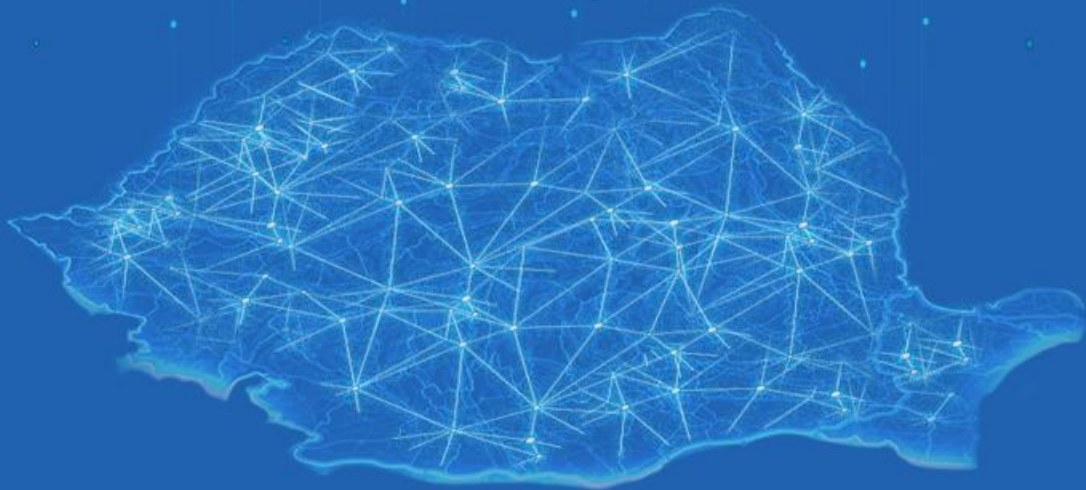




112 EMERGENCY SYSTEM IN ROMANIA

**MODERNISATION
RESILIENCE
ACCESSIBILITY**

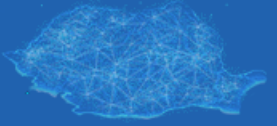


FLORIN FETICU
Head of 112 RO Unit

April, 2026



AGENDA



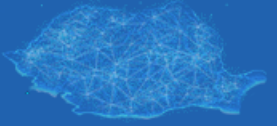
- ❑ 112 NATIONAL EMERGENCY CALL SYSTEM (SNUAU)
- ❑ MODERNISATION OF SNUAU
- ❑ RESILIENCE OF SNUAU
- ❑ ONGOING DEVELOPMENT PROJECTS





112 NATIONAL EMERGENCY CALL SYSTEM (1/3)

Background information



The Special Telecommunications Service (STS) is the Romanian 112 system administrator



112 is implemented **nationwide** as a **unitary** system starting with 2004



In emergencies, citizens can call 112 to request assistance for medical issues, property-related aggressions, or environmental pollution



112 offers several types of services, such as voice call, SMS 113, eCall, VoWiFi and mobile app

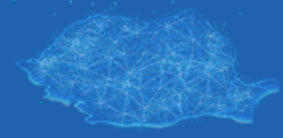


SNUAU: nationwide unified system that offers the 112 emergency service



112 NATIONAL EMERGENCY CALL SYSTEM (2/3)

Timeline of Emergency Communications in Romania & Change Drivers



2004 - 2008

- Establishment of the 112 System (SNUAU)
 - organization and funding of SNUAU
 - creation of 112 infrastructure
 - single emergency number 112

2011 - 2017

- Extension to municipalities and cities
- Intervention teams can receive case-files on tablets

2018-2025

- Improved inter-institutional cooperation
- AML + HTML5 Geolocation deployment nationwide
- Mobile app
- Advanced Network Location
- VoLTE Emergency Call
- NG112**

Before 2004

- Fragmented emergency numbers
- No unified access point
- Fixed telephony dominant without interconnection of Em.Sys
- NO CAD, other app

2008 - 2011

- Cell-ID/Sector-ID, call routing to PSAP, GIS mapping
- ANCOM Decision regarding routing and access to emergency service
- EU obligation of free access to 112

Starting 2025...

- NG eCall
- Native RTT/Total Conversation
- Artificial Intelligence/Machine-Learning
- Resource case-file transmission upgrade

2004

2008

2011

2017

2018

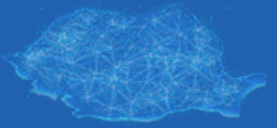
2025





112 NATIONAL EMERGENCY CALL SYSTEM (3/3)

Operational flow



THE OPERATIONAL FLOW

- A call is made to 112
- Call-takers gather essential details about the situation, location, caller, and any victims involved
- The call-taker identifies the type of incident
- A case file is created for each dispatch center, containing