		
BUC	155.337	66.513	42,82%	88.824	57,18%	15.630	19,06%	49.865	60,79%	14.238	17,36%	2.072	2,53%	219	0,27%
IF						3.431	85,84%					566	14,16%		
BV	39.757	25.979	65,34%	13.778	34,66%	3.149	17,54%	9.495	52,88%	4.846	26,99%	467	2,60%		
BZ	38.695	28.403	73,40%	10.292	26,60%	2.943	27,05%	6.511	59,84%	1.039	9,55%	388	3,57%		
CJ	40.472	18.497	45,70%	21.975	54,30%	4.737	19,75%	17.098	71,29%	1.560	6,50%	589	2,46%		
CL	27.407	21.039	76,77%	6.368	23,23%	1.630	25,39%	3.577	55,73%	934	14,55%	211	3,29%	67	1,04%
CS	13.092	9.101	69,52%	3.991	30,48%	895	20,57%	2.949	67,78%	417	9,58%	90	2,07%		
CT	50.260	35.108	69,85%	15.152	30,15%	3.805	23,55%	9.960	61,64%	2.067	12,79%	296	1,83%	31	0,19%
CV	15.491	12.570	81,14%	2.921	18,86%	737	23,41%	1.994	63,34%	352	11,18%	65	2,06%		
DB	29.208	20.116	68,87%	9.092	31,13%	2.567	22,81%	6.915	61,45%	1.365	12,13%	372	3,31%	34	0,30%
DJ	46.567	32.276	69,31%	14.291	30,69%	3.369	21,91%	9.004	58,55%	2.458	15,98%	548	3,56%		
GJ	17.390	12.263	70,52%	5.127	29,48%	1.213	27,31%	2.346	52,81%	681	15,33%	202	4,55%		
GL	33.405	20.524	61,44%	12.881	38,56%	3.797	29,24%	7.313	56,32%	1.552	11,95%	322	2,48%		
GR	21.171	14.487	68,43%	6.684	31,57%	1.519	23,89%	3.552	55,87%	992	15,60%	246	3,87%	49	0,77%
HD	24.658	16.298	66,10%	8.360	33,90%	1.897	17,75%	6.501	60,82%	1.800	16,84%	491	4,59%		
HR	12.286	8.909	72,51%	3.377	27,49%	1.029	24,55%	2.476	59,08%	544	12,98%	142	3,39%		
IL	22.998	16.062	69,84%	6.936	30,16%	1.622	24,64%	3.794	57,64%	923	14,02%	240	3,65%	3	0,05%
IS	68.182	37.463	54,95%	30.719	45,05%	5.783	23,39%	15.658	63,34%	3.050	12,34%	230	0,93%		
MH	15.543	10.324	66,42%	5.219	33,58%	1.346	24,45%	3.446	62,59%	548	9,95%	166	3,01%		
MM	24.774	16.035	64,73%	8.739	35,27%	2.474	28,09%	5.706	64,80%	415	4,71%	211	2,40%		
MS	41.763	31.028	74,30%	10.735	25,70%	1.710	17,56%	7.671	78,77%	282	2,90%	76	0,78%		
NT	28.684	18.042	62,90%	10.642	37,10%	3.063	24,21%	6.977	55,15%	1.864	14,73%	747	5,90%		
OT	23.402	14.956	63,91%	8.446	36,09%	2.358	24,74%	5.352	56,14%	1.381	14,49%	442	4,64%		
PH	57.837	38.298	66,22%	19.539	33,78%	3.527	17,57%	13.219	65,84%	3.018	15,03%	312	1,55%		
SB	21.576	14.106	65,38%	7.470	34,62%	1.910	22,57%	5.025	59,38%	1.455	17,19%	72	0,85%		
SJ	11.845	7.726	65,23%	4.119	34,77%	644	17,27%	2.728	73,18%	276	7,40%	80	2,15%		
SM	17.526	11.735	66,96%	5.791	33,04%	1.339	22,11%	3.816	63,01%	715	11,81%	186	3,07%		
SV	27.986	19.338	69,10%	8.648	30,90%	2.602	17,82%	6.613	45,29%	5.217	35,73%	168	1,15%		
TL	17.869	12.878	72,07%	4.991	27,93%	1.345	22,76%	3.322	56,21%	895	15,14%	348	5,89%		
TM	36.270	20.113	55,45%	16.157	44,55%	3.265	18,80%	12.987	74,78%	814	4,69%	300	1,73%		
TR	25.956	18.154	69,94%	7.802	30,06%	1.687	20,91%	5.154	63,89%	1.026	12,72%	200	2,48%		
VL	17.635	10.449	59,25%	7.186	40,75%	1.835	24,57%	4.748	63,58%	809	10,83%	76	1,02%		
VN	22.138	14.536	65,66%	7.602	34,34%	1.952	22,36%	4.895	56,08%	1.421	16,28%	461	5,28%		
VS	30.132	18.593	61,71%	11.539	38,29%	2.829	24,29%	6.644	57,05%	1.608	13,81%	565	4,85%		
	1.288.074	808.339	62,76%	479.735	37,24%	110.273	22,01%	306.111	61,09%	70.401	14,05%	13.847	2,76%	450	0,09%

MAY 2015	Situation 112 incoming calls at county level					Situation 112 incoming calls that were transferred to emergency agencies										
County	Total calls	FALSE calls		REAL calls		POLICE		AMBULANCE		ISU+SMURD		GENDARMERIE		OTHER AGENCIES*		
		Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	
AB	14.964	8.191	54,74%	6.773	45,26%	1.752	24,12%	4.286	59,00%	968	13,32%	259	3,57%			
AG	35.932	23.449	65,26%	12.483	34,74%	2.566	21,71%	7.340	62,09%	1.699	14,37%	165	1,40%	51	0,43%	
AR	23.864	12.938	54,22%	10.926	45,78%	1.966	19,35%	7.168	70,57%	879	8,65%	145	1,43%			
BC	38.900	25.632	65,89%	13.268	34,11%	3.889	27,93%	7.650	54,94%	1.936	13,90%	449	3,22%			
BH	36.470	24.360	66,79%	12.110	33,21%	2.042	16,71%	8.704	71,22%	1.273	10,42%	203	1,66%			
BN	13.908	8.177	58,79%	5.731	41,21%	1.287	17,52%	4.667	63,54%	1.200	16,34%	191	2,60%			
BR	22.593	15.648	69,26%	6.945	30,74%	1.847	26,29%	4.426	63,00%	617	8,78%	135	1,92%			
BT	24.575	17.374	70,70%	7.201	29,30%	1.633	21,16%	4.497	58,28%	1.384	17,94%	202	2,62%			
BUC	165.743	70.345	42,44%	95.398	57,56%	17.987	20,34%	52.290	59,12%	15.468	17,49%	2.421	2,74%	284	0,32%	
IF						3.907	87,68%					549	12,32%			
BV	41.824	27.684	66,19%	14.140	33,81%	3.419	18,67%	9.614	52,51%	4.839	26,43%	438	2,39%			
BZ	34.461	23.604	68,49%	10.857	31,51%	3.077	27,08%	6.869	60,46%	1.018	8,96%	397	3,49%			
CJ	43.480	20.913	48,10%	22.567	51,90%	5.386	21,71%	17.194	69,30%	1.650	6,65%	582	2,35%			
CL	27.723	20.975	75,66%	6.748	24,34%	1.794	26,11%	3.710	54,00%	1.042	15,17%	201	2,93%	123	1,79%	
CS	13.780	9.432	68,45%	4.348	31,55%	1.032	22,30%	3.135	67,74%	368	7,95%	93	2,01%			
CT	54.414	36.963	67,93%	17.451	32,07%	4.565	24,82%	11.093	60,31%	2.346	12,76%	353	1,92%	35	0,19%	
CV	15.110	12.305	81,44%	2.805	18,56%	707	23,54%	1.868	62,20%	363	12,09%	65	2,16%			
DB	29.613	18.130	61,22%	11.483	38,78%	2.598	22,79%	7.004	61,44%	1.382	12,12%	372	3,26%	44	0,39%	
DJ	46.298	33.720	72,83%	12.578	27,17%	3.454	22,06%	9.060	57,86%	2.582	16,49%	562	3,59%			
GJ	18.984	11.469	60,41%	7.515	39,59%	1.286	27,56%	2.523	54,06%	689	14,76%	169	3,62%			
GL	32.034	20.398	63,68%	11.636	36,32%	4.023	29,88%	7.559	56,13%	1.570	11,66%	314	2,33%			
GR	20.543	13.863	67,48%	6.680	32,52%	1.675	24,59%	3.792	55,67%	1.042	15,30%	254	3,73%	48	0,70%	
HD	25.184	16.682	66,24%	8.502	33,76%	2.185	19,98%	6.493	59,38%	1.817	16,62%	440	4,02%			
HR	13.400	9.360	69,85%	4.040	30,15%	901	21,12%	2.656	62,25%	580	13,59%	130	3,05%			
IL	22.690	8.146	35,90%	14.544	64,10%	1.566	24,37%	3.764	58,57%	864	13,45%	188	2,93%	44	0,68%	
IS	69.328	46.138	66,55%	23.190	33,45%	6.597	26,41%	15.467	61,93%	2.762	11,06%	149	0,60%			
MH	14.960	9.202	61,51%	5.758	38,49%	1.406	25,40%	3.535	63,87%	454	8,20%	140	2,53%			
MM	25.321	15.939	62,95%	9.382	37,05%	2.385	27,39%	5.760	66,15%	322	3,70%	240	2,76%			
MS	44.258	34.032	76,89%	10.226	23,11%	1.806	17,88%	7.992	79,14%	244	2,42%	56	0,55%			
NT	28.816	18.192	63,13%	10.624	36,87%	3.068	24,30%	6.953	55,07%	1.876	14,86%	729	5,77%			
OT	22.747	13.471	59,22%	9.276	40,78%	2.236	24,60%	5.428	59,72%	1.062	11,68%	363	3,99%			
PH	56.023	37.290	66,56%	18.733	33,44%	3.639	18,42%	12.963	65,61%	2.910	14,73%	246	1,25%			
SB	24.325	16.883	69,41%	7.442	30,59%	2.105	23,15%	5.285	58,12%	1.644	18,08%	59	0,65%			
SJ	11.754	7.267	61,83%	4.487	38,17%	747	18,66%	2.677	66,87%	423	10,57%	156	3,90%			
SM	18.548	12.804	69,03%	5.744	30,97%	1.320	23,38%	3.569	63,22%	588	10,42%	168	2,98%			
SV	27.113	18.601	68,61%	8.512	31,39%	2.515	17,64%	6.552	45,96%	5.074	35,59%	114	0,80%			
TL	17.048	11.876	69,66%	5.172	30,34%	1.433	22,77%	3.641	57,86%	882	14,02%	337	5,36%			
TM	38.237	20.955	54,80%	17.282	45,20%	3.485	19,77%	13.130	74,49%	732	4,15%	280	1,59%			
TR	23.576	15.395	65,30%	8.181	34,70%	1.813	21,31%	5.329	62,64%	1.110	13,05%	256	3,01%			
VL	18.630	10.731	57,60%	7.899	42,40%	1.854	23,24%	5.295	66,37%	797	9,99%	32	0,40%			
VN	22.498	13.767	61,19%	8.731	38,81%	2.182	23,81%	5.209	56,83%	1.383	15,09%	392	4,28%			
VS	30.768	21.846	71,00%	8.922	29,00%	2.739	24,61%	6.382	57,35%	1.535	13,79%	472	4,24%			
	1.310.437	814.147	62,13%	496.290	37,87%	117.874	22,85%	312.529	60,58%	71.374	13,84%	13.466	2,61%	629	0,12%	

JUN 2015	Situation 112 incoming calls at county level					Situation 112 incoming calls that were transferred to emergency agencies										
	County	Total calls	FALSE calls		REAL calls		POLICE		AMBULANCE		ISU+SMURD		GENDARMERIE		OTHER AGENCIES*	
			Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
AB		15.421	8.839	57,32%	6.582	42,68%	1.707	23,63%	4.202	58,17%	1.059	14,66%	256	3,54%		
AG		34.752	23.273	66,97%	11.479	33,03%	2.352	21,79%	6.760	62,64%	1.476	13,68%	155	1,44%	49	0,45%
AR		24.871	13.840	55,65%	11.031	44,35%	2.045	19,82%	7.170	69,50%	974	9,44%	127	1,23%		
BC		40.686	28.069	68,99%	12.617	31,01%	4.035	28,90%	7.326	52,47%	2.049	14,68%	552	3,95%		
BH		37.023	24.180	65,31%	12.843	34,69%	2.200	17,11%	9.121	70,95%	1.345	10,46%	190	1,48%		
BN		13.098	7.670	58,56%	5.428	41,44%	1.267	18,09%	4.394	62,74%	1.142	16,30%	201	2,87%		
BR		20.304	13.638	67,17%	6.666	32,83%	1.968	29,42%	4.043	60,44%	545	8,15%	133	1,99%		
BT		22.859	16.541	72,36%	6.318	27,64%	1.690	22,11%	4.354	56,97%	1.326	17,35%	272	3,56%		
BUC							18.358	21,11%					2.256	2,59%	251	0,29%
IF		162.734	67.729	41,62%	95.005	58,38%	4.008	87,97%	51.503	59,23%	14.585	16,77%	548	12,03%		
BV		39.252	26.092	66,47%	13.160	33,53%	3.317	18,63%	9.272	52,09%	4.742	26,64%	469	2,63%		
BZ		32.968	22.722	68,92%	10.246	31,08%	3.109	28,80%	6.275	58,12%	995	9,22%	417	3,86%		
CJ		41.594	19.628	47,19%	21.966	52,81%	5.421	22,12%	16.676	68,03%	1.788	7,29%	626	2,55%		
CL		29.737	22.838	76,80%	6.899	23,20%	1.885	26,60%	3.769	53,19%	1.070	15,10%	250	3,53%	112	1,58%
CS		12.777	8.823	69,05%	3.954	30,95%	1.014	23,05%	2.956	67,20%	332	7,55%	97	2,21%		
CT		55.230	37.787	68,42%	17.443	31,58%	4.831	26,37%	10.721	58,51%	2.304	12,58%	408	2,23%	58	0,32%
CV		13.864	11.100	80,06%	2.764	19,94%	658	22,13%	1.871	62,93%	365	12,28%	79	2,66%		
DB		29.821	20.887	70,04%	8.934	29,96%	2.621	23,46%	6.733	60,26%	1.416	12,67%	368	3,29%	35	0,31%
DJ		45.189	31.195	69,03%	13.994	30,97%	3.617	23,21%	8.618	55,30%	2.642	16,95%	706	4,53%		
GJ		17.672	12.321	69,72%	5.351	30,28%	1.252	27,94%	2.419	53,98%	650	14,51%	160	3,57%		
GL		33.513	20.880	62,30%	12.633	37,70%	3.989	31,10%	6.998	54,57%	1.490	11,62%	348	2,71%		
GR		19.914	12.904	64,80%	7.010	35,20%	1.803	26,56%	3.572	52,62%	1.045	15,39%	329	4,85%	39	0,57%
HD		23.164	14.587	62,97%	8.577	37,03%	2.112	19,74%	6.375	59,59%	1.747	16,33%	465	4,35%		
HR		13.660	10.179	74,52%	3.481	25,48%	960	22,03%	2.702	62,02%	553	12,69%	142	3,26%		
IL		21.946	15.352	69,95%	6.594	30,05%	1.580	25,65%	3.486	56,58%	872	14,15%	201	3,26%	22	0,36%
IS		68.546	39.738	57,97%	28.808	42,03%	6.514	27,38%	14.421	60,62%	2.646	11,12%	208	0,87%		
MH		15.045	10.076	66,97%	4.969	33,03%	1.370	25,14%	3.295	60,46%	591	10,84%	194	3,56%		
MM		24.298	15.754	64,84%	8.544	35,16%	2.343	27,54%	5.658	66,49%	300	3,53%	208	2,44%		
MS		43.142	32.835	76,11%	10.307	23,89%	1.655	17,11%	7.623	78,83%	332	3,43%	60	0,62%		
NT		28.242	18.239	64,58%	10.003	35,42%	3.121	25,16%	6.546	52,77%	2.028	16,35%	710	5,72%		
OT		23.374	15.195	65,01%	8.179	34,99%	2.314	26,41%	4.966	56,68%	1.066	12,17%	415	4,74%		
PH		54.660	36.172	66,18%	18.488	33,82%	3.442	17,99%	12.657	66,15%	2.746	14,35%	289	1,51%		
SB		21.657	14.270	65,89%	7.387	34,11%	2.017	23,88%	4.787	56,68%	1.574	18,64%	68	0,81%		
SJ		11.975	7.981	66,65%	3.994	33,35%	610	16,93%	2.633	73,06%	266	7,38%	95	2,64%		
SM		19.315	13.528	70,04%	5.787	29,96%	1.418	24,44%	3.740	64,45%	482	8,31%	163	2,81%		
SV		26.619	17.998	67,61%	8.621	32,39%	2.643	18,73%	6.421	45,49%	4.951	35,08%	99	0,70%		
TL		17.207	11.890	69,10%	5.317	30,90%	1.407	22,76%	3.500	56,63%	922	14,92%	352	5,69%		
TM		38.164	21.311	55,84%	16.853	44,16%	3.635	19,98%	13.356	73,42%	865	4,75%	336	1,85%		
TR		21.936	13.947	63,58%	7.989	36,42%	1.691	20,80%	5.148	63,33%	1.059	13,03%	231	2,84%		
VL		18.896	11.342	60,02%	7.554	39,98%	1.847	24,03%	5.109	66,48%	673	8,76%	56	0,73%		
VN		23.274	15.809	67,93%	7.465	32,07%	1.997	23,40%	4.978	58,33%	1.219	14,28%	340	3,98%		
VS		30.472	19.803	64,99%	10.669	35,01%	2.737	24,87%	6.318	57,42%	1.487	13,51%	462	4,20%		
		1.288.871	806.962	62,61%	481.909	37,39%	118.560	23,46%	302.472	59,85%	69.719	13,80%	14.041	2,78%	566	0,11%

JUL 2015	Situation 112 incoming calls at county level					Situation 112 incoming calls that were transferred to emergency agencies									
County	Total calls	FALSE calls		REAL calls		POLICE		AMBULANCE		ISU+SMURD		GENDARMERIE		OTHER AGENCIES*	
		Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
AB	16.957	9.444	55,69%	7.513	44,31%	2.185	26,41%	4.682	56,59%	1.093	13,21%	314	3,80%		
AG	39.278	25.774	65,62%	13.504	34,38%	2.891	22,69%	7.728	60,66%	1.882	14,77%	177	1,39%	61	0,48%
AR	28.085	15.122	53,84%	12.963	46,16%	2.579	21,39%	8.171	67,78%	1.105	9,17%	201	1,67%		
BC	41.959	27.414	65,34%	14.545	34,66%	4.590	28,63%	8.121	50,65%	2.562	15,98%	759	4,73%		
BH	38.961	25.508	65,47%	13.453	34,53%	2.430	17,81%	9.496	69,58%	1.456	10,67%	265	1,94%		
BN	13.817	8.025	58,08%	5.792	41,92%	1.419	18,62%	4.664	61,22%	1.305	17,13%	231	3,03%		
BR	21.339	13.661	64,02%	7.678	35,98%	2.300	30,29%	4.565	60,12%	586	7,72%	142	1,87%		
BT	27.381	19.887	72,63%	7.494	27,37%	2.107	24,57%	4.638	54,07%	1.535	17,90%	297	3,46%		
BUC	180.400	76.862	42,61%	103.538	57,39%	20.002	21,18%	54.975	58,21%	16.679	17,66%	2.505	2,65%	280	0,30%
IF						4.695	86,40%					739	13,60%		
BV	42.778	27.443	64,15%	15.335	35,85%	3.973	18,95%	10.781	51,43%	5.580	26,62%	630	3,01%		
BZ	34.883	23.353	66,95%	11.530	33,05%	3.550	29,56%	6.792	56,56%	1.179	9,82%	488	4,06%		
CJ	41.312	18.153	43,94%	23.159	56,06%	5.807	22,47%	17.286	66,88%	2.123	8,21%	631	2,44%		
CL	32.781	23.966	73,11%	8.815	26,89%	2.450	28,54%	4.430	51,61%	1.361	15,86%	146	1,70%	196	2,28%
CS	15.146	10.262	67,75%	4.884	32,25%	1.349	25,06%	3.403	63,21%	459	8,53%	173	3,21%		
CT	66.808	42.870	64,17%	23.938	35,83%	7.120	28,61%	13.686	54,99%	3.206	12,88%	776	3,12%	98	0,39%
CV	15.373	12.216	79,46%	3.157	20,54%	781	22,82%	2.130	62,23%	443	12,94%	69	2,02%		
DB	32.541	22.151	68,07%	10.390	31,93%	3.332	25,22%	7.407	56,05%	1.914	14,48%	504	3,81%	57	0,43%
DJ	50.492	33.175	65,70%	17.317	34,30%	4.733	24,60%	10.205	53,04%	3.320	17,25%	984	5,11%		
GJ	17.508	11.080	63,29%	6.428	36,71%	1.670	31,59%	2.586	48,91%	806	15,24%	225	4,26%		
GL	35.427	20.971	59,19%	14.456	40,81%	4.363	30,16%	7.886	54,51%	1.836	12,69%	381	2,63%		
GR	20.856	12.152	58,27%	8.704	41,73%	2.260	26,73%	4.224	49,96%	1.408	16,65%	513	6,07%	50	0,59%
HD	24.759	15.329	61,91%	9.430	38,09%	2.438	20,05%	6.940	57,07%	2.168	17,83%	615	5,06%		
HR	15.097	11.149	73,85%	3.948	26,15%	1.171	23,84%	2.925	59,55%	652	13,27%	164	3,34%		
IL	25.332	17.461	68,93%	7.871	31,07%	1.979	26,61%	4.032	54,21%	1.104	14,84%	291	3,91%	32	0,43%
IS	68.703	35.288	51,36%	33.415	48,64%	7.425	27,93%	15.518	58,38%	3.271	12,30%	369	1,39%		
MH	17.912	11.203	62,54%	6.709	37,46%	2.063	27,09%	4.070	53,45%	1.057	13,88%	424	5,57%		
MM	24.983	15.606	62,47%	9.377	37,53%	2.695	28,69%	6.033	64,24%	388	4,13%	276	2,94%		
MS	46.381	34.767	74,96%	11.614	25,04%	1.839	16,81%	8.748	79,96%	285	2,61%	68	0,62%		
NT	32.934	21.047	63,91%	11.887	36,09%	3.746	25,77%	7.496	51,58%	2.380	16,38%	912	6,27%		
OT	27.122	17.399	64,15%	9.723	35,85%	2.893	27,65%	5.561	53,14%	1.451	13,87%	559	5,34%		
PH	59.840	37.786	63,15%	22.054	36,85%	4.162	18,13%	14.959	65,16%	3.417	14,88%	421	1,83%		
SB	25.683	17.086	66,53%	8.597	33,47%	2.545	25,92%	5.327	54,26%	1.861	18,95%	85	0,87%		
SJ	12.892	8.573	66,50%	4.319	33,50%	833	20,71%	2.692	66,92%	370	9,20%	128	3,18%		
SM	20.608	14.158	68,70%	6.450	31,30%	1.698	26,59%	3.858	60,41%	640	10,02%	190	2,98%		
SV	28.851	19.605	67,95%	9.246	32,05%	3.089	20,30%	6.701	44,03%	5.274	34,65%	156	1,02%		
TL	20.221	14.225	70,35%	5.996	29,65%	1.660	23,81%	3.786	54,30%	1.070	15,34%	457	6,55%		
TM	41.152	22.534	54,76%	18.618	45,24%	4.154	20,54%	14.366	71,02%	1.187	5,87%	521	2,58%		
TR	25.305	15.520	61,33%	9.785	38,67%	2.426	23,74%	5.865	57,39%	1.481	14,49%	448	4,38%		
VL	20.892	12.400	59,35%	8.492	40,65%	2.249	26,23%	5.403	63,02%	830	9,68%	92	1,07%		
VN	27.139	18.327	67,53%	8.812	32,47%	2.361	24,04%	5.670	57,74%	1.385	14,10%	404	4,11%		
VS	32.104	20.149	62,76%	11.955	37,24%	3.421	27,84%	6.593	53,65%	1.678	13,65%	597	4,86%		
	1.411.992	859.101	60,84%	552.891	39,16%	141.433	24,44%	334.399	57,78%	83.787	14,48%	18.327	3,17%	774	0,13%

AUG 2015	Situation 112 incoming calls at county level					Situation 112 incoming calls that were transferred to emergency agencies							
County	Total calls	FALSE calls		REAL calls		POLICE		AMBULANCE		ISU+SMURD		GENDARMERIE	
		Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
AB	16.350	9.055	55,38%	7.295	44,62%	2.315	28,79%	4.265	53,04%	1.101	13,69%	360	4,48%
AG	38.999	25.171	64,54%	13.828	35,46%	3.030	23,48%	7.729	59,89%	1.925	14,92%	160	1,24%
AR	27.013	13.774	50,99%	13.239	49,01%	2.806	23,20%	7.875	65,10%	1.217	10,06%	198	1,64%
BC	41.297	26.124	63,26%	15.173	36,74%	5.141	31,18%	7.949	48,21%	2.583	15,67%	814	4,94%
BH	36.787	22.721	61,76%	14.066	38,24%	2.683	18,94%	9.538	67,33%	1.628	11,49%	316	2,23%
BN	14.920	8.652	57,99%	6.268	42,01%	1.676	20,22%	4.892	59,02%	1.444	17,42%	277	3,34%
BR	21.079	13.049	61,91%	8.030	38,09%	2.517	30,58%	4.632	56,28%	875	10,63%	207	2,51%
BT	26.943	18.663	69,27%	8.280	30,73%	2.391	25,41%	4.808	51,11%	1.795	19,08%	414	4,40%
BUC	170.370	68.916	40,45%	101.454	59,55%	19.441	21,05%	53.626	58,07%	16.283	17,63%	2.610	2,83%
IF						4.621	85,49%					784	14,51%
BV	41.564	25.971	62,48%	15.593	37,52%	4.316	20,09%	10.856	50,53%	5.503	25,61%	810	3,77%
BZ	37.283	24.565	65,89%	12.718	34,11%	4.015	30,47%	7.259	55,10%	1.350	10,25%	551	4,18%
CJ	42.278	19.585	46,32%	22.693	53,68%	5.935	23,21%	16.790	65,65%	2.158	8,44%	692	2,71%
CL	33.513	24.934	74,40%	8.579	25,60%	2.465	29,42%	4.237	50,57%	1.303	15,55%	73	0,87%
CS	15.582	10.017	64,29%	5.565	35,71%	1.607	26,25%	3.652	59,64%	655	10,70%	209	3,41%
CT	69.816	41.857	59,95%	27.959	40,05%	8.093	28,80%	15.576	55,42%	3.406	12,12%	867	3,08%
CV	14.930	11.740	78,63%	3.190	21,37%	871	26,05%	1.964	58,73%	427	12,77%	82	2,45%
DB	32.807	21.960	66,94%	10.847	33,06%	3.783	27,10%	7.488	53,64%	2.091	14,98%	553	3,96%
DJ	48.589	31.865	65,58%	16.724	34,42%	4.632	24,76%	9.533	50,96%	3.493	18,67%	1.049	5,61%
GJ	16.962	10.269	60,54%	6.693	39,46%	1.779	31,95%	2.671	47,97%	826	14,83%	292	5,24%
GL	35.392	20.220	57,13%	15.172	42,87%	5.214	34,46%	7.580	50,09%	1.900	12,56%	438	2,89%
GR	22.269	13.783	61,89%	8.486	38,11%	2.371	28,78%	4.001	48,57%	1.368	16,61%	448	5,44%
HD	24.597	14.650	59,56%	9.947	40,44%	2.909	22,24%	7.040	53,82%	2.351	17,97%	780	5,96%
HR	14.696	10.521	71,59%	4.175	28,41%	1.175	22,74%	3.080	59,61%	736	14,24%	176	3,41%
IL	27.361	18.578	67,90%	8.783	32,10%	2.233	26,91%	4.112	49,55%	1.544	18,61%	392	4,72%
IS	71.650	36.575	51,05%	35.075	48,95%	7.710	28,92%	15.451	57,96%	3.109	11,66%	387	1,45%
MH	17.088	10.544	61,70%	6.544	38,30%	2.170	27,64%	3.875	49,35%	1.283	16,34%	524	6,67%
MM	25.806	15.766	61,09%	10.040	38,91%	3.160	31,55%	6.085	60,76%	490	4,89%	280	2,80%
MS	48.200	36.027	74,74%	12.173	25,26%	1.913	17,28%	8.730	78,84%	359	3,24%	71	0,64%
NT	33.742	21.022	62,30%	12.720	37,70%	4.132	26,99%	7.827	51,13%	2.337	15,27%	1.012	6,61%
OT	27.193	17.497	64,34%	9.696	35,66%	3.039	28,49%	5.410	50,72%	1.604	15,04%	613	5,75%
PH	59.232	37.235	62,86%	21.997	37,14%	4.506	19,38%	14.540	62,53%	3.659	15,73%	549	2,36%
SB	25.444	16.504	64,86%	8.940	35,14%	2.720	26,33%	5.452	52,77%	2.017	19,52%	142	1,37%
SJ	13.846	9.616	69,45%	4.230	30,55%	842	21,33%	2.576	65,25%	391	9,90%	139	3,52%
SM	21.270	13.831	65,03%	7.439	34,97%	2.150	28,87%	4.158	55,84%	853	11,46%	285	3,83%
SV	29.213	18.948	64,86%	10.265	35,14%	3.736	22,46%	7.067	42,49%	5.641	33,91%	190	1,14%
TL	20.707	14.426	69,67%	6.281	30,33%	1.973	27,26%	3.616	49,97%	1.176	16,25%	472	6,52%
TM	41.347	23.461	56,74%	17.886	43,26%	4.343	22,31%	13.281	68,22%	1.276	6,55%	568	2,92%
TR	25.550	15.943	62,40%	9.607	37,60%	2.453	24,18%	5.665	55,83%	1.568	15,45%	460	4,53%
VL	20.864	12.355	59,22%	8.509	40,78%	2.369	27,28%	5.293	60,94%	934	10,75%	89	1,02%
VN	28.662	19.435	67,81%	9.227	32,19%	2.795	26,51%	5.616	53,26%	1.583	15,01%	551	5,23%
VS	31.651	19.412	61,33%	12.239	38,67%	3.557	28,60%	6.537	52,57%	1.735	13,95%	606	4,87%
	1.412.862	845.237	59,82%	567.625	40,18%	151.587	25,54%	332.332	56,00%	87.977	14,83%	20.490	3,45%

SEPT 2015	Situation 112 incoming calls at county level					Situation 112 incoming calls that were transferred to emergency agencies							
County	Total calls	FALSE calls		REAL calls		POLICE		AMBULANCE		ISU+SMURD		GENDARMERIE	
		Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
AB	15.003	8.752	58,33%	6.251	41,67%	1.768	25,49%	4.065	58,61%	860	12,40%	243	3,50%
AG	35.218	23.460	66,61%	11.758	33,39%	2.709	23,74%	6.706	58,76%	1.756	15,39%	170	1,49%
AR	24.686	14.078	57,03%	10.608	42,97%	2.119	21,62%	6.711	68,46%	868	8,85%	105	1,07%
BC	36.744	24.024	65,38%	12.720	34,62%	4.167	29,76%	7.075	50,52%	2.180	15,57%	582	4,16%
BH	31.641	19.830	62,67%	11.811	37,33%	2.096	17,52%	8.403	70,22%	1.243	10,39%	224	1,87%
BN	13.771	8.323	60,44%	5.448	39,56%	1.423	19,85%	4.345	60,62%	1.164	16,24%	236	3,29%
BR	20.605	13.847	67,20%	6.758	32,80%	1.905	27,49%	4.203	60,66%	665	9,60%	156	2,25%
BT	22.330	15.210	68,11%	7.120	31,89%	1.924	24,04%	4.312	53,87%	1.490	18,62%	278	3,47%
BUC	157.364	65.724	41,77%	91.640	58,23%	17.535	20,72%	49.012	57,91%	15.555	18,38%	2.264	2,67%
IF						3.925	86,51%					612	13,49%
BV	37.915	24.400	64,35%	13.515	35,65%	3.659	19,69%	9.428	50,74%	4.881	26,27%	613	3,30%
BZ	33.850	23.704	70,03%	10.146	29,97%	3.259	30,35%	6.048	56,33%	1.034	9,63%	396	3,69%
CJ	37.806	16.703	44,18%	21.103	55,82%	5.265	22,28%	15.961	67,55%	1.866	7,90%	537	2,27%
CL	29.323	22.380	76,32%	6.943	23,68%	1.809	26,20%	3.707	53,69%	1.042	15,09%	245	3,55%
CS	13.735	9.372	68,23%	4.363	31,77%	1.118	23,82%	3.068	65,37%	351	7,48%	156	3,32%
CT	51.745	33.190	64,14%	18.555	35,86%	5.211	27,36%	11.154	58,56%	2.129	11,18%	485	2,55%
CV	14.750	11.841	80,28%	2.909	19,72%	710	22,36%	1.984	62,47%	413	13,00%	69	2,17%
DB	29.375	20.176	68,68%	9.199	31,32%	3.055	26,16%	6.527	55,90%	1.617	13,85%	435	3,73%
DJ	43.235	28.990	67,05%	14.245	32,95%	3.472	22,82%	8.636	56,75%	2.523	16,58%	587	3,86%
GJ	16.038	10.300	64,22%	5.738	35,78%	1.361	28,40%	2.498	52,12%	731	15,25%	203	4,24%
GL	30.605	17.915	58,54%	12.690	41,46%	3.993	31,30%	6.881	53,94%	1.583	12,41%	300	2,35%
GR	21.104	14.055	66,60%	7.049	33,40%	1.823	26,45%	3.523	51,12%	1.116	16,20%	378	5,49%
HD	23.025	14.551	63,20%	8.474	36,80%	2.054	19,43%	6.314	59,71%	1.738	16,44%	468	4,43%
HR	13.077	9.529	72,87%	3.548	27,13%	986	21,94%	2.731	60,76%	618	13,75%	160	3,56%
IL	23.563	16.532	70,16%	7.031	29,84%	1.773	26,68%	3.526	53,06%	1.077	16,21%	246	3,70%
IS	65.424	34.067	52,07%	31.357	47,93%	6.713	28,07%	14.163	59,23%	2.730	11,42%	307	1,28%
MH	14.515	9.220	63,52%	5.295	36,48%	1.567	26,02%	3.298	54,77%	857	14,23%	300	4,98%
MM	22.850	14.751	64,56%	8.099	35,44%	2.387	28,93%	5.348	64,81%	316	3,83%	201	2,44%
MS	41.582	31.499	75,75%	10.083	24,25%	1.669	17,27%	7.672	79,38%	267	2,76%	57	0,59%
NT	26.225	15.426	58,82%	10.799	41,18%	3.306	25,83%	6.834	53,39%	1.939	15,15%	722	5,64%
OT	22.735	14.437	63,50%	8.298	36,50%	2.496	27,68%	4.852	53,80%	1.255	13,92%	415	4,60%
PH	54.125	34.532	63,80%	19.593	36,20%	3.973	19,26%	12.980	62,92%	3.213	15,57%	465	2,25%
SB	22.758	15.274	67,11%	7.484	32,89%	2.233	25,66%	4.622	53,11%	1.684	19,35%	164	1,88%
SJ	11.701	7.984	68,23%	3.717	31,77%	699	20,24%	2.331	67,51%	311	9,01%	112	3,24%
SM	18.063	12.366	68,46%	5.697	31,54%	1.451	25,20%	3.517	61,09%	610	10,60%	179	3,11%
SV	25.435	16.861	66,29%	8.574	33,71%	2.913	20,66%	6.166	43,73%	4.862	34,48%	160	1,13%
TL	17.663	12.212	69,14%	5.451	30,86%	1.477	24,51%	3.324	55,16%	896	14,87%	329	5,46%
TM	38.880	23.122	59,47%	15.758	40,53%	3.555	21,15%	12.167	72,39%	799	4,75%	286	1,70%
TR	22.253	14.318	64,34%	7.935	35,66%	1.829	22,30%	4.981	60,73%	1.124	13,70%	268	3,27%
VL	17.763	10.309	58,04%	7.454	41,96%	2.047	26,80%	4.718	61,77%	796	10,42%	77	1,01%
VN	23.660	15.520	65,60%	8.140	34,40%	2.187	24,10%	5.192	57,21%	1.312	14,46%	385	4,24%
VS	29.933	19.174	64,06%	10.759	35,94%	3.122	27,51%	5.975	52,65%	1.702	15,00%	549	4,84%
	1.252.073	767.958	61,33%	484.115	38,67%	122.743	24,23%	294.958	58,22%	73.173	14,44%	15.124	2,99%



OCT 2015	Situation 112 incoming calls at county level					Situation 112 incoming calls that were transferred to emergency agencies							
County	Total calls	FALSE calls		REAL calls		POLICE		AMBULANCE		ISU+SMURD		GENDARME	
		Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
AB	13.754	7.449	54,16%	6.305	45,84%	1.636	24,09%	4.213	62,04%	752	11,07%	190	2,8
AG	33.207	21.654	65,21%	11.553	34,79%	2.446	21,40%	7.036	61,55%	1.719	15,04%	169	1,4
AR	23.963	12.683	52,93%	11.280	47,07%	2.017	19,65%	7.271	70,82%	882	8,59%	97	0,9
BC	36.747	23.378	63,62%	13.369	36,38%	4.140	28,38%	7.628	52,29%	2.161	14,81%	659	4,5
BH	32.804	20.975	63,94%	11.829	36,06%	1.886	16,26%	8.424	72,65%	1.155	9,96%	131	1,1
BN	12.460	7.058	56,65%	5.402	43,35%	1.306	18,51%	4.372	61,98%	1.166	16,53%	210	2,9
BR	18.032	11.430	63,39%	6.602	36,61%	1.839	27,51%	4.095	61,27%	607	9,08%	143	2,1
BT	23.741	17.123	72,12%	6.618	27,88%	1.745	22,33%	4.368	55,89%	1.409	18,03%	294	3,7
BUC	155.300	66.202	42,63%	89.098	57,37%	16.143	19,48%	49.371	59,58%	15.126	18,25%	1.952	2,3
IF						3.686	86,38%					581	13,
BV	36.246	23.290	64,26%	12.956	35,74%	3.173	17,48%	9.457	52,10%	5.001	27,55%	522	2,8
BZ	31.648	21.898	69,19%	9.750	30,81%	2.878	27,65%	6.113	58,73%	1.030	9,90%	388	3,7
CJ	38.742	17.827	46,01%	20.915	53,99%	5.116	21,35%	16.335	68,18%	2.014	8,41%	492	2,0
CL	25.618	19.136	74,70%	6.482	25,30%	1.573	24,78%	3.553	55,97%	934	14,71%	217	3,4
CS	13.636	9.670	70,92%	3.966	29,08%	971	23,14%	2.932	69,86%	217	5,17%	77	1,8
CT	45.887	30.435	66,33%	15.452	33,67%	4.187	25,28%	9.794	59,13%	2.177	13,14%	371	2,2
CV	12.864	10.075	78,32%	2.789	21,68%	738	24,26%	1.851	60,85%	392	12,89%	61	2,0
DB	28.531	19.704	69,06%	8.827	30,94%	2.551	23,02%	6.738	60,80%	1.429	12,89%	300	2,7
DJ	44.807	30.943	69,06%	13.864	30,94%	3.202	21,37%	8.856	59,11%	2.393	15,97%	532	3,5
GJ	17.050	11.643	68,29%	5.407	31,71%	1.289	28,05%	2.475	53,85%	693	15,08%	139	3,0
GL	30.818	18.266	59,27%	12.552	40,73%	3.941	31,21%	6.919	54,80%	1.500	11,88%	267	2,1
GR	20.869	13.903	66,62%	6.966	33,38%	1.613	24,67%	3.584	54,81%	971	14,85%	317	4,8
HD	22.547	14.379	63,77%	8.168	36,23%	1.869	18,55%	6.150	61,03%	1.650	16,37%	408	4,0
HR	14.731	11.267	76,48%	3.464	23,52%	1.015	23,56%	2.611	60,61%	564	13,09%	118	2,7
IL	21.462	14.844	69,16%	6.618	30,84%	1.605	25,31%	3.495	55,12%	1.038	16,37%	187	2,9
IS	64.759	34.362	53,06%	30.397	46,94%	6.340	26,80%	14.354	60,68%	2.689	11,37%	272	1,1
MH	13.826	8.703	62,95%	5.123	37,05%	1.358	23,82%	3.370	59,12%	775	13,60%	197	3,4
MM	21.716	13.457	61,97%	8.259	38,03%	2.160	26,03%	5.659	68,19%	336	4,05%	144	1,7
MS	39.827	29.901	75,08%	9.926	24,92%	1.574	16,67%	7.591	80,38%	238	2,52%	41	0,4
NT	25.794	15.397	59,69%	10.397	40,31%	3.011	24,55%	6.731	54,88%	1.877	15,30%	647	5,2
OT	21.862	14.166	64,80%	7.696	35,20%	2.158	25,24%	4.797	56,11%	1.199	14,03%	395	4,6
PH	49.780	31.856	63,99%	17.924	36,01%	3.251	17,33%	12.489	66,58%	2.717	14,48%	301	1,6
SB	21.363	13.894	65,04%	7.469	34,96%	2.192	25,59%	4.702	54,89%	1.577	18,41%	95	1,1
SJ	12.530	8.803	70,26%	3.727	29,74%	628	17,48%	2.541	70,74%	323	8,99%	100	2,7
SM	16.503	11.222	68,00%	5.281	32,00%	1.314	24,31%	3.442	63,68%	526	9,73%	123	2,2
SV	25.623	17.523	68,39%	8.100	31,61%	2.589	19,11%	5.932	43,79%	4.802	35,44%	225	1,6
TL	15.441	10.352	67,04%	5.089	32,96%	1.269	22,06%	3.373	58,64%	824	14,33%	286	4,9
TM	37.110	21.387	57,63%	15.723	42,37%	3.460	20,82%	12.185	73,33%	727	4,38%	244	1,4
TR	24.557	16.505	67,21%	8.052	32,79%	1.746	20,83%	5.305	63,29%	1.109	13,23%	222	2,6
VL	17.662	10.632	60,20%	7.030	39,80%	1.831	25,41%	4.658	64,65%	670	9,30%	46	0,6
VN	23.985	16.504	68,81%	7.481	31,19%	2.072	23,78%	4.985	57,21%	1.294	14,85%	363	4,1
VS	29.858	17.829	59,71%	12.029	40,29%	2.997	25,40%	6.607	56,01%	1.680	14,24%	513	4,3
	1.217.660	747.725	61,41%	469.935	38,59%	112.515	22,83%	296.362	60,13%	70.343	14,27%	13.036	2,6

NOV 2015	Situation 112 incoming calls at county level					Situation 112 incoming calls that were transferred to emergency agencies							
County	Total calls	FALSE calls		REAL calls		POLICE		AMBULANCE		ISU+SMURD		GENDARME	
		Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
AB	14.483	8.236	56,87%	6.247	43,13%	1.606	24,10%	4.162	62,46%	686	10,30%	209	3,1%
AG	33.151	21.593	65,14%	11.558	34,86%	2.437	21,65%	6.854	60,89%	1.730	15,37%	178	1,5%
AR	21.623	11.573	53,52%	10.050	46,48%	1.801	19,57%	6.502	70,65%	816	8,87%	84	0,9%
BC	38.341	25.126	65,53%	13.215	34,47%	4.115	28,79%	7.469	52,26%	2.066	14,45%	643	4,5%
BH	32.803	21.607	65,87%	11.196	34,13%	1.803	16,27%	7.949	71,74%	1.178	10,63%	151	1,3%
BN	12.754	7.663	60,08%	5.091	39,92%	1.163	17,64%	4.155	63,03%	1.103	16,73%	171	2,5%
BR	19.023	12.214	64,21%	6.809	35,79%	1.773	25,29%	4.285	61,12%	786	11,21%	167	2,3%
BT	21.971	15.685	71,39%	6.286	28,61%	1.634	21,70%	4.244	56,36%	1.380	18,33%	272	3,6%
BUC	148.660	62.858	42,28%	85.802	57,72%	15.872	19,84%	46.684	58,34%	14.923	18,65%	2.123	2,6%
IF						3.593	85,65%					602	14,1%
BV	36.860	24.235	65,75%	12.625	34,25%	3.075	17,45%	9.179	52,10%	4.821	27,36%	544	3,0%
BZ	33.306	23.863	71,65%	9.443	28,35%	2.807	27,35%	5.991	58,36%	1.102	10,74%	365	3,5%
CJ	38.016	17.378	45,71%	20.638	54,29%	4.940	20,77%	16.421	69,03%	1.959	8,23%	469	1,9%
CL	25.825	19.455	75,33%	6.370	24,67%	1.673	25,38%	3.572	54,18%	1.025	15,55%	236	3,5%
CS	12.411	8.641	69,62%	3.770	30,38%	899	22,10%	2.822	69,37%	262	6,44%	85	2,0%
CT	45.394	30.074	66,25%	15.320	33,75%	3.914	24,35%	9.772	60,80%	2.009	12,50%	325	2,0%
CV	14.441	11.664	80,77%	2.777	19,23%	618	21,38%	1.839	63,61%	375	12,97%	59	2,0%
DB	28.427	19.909	70,04%	8.518	29,96%	2.473	23,00%	6.411	59,63%	1.440	13,39%	363	3,3%
DJ	42.488	29.276	68,90%	13.212	31,10%	3.211	22,13%	8.279	57,07%	2.439	16,81%	579	3,9%
GJ	19.296	14.192	73,55%	5.104	26,45%	1.243	29,10%	2.248	52,63%	600	14,05%	180	4,2%
GL	31.073	18.395	59,20%	12.678	40,80%	3.688	28,88%	7.056	55,25%	1.687	13,21%	341	2,6%
GR	19.697	13.305	67,55%	6.392	32,45%	1.484	24,50%	3.311	54,66%	956	15,78%	268	4,4%
HD	21.620	13.637	63,08%	7.983	36,92%	1.895	18,73%	6.064	59,92%	1.699	16,79%	462	4,5%
HR	16.415	13.005	79,23%	3.410	20,77%	976	23,02%	2.628	61,98%	515	12,15%	121	2,8%
IL	22.418	15.842	70,67%	6.576	29,33%	1.537	24,05%	3.544	55,44%	1.065	16,66%	217	3,3%
IS	58.083	30.625	52,73%	27.458	47,27%	6.058	26,58%	13.598	59,67%	2.779	12,20%	353	1,5%
MH	13.357	8.497	63,61%	4.860	36,39%	1.317	23,61%	3.341	59,89%	734	13,16%	187	3,3%
MM	22.717	14.849	65,37%	7.868	34,63%	2.039	25,81%	5.374	68,02%	360	4,56%	128	1,6%
MS	38.864	28.904	74,37%	9.960	25,63%	1.545	16,76%	7.405	80,32%	227	2,46%	42	0,4%
NT	27.706	17.619	63,59%	10.087	36,41%	2.961	24,65%	6.585	54,81%	1.864	15,52%	604	5,0%
OT	22.353	14.720	65,85%	7.633	34,15%	2.162	25,55%	4.704	55,58%	1.170	13,82%	427	5,0%
PH	49.005	31.745	64,78%	17.260	35,22%	3.525	18,76%	11.763	62,62%	3.056	16,27%	441	2,3%
SB	20.301	13.255	65,29%	7.046	34,71%	1.920	23,09%	4.635	55,75%	1.663	20,00%	96	1,1%
SJ	12.805	9.008	70,35%	3.797	29,65%	610	17,29%	2.495	70,70%	327	9,27%	97	2,7%
SM	16.860	11.890	70,52%	4.970	29,48%	1.226	23,93%	3.271	63,85%	529	10,33%	97	1,8%
SV	23.014	15.128	65,73%	7.886	34,27%	2.399	18,10%	5.942	44,82%	4.719	35,60%	196	1,4%
TL	15.955	10.857	68,05%	5.098	31,95%	1.281	22,09%	3.308	57,05%	869	14,99%	340	5,8%
TM	36.266	21.197	58,45%	15.069	41,55%	3.192	19,81%	11.821	73,38%	826	5,13%	271	1,6%
TR	23.425	16.168	69,02%	7.257	30,98%	1.589	20,96%	4.727	62,35%	1.040	13,72%	225	2,9%
VL	17.389	10.251	58,95%	7.138	41,05%	1.760	24,51%	4.613	64,25%	747	10,40%	60	0,8%
VN	24.397	17.112	70,14%	7.285	29,86%	1.973	23,77%	4.747	57,19%	1.206	14,53%	374	4,5%
VS	28.996	18.160	62,63%	10.836	37,37%	2.661	24,93%	5.997	56,19%	1.534	14,37%	481	4,5%
Calls	1.201.989	749.411	62,35%	452.578	37,65%	108.448	22,65%	285.767	59,68%	70.272	14,67%	13.633	2,8%
SMS alerts	9												



IAN 2016	Situation 112 incoming calls at county level					Situation 112 incoming calls that were transferred to emergency agencies							
County	Total calls	FALSE calls		REAL calls		POLICE		AMBULANCE		ISU+SMURD		GENDARME	
		Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
AB	14.906	8.845	59,34%	6.061	40,66%	1.318	20,04%	4.262	64,81%	795	12,09%	201	3,0
AG	30.900	19.117	61,87%	11.783	38,13%	1.978	17,65%	7.319	65,31%	1.716	15,31%	137	1,2
AR	24.299	13.960	57,45%	10.339	42,55%	1.573	16,17%	7.230	74,31%	857	8,81%	69	0,7
BC	38.857	26.245	67,54%	12.612	32,46%	3.027	22,82%	7.938	59,86%	1.858	14,01%	439	3,3
BH	33.924	21.935	64,66%	11.989	35,34%	1.712	14,51%	8.642	73,25%	1.243	10,54%	201	1,7
BN	14.168	8.590	60,63%	5.578	39,37%	1.090	15,65%	4.574	65,68%	1.125	16,15%	175	2,5
BR	18.574	10.417	56,08%	8.157	43,92%	1.450	21,02%	4.516	65,48%	774	11,22%	157	2,2
BT	23.867	14.669	61,46%	9.198	38,54%	1.321	17,63%	4.565	60,92%	1.377	18,38%	230	3,0
BUC	155.557	62.249	40,02%	93.308	59,98%	15.235	17,10%	53.183	59,70%	16.857	18,92%	3.533	3,9
IF						2.952	84,42%					545	15,5
BV	41.514	26.169	63,04%	15.345	36,96%	3.140	15,95%	10.549	53,59%	5.357	27,21%	638	3,2
BZ	33.939	22.184	65,36%	11.755	34,64%	2.170	20,62%	6.825	64,85%	1.215	11,54%	315	2,9
CJ	37.457	16.655	44,46%	20.802	55,54%	4.204	17,65%	17.034	71,50%	2.153	9,04%	434	1,8
CL	28.241	19.729	69,86%	8.512	30,14%	1.404	20,42%	3.830	55,70%	1.200	17,45%	311	4,5
CS	13.031	8.968	68,82%	4.063	31,18%	789	18,04%	3.222	73,68%	311	7,11%	51	1,1
CT	49.335	32.140	65,15%	17.195	34,85%	3.500	20,51%	11.149	65,32%	2.027	11,88%	349	2,0
CV	13.206	10.198	77,22%	3.008	22,78%	596	20,35%	1.956	66,78%	330	11,27%	47	1,6
DB	29.955	20.794	69,42%	9.161	30,58%	2.058	18,62%	7.095	64,19%	1.552	14,04%	278	2,5
DJ	43.166	30.191	69,94%	12.975	30,06%	2.533	17,49%	9.040	62,44%	2.408	16,63%	498	3,4
GJ	25.860	20.975	81,11%	4.885	18,89%	979	22,51%	2.539	58,38%	698	16,05%	133	3,0
GL	31.134	18.235	58,57%	12.899	41,43%	3.204	24,72%	7.591	58,56%	1.807	13,94%	360	2,7
GR	20.080	13.261	66,04%	6.819	33,96%	1.257	19,49%	3.814	59,13%	1.054	16,34%	292	4,5
HD	22.278	13.907	62,42%	8.371	37,58%	1.622	15,60%	6.548	62,97%	1.828	17,58%	401	3,8
HR	14.426	10.720	74,31%	3.706	25,69%	891	19,52%	2.909	63,72%	616	13,49%	149	3,2
IL	23.706	17.152	72,35%	6.554	27,65%	1.223	19,36%	3.576	56,62%	1.245	19,71%	253	4,0
IS	62.595	35.135	56,13%	27.460	43,87%	4.852	21,59%	14.788	65,79%	2.673	11,89%	163	0,7
MH	13.441	8.570	63,76%	4.871	36,24%	1.097	20,41%	3.471	64,59%	666	12,39%	140	2,6
MM	22.378	13.652	61,01%	8.726	38,99%	2.152	24,61%	5.963	68,20%	483	5,52%	145	1,6
MS	41.440	30.749	74,20%	10.691	25,80%	1.405	14,31%	8.138	82,86%	233	2,37%	45	0,4
NT	27.947	16.613	59,44%	11.334	40,56%	2.308	20,01%	7.051	61,13%	1.674	14,51%	502	4,3
OT	22.893	15.307	66,86%	7.586	33,14%	1.594	19,69%	5.078	62,74%	1.067	13,18%	355	4,3
PH	48.410	30.344	62,68%	18.066	37,32%	2.890	14,75%	13.310	67,93%	2.985	15,23%	409	2,0
SB	21.741	14.251	65,55%	7.490	34,45%	1.806	20,47%	5.204	58,99%	1.732	19,63%	80	0,9
SJ	12.758	8.804	69,01%	3.954	30,99%	564	15,35%	2.686	73,09%	351	9,55%	74	2,0
SM	17.974	12.358	68,75%	5.616	31,25%	1.145	19,95%	3.804	66,29%	671	11,69%	118	2,0
SV	24.661	16.276	66,00%	8.385	34,00%	2.232	15,68%	6.710	47,14%	5.194	36,49%	98	0,6
TL	16.772	9.811	58,50%	6.961	41,50%	1.066	17,68%	3.629	60,19%	976	16,19%	358	5,9
TM	35.225	19.910	56,52%	15.315	43,48%	2.825	16,69%	12.663	74,79%	1.172	6,92%	271	1,6
TR	21.910	13.909	63,48%	8.001	36,52%	1.216	14,49%	5.687	67,78%	1.267	15,10%	220	2,6
VL	17.476	10.338	59,16%	7.138	40,84%	1.438	20,03%	4.978	69,32%	729	10,15%	36	0,5
VN	24.175	16.545	68,44%	7.630	31,56%	1.680	19,87%	5.228	61,83%	1.222	14,45%	326	3,8
VS	29.873	18.030	60,36%	11.843	39,64%	1.967	19,78%	6.391	64,26%	1.252	12,59%	336	3,3
Calls	1.244.049	757.907	60,92%	486.142	39,08%	93.463	18,79%	314.685	63,27%	74.750	15,03%	13.872	2,7
SMS alerts	12												

FEB 2016	Situation 112 incoming calls at county level					Situation 112 incoming calls that were transferred to emergency agencies							
County	Total calls	FALSE calls		REAL calls		POLICE		AMBULANCE		ISU+SMURD		GENDARME	
		Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
AB	14.347	8.546	59,57%	5.801	40,43%	1.285	20,82%	4.087	66,23%	620	10,05%	179	2,9
AG	30.170	19.221	63,71%	10.949	36,29%	1.835	16,77%	7.368	67,33%	1.549	14,16%	155	1,4
AR	23.858	13.907	58,29%	9.951	41,71%	1.587	16,98%	6.786	72,62%	872	9,33%	99	1,0
BC	37.612	25.732	68,41%	11.880	31,59%	2.919	23,61%	7.431	60,11%	1.586	12,83%	426	3,4
BH	30.518	19.209	62,94%	11.309	37,06%	1.507	13,63%	8.352	75,53%	1.008	9,12%	191	1,7
BN	12.402	7.172	57,83%	5.230	42,17%	929	14,40%	4.425	68,59%	934	14,48%	163	2,5
BR	17.647	9.892	56,05%	7.755	43,95%	1.431	22,25%	4.231	65,79%	610	9,49%	159	2,4
BT	23.540	14.921	63,39%	8.619	36,61%	1.254	17,95%	4.376	62,62%	1.154	16,51%	204	2,9
BUC	159.221	60.465	37,98%	98.756	62,02%	13.729	15,68%	57.548	65,74%	14.355	16,40%	1.695	1,9
IF						2.828	86,43%					444	13,5
BV	35.684	22.122	61,99%	13.562	38,01%	2.691	15,63%	9.432	54,77%	4.571	26,54%	527	3,0
BZ	31.648	20.770	65,63%	10.878	34,37%	2.215	22,81%	6.309	64,97%	885	9,11%	302	3,1
CJ	36.449	15.764	43,25%	20.685	56,75%	4.261	18,24%	16.825	72,04%	1.846	7,90%	423	1,8
CL	28.531	20.571	72,10%	7.960	27,90%	1.277	20,66%	3.836	62,05%	848	13,72%	157	2,5
CS	11.921	8.153	68,39%	3.768	31,61%	744	18,33%	2.913	71,78%	317	7,81%	84	2,0
CT	48.960	32.395	66,17%	16.565	33,83%	3.307	20,54%	11.086	68,87%	1.449	9,00%	251	1,5
CV	11.590	9.079	78,33%	2.511	21,67%	526	21,71%	1.613	66,57%	257	10,61%	27	1,1
DB	28.877	19.861	68,78%	9.016	31,22%	1.954	18,14%	7.006	65,03%	1.528	14,18%	246	2,2
DJ	42.940	30.431	70,87%	12.509	29,13%	2.489	18,23%	8.670	63,51%	2.075	15,20%	418	3,0
GJ	17.875	12.832	71,79%	5.043	28,21%	1.026	23,92%	2.427	56,59%	658	15,34%	178	4,1
GL	27.876	16.006	57,42%	11.870	42,58%	3.191	25,76%	7.341	59,26%	1.500	12,11%	356	2,8
GR	17.556	10.719	61,06%	6.837	38,94%	1.309	20,62%	3.874	61,03%	907	14,29%	222	3,5
HD	22.034	13.729	62,31%	8.305	37,69%	1.615	16,00%	6.380	63,21%	1.726	17,10%	372	3,6
HR	12.532	9.199	73,40%	3.333	26,60%	739	18,49%	2.644	66,17%	489	12,24%	124	3,1
IL	21.847	15.211	69,63%	6.636	30,37%	1.229	20,58%	3.581	59,95%	998	16,71%	144	2,4
IS	60.862	33.455	54,97%	27.407	45,03%	4.657	21,29%	14.686	67,13%	2.367	10,82%	168	0,7
MH	13.017	8.152	62,63%	4.865	37,37%	1.106	20,66%	3.465	64,72%	646	12,07%	137	2,5
MM	22.759	14.958	65,72%	7.801	34,28%	1.831	23,10%	5.535	69,82%	413	5,21%	148	1,8
MS	37.729	27.721	73,47%	10.008	26,53%	1.358	14,29%	7.864	82,78%	229	2,41%	49	0,5
NT	28.043	17.591	62,73%	10.452	37,27%	2.310	20,78%	6.665	59,95%	1.592	14,32%	551	4,9
OT	26.029	18.576	71,37%	7.453	28,63%	1.658	21,05%	4.867	61,80%	1.043	13,24%	308	3,9
PH	47.895	29.890	62,41%	18.005	37,59%	2.693	14,20%	13.301	70,13%	2.624	13,83%	349	1,8
SB	21.608	14.244	65,92%	7.364	34,08%	1.909	21,56%	5.063	57,18%	1.751	19,78%	131	1,4
SJ	11.780	7.814	66,33%	3.966	33,67%	554	15,35%	2.627	72,81%	346	9,59%	81	2,2
SM	17.189	11.635	67,69%	5.554	32,31%	1.091	19,58%	3.782	67,86%	596	10,69%	104	1,8
SV	23.125	15.295	66,14%	7.830	33,86%	2.211	16,88%	6.129	46,80%	4.637	35,41%	119	0,9
TL	14.465	7.892	54,56%	6.573	45,44%	967	18,40%	3.335	63,45%	702	13,36%	252	4,7
TM	33.777	18.537	54,88%	15.240	45,12%	2.679	16,17%	12.523	75,59%	1.097	6,62%	267	1,6
TR	20.617	12.736	61,77%	7.881	38,23%	1.190	15,30%	5.435	69,89%	997	12,82%	155	1,9
VL	16.870	9.994	59,24%	6.876	40,76%	1.385	20,15%	4.842	70,46%	608	8,85%	37	0,5
VN	21.649	14.828	68,49%	6.821	31,51%	1.556	20,05%	4.863	62,67%	1.046	13,48%	295	3,8
VS	28.477	17.279	60,68%	11.198	39,32%	2.028	21,66%	6.057	64,68%	956	10,21%	323	3,4
Calls	1.191.526	716.504	60,13%	475.022	39,87%	89.060	18,77%	309.580	65,25%	64.392	13,57%	11.020	2,3
SMS alerts	8												

<b>MAR 2016</b>	Situția apelurilor recepționate în Centrele unice pentru apeluri de urgență					Situția apelurilor transferate		
Judet	Total apeluri receptionate	Apeluri FALSE		Apeluri REALE		POLITIE		AMBUL
		Total	%	Total	%	Total	%	Total
AB	15.641	8.818	56,38%	6.823	43,62%	1.508	21,51%	4.614
AG	32.161	20.782	64,62%	11.379	35,38%	2.128	18,71%	7.425
AR	22.864	11.907	52,08%	10.957	47,92%	1.805	17,29%	7.473
BC	37.849	24.277	64,14%	13.572	35,86%	3.247	22,53%	8.634
BH	29.803	17.695	59,37%	12.108	40,63%	1.623	14,04%	8.971
BN	12.334	6.835	55,42%	5.499	44,58%	1.005	14,74%	4.604
BR	18.117	9.853	54,39%	8.264	45,61%	1.669	24,76%	4.282
BT	22.885	13.342	58,30%	9.543	41,70%	1.404	17,81%	4.811
<b>BUC</b>	<b>148.387</b>	<b>60.334</b>	<b>40,66%</b>	<b>88.053</b>	<b>59,34%</b>	<b>15.653</b>	<b>18,59%</b>	<b>51.248</b>
IF						3.211	86,50%	
BV	37.324	23.325	62,49%	13.999	37,51%	2.871	16,24%	9.468
BZ	35.829	24.149	67,40%	11.680	32,60%	2.384	22,98%	6.654
CJ	39.378	17.011	43,20%	22.367	56,80%	4.624	18,48%	18.128
CL	27.293	19.016	69,67%	8.277	30,33%	1.444	22,42%	3.886
CS	13.132	8.981	68,39%	4.151	31,61%	893	20,67%	3.088
CT	50.830	33.250	65,41%	17.580	34,59%	3.564	20,21%	11.932
CV	12.398	9.452	76,24%	2.946	23,76%	582	20,54%	1.844
DB	29.838	20.697	69,36%	9.141	30,64%	2.191	20,14%	6.970
DJ	42.311	28.317	66,93%	13.994	33,07%	2.821	18,32%	9.585
GJ	17.186	11.698	68,07%	5.488	31,93%	1.138	25,06%	2.565
GL	28.712	16.288	56,73%	12.424	43,27%	3.264	25,89%	7.572
GR	18.446	11.368	61,63%	7.078	38,37%	1.433	21,50%	3.957
HD	21.550	12.859	59,67%	8.691	40,33%	1.716	16,47%	6.573
HR	13.503	9.843	72,89%	3.660	27,11%	975	21,87%	2.768
IL	21.964	14.816	67,46%	7.148	32,54%	1.383	20,66%	3.897
IS	67.947	37.919	55,81%	30.028	44,19%	5.425	22,22%	15.905
MH	14.281	8.915	62,43%	5.366	37,57%	1.176	19,97%	3.778
MM	22.486	13.993	62,23%	8.493	37,77%	2.042	24,47%	5.815
MS	38.437	27.866	72,50%	10.571	27,50%	1.520	15,13%	8.220
NT	30.342	18.761	61,83%	11.581	38,17%	2.536	20,92%	7.268
OT	24.961	16.708	66,94%	8.253	33,06%	1.904	22,05%	5.305
PH	48.769	30.509	62,56%	18.260	37,44%	2.896	15,13%	13.323
SB	21.431	13.631	63,60%	7.800	36,40%	1.940	21,00%	5.382
SJ	11.446	7.261	63,44%	4.185	36,56%	575	14,73%	2.860
SM	16.071	10.085	62,75%	5.986	37,25%	1.192	19,95%	4.024
SV	23.596	15.401	65,27%	8.195	34,73%	2.151	15,95%	6.455
TL	14.925	7.925	53,10%	7.000	46,90%	1.094	18,39%	3.754

TM	36.106	19.453	53,88%	16.653	46,12%	2.906	16,33%	13.756
TR	20.842	12.650	60,69%	8.192	39,31%	1.292	16,04%	5.565
VL	17.782	10.150	57,08%	7.632	42,92%	1.557	20,58%	5.312
VN	24.848	17.234	69,36%	7.614	30,64%	1.714	19,94%	5.360
VS	28.980	15.805	54,54%	13.175	45,46%	2.434	21,41%	7.211
<b>Apeluri</b>	<b>1.212.985</b>	<b>719.179</b>	<b>59,29%</b>	<b>493.806</b>	<b>40,71%</b>	<b>98.890</b>	<b>19,75%</b>	<b>320.242</b>
<b>Alerte SMS</b>	<b>4</b>							

<b>APR 2016</b>	Situția apelurilor recepționate în Centrele unice pentru apeluri de urgență					Situția apelurilor	
Judet	Total apeluri recepționate	Apeluri FALSE		Apeluri REALE		POLITIE	
		Total	%	Total	%	Total	%
AB	13.398	7.126	53,19%	6.272	46,81%	1.602	22,75
AG	31.195	19.917	63,85%	11.278	36,15%	2.295	20,73
AR	22.842	12.348	54,06%	10.494	45,94%	1.707	17,14
BC	39.738	26.294	66,17%	13.444	33,83%	3.520	24,51
BH	30.839	19.099	61,93%	11.740	38,07%	1.866	16,16
BN	11.904	6.269	52,66%	5.635	47,34%	1.191	16,80
BR	21.380	13.697	64,06%	7.683	35,94%	1.667	26,21
BT	24.545	14.387	58,61%	10.158	41,39%	1.740	20,74
<b>BUC</b>	<b>144.462</b>	<b>58.154</b>	<b>40,26%</b>	<b>86.308</b>	<b>59,74%</b>	<b>15.753</b>	<b>19,19</b>
IF						3.668	87,50
BV	36.886	22.624	61,33%	14.262	38,67%	3.221	17,88
BZ	32.870	21.225	64,57%	11.645	35,43%	2.796	25,60
CJ	37.834	16.672	44,07%	21.162	55,93%	4.934	20,46
CL	25.579	17.189	67,20%	8.390	32,80%	1.661	24,89
CS	13.513	9.284	68,70%	4.229	31,30%	978	22,87
CT	47.902	31.131	64,99%	16.771	35,01%	3.909	22,70
CV	12.697	9.656	76,05%	3.041	23,95%	654	22,27
DB	26.796	17.478	65,23%	9.318	34,77%	2.511	22,48
DJ	40.848	27.811	68,08%	13.037	31,92%	3.039	20,54
GJ	15.924	10.772	67,65%	5.152	32,35%	1.182	26,32
GL	28.359	15.905	56,08%	12.454	43,92%	3.656	28,42
GR	19.220	12.020	62,54%	7.200	37,46%	1.665	24,94
HD	22.202	13.856	62,41%	8.346	37,59%	1.822	17,81
HR	11.795	8.199	69,51%	3.596	30,49%	931	21,30
IL	20.926	13.975	66,78%	6.951	33,22%	1.551	23,81
IS	66.307	35.094	52,93%	31.213	47,07%	6.049	24,02
MH	14.661	9.691	66,10%	4.970	33,90%	1.371	23,90
MM	21.231	12.502	58,89%	8.729	41,11%	2.068	24,46

MS	37.085	26.327	70,99%	10.758	29,01%	1.548	15,35%	
NT	28.968	17.283	59,66%	11.685	40,34%	2.806	22,39%	
OT	22.231	14.074	63,31%	8.157	36,69%	2.116	24,86%	
PH	46.493	27.791	59,77%	18.702	40,23%	3.604	18,30%	
SB	21.544	13.902	64,53%	7.642	35,47%	2.034	22,91%	
SJ	11.673	7.539	64,58%	4.134	35,42%	656	16,98%	
SM	15.479	9.809	63,37%	5.670	36,63%	1.302	22,55%	
SV	23.566	15.368	65,21%	8.198	34,79%	2.484	18,68%	
TL	15.581	8.943	57,40%	6.638	42,60%	1.158	19,07%	
TM	34.165	17.907	52,41%	16.258	47,59%	3.069	17,89%	
TR	23.117	15.433	66,76%	7.684	33,24%	1.623	20,84%	
VL	17.495	10.391	59,39%	7.104	40,61%	1.694	24,06%	
VN	21.073	13.399	63,58%	7.674	36,42%	1.928	21,99%	
VS	29.176	16.235	55,65%	12.941	44,35%	2.635	23,00%	
Apeluri	1.183.499	696.776	58,87%	486.723	41,13%	107.664	21,63%	
Alerte SMS	2							
MAI 2016	Situția apelurilor recepționate în Centrele unice pentru apeluri de urgență					Situția apelurilor transferate		
Judet	Total apeluri receptionate	Apeluri FALSE		Apeluri REALE		POLITIE		AMBU
		Total	%	Total	%	Total	%	Total
AB	14.919	8.139	54,55%	6.780	45,45%	1.655	22,33%	4.522
AG	33.860	21.714	64,13%	12.146	35,87%	2.508	20,87%	7.472
AR	22.986	11.543	50,22%	11.443	49,78%	1.893	17,75%	7.741
BC	39.296	25.247	64,25%	14.049	35,75%	3.800	25,01%	8.452
BH	34.105	21.723	63,69%	12.382	36,31%	1.915	16,16%	8.741
BN	12.387	6.433	51,93%	5.954	48,07%	1.279	17,20%	4.756
BR	18.681	10.708	57,32%	7.973	42,68%	1.781	25,27%	4.261
BT	25.153	14.947	59,42%	10.206	40,58%	1.651	19,93%	4.845
BUC	147.907	57.267	38,72%	90.640	61,28%	16.622	18,60%	52.813
IF						3.893	86,01%	
BV	37.471	22.487	60,01%	14.984	39,99%	3.229	17,01%	10.101
BZ	32.761	20.033	61,15%	12.728	38,85%	3.083	25,79%	7.011
CJ	37.664	15.315	40,66%	22.349	59,34%	5.469	21,02%	17.576
CL	27.118	18.099	66,74%	9.019	33,26%	1.706	24,10%	4.000
CS	11.925	7.684	64,44%	4.241	35,56%	968	22,18%	3.136
CT	53.933	35.308	65,47%	18.625	34,53%	4.206	21,83%	12.055
CV	12.348	9.361	75,81%	2.987	24,19%	592	20,09%	1.903
DB	27.462	17.696	64,44%	9.766	35,56%	2.670	22,64%	7.081
DJ	41.417	27.725	66,94%	13.692	33,06%	3.057	19,90%	9.171
GJ	16.629	11.400	68,55%	5.229	31,45%	1.133	25,55%	2.432
GL	29.333	15.933	54,32%	13.400	45,68%	3.728	27,00%	7.895



GR	18.762	11.267	60,05%	7.495	39,95%	1.744	24,16%	3.953
HD	22.237	13.569	61,02%	8.668	38,98%	1.932	17,77%	6.538
HR	12.689	9.137	72,01%	3.552	27,99%	837	19,70%	2.734
IL	21.635	14.546	67,23%	7.089	32,77%	1.534	23,01%	3.728
IS	63.179	31.352	49,62%	31.827	50,38%	5.949	23,38%	16.342
MH	14.165	9.031	63,76%	5.134	36,24%	1.317	23,37%	3.385
MM	22.730	13.399	58,95%	9.331	41,05%	2.353	26,30%	6.172
MS	36.566	26.243	71,77%	10.323	28,23%	1.569	15,79%	8.102
NT	28.046	15.715	56,03%	12.331	43,97%	2.980	22,47%	7.612
OT	21.107	12.529	59,36%	8.578	40,64%	2.137	23,78%	5.391
PH	50.540	30.977	61,29%	19.563	38,71%	3.724	17,79%	13.623
SB	21.425	13.496	62,99%	7.929	37,01%	2.027	21,89%	5.371
SJ	10.924	6.540	59,87%	4.384	40,13%	646	16,31%	2.795
SM	15.941	9.983	62,62%	5.958	37,38%	1.436	22,95%	3.935
SV	25.814	17.054	66,06%	8.760	33,94%	2.584	17,95%	6.673
TL	15.087	8.328	55,20%	6.759	44,80%	1.233	19,66%	3.767
TM	34.695	17.832	51,40%	16.863	48,60%	3.166	18,41%	12.726
TR	21.096	13.071	61,96%	8.025	38,04%	1.639	19,93%	5.265
VL	17.560	10.014	57,03%	7.546	42,97%	1.675	22,56%	4.959
VN	21.264	12.983	61,06%	8.281	38,94%	2.015	21,92%	5.389
VS	28.868	15.470	53,59%	13.398	46,41%	2.893	23,67%	7.226
<b>Apeluri</b>	<b>1.201.685</b>	<b>691.298</b>	<b>57,53%</b>	<b>510.387</b>	<b>42,47%</b>	<b>112.228</b>	<b>21,32%</b>	<b>321.65</b>
<b>Alerte SMS</b>	<b>4</b>							

AN	Distributia apelurilor receptionate in Centrele unice pentru apeluri de urgenta					Distributia pe agentii a apelurilor care au fost transferate catre agentile de u							
	Total apeluri receptionate	Apeluri FALSE		Apeluri REALE		POLITIE		AMBULANTA		ISU+SMURD		JANDARMI	
		Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
2006	36,159,900	32,260,584	89.22%	3,899,316	10.78%	843,644	34.61%	1,530,037	62.77%	63,972	2.62%	-	-
2007	36,656,835	31,997,981	87.29%	4,658,854	12.71%	1,206,373	36.32%	1,986,463	59.81%	111,569	3.36%	17,030	0.51%
2008	30,790,340	26,599,981	86.39%	4,190,259	13.61%	1,421,645	34.21%	2,420,804	58.25%	214,766	5.16%	98,261	2.36%
2009	23,913,731	18,215,152	76.17%	5,698,579	23.83%	1,527,971	31.16%	2,766,765	56.41%	438,620	8.94%	171,048	3.49%
2010	21,299,845	15,714,401	73.78%	5,585,444	26.22%	1,423,696	29.63%	2,792,742	58.13%	516,779	10.76%	71,499	1.49%
2011	18,297,120	13,154,536	71.89%	5,142,584	28.11%	1,468,570	27.22%	3,192,141	59.16%	621,214	11.51%	113,510	2.10%
2012	18,665,852	12,763,936	68.38%	5,901,916	31.62%	1,656,460	27.30%	3,540,627	58.35%	744,325	12.27%	126,516	2.08%
2013	17,463,468	12,383,150	70.91%	5,080,318	29.09%	1,434,870	24.80%	3,513,530	60.72%	729,118	12.60%	108,758	1.88%
2014	16,434,007	10,800,956	65.72%	5,633,051	34.28%	1,369,813	23.50%	3,476,366	59.64%	810,844	13.91%	165,057	2.83%
2015	15,561,664	9,634,679	61.91%	5,926,985	38.09%	1,373,394	22.30%	3,741,439	60.74%	869,059	14.11%	168,788	2.74%
2016*	6,033,744	3,581,664	59.36%	2,452,080	40.64%	501,305	20.08%	1,570,665	62.91%	356,217	14.27%	65,600	2.63%
* <i>mai</i>													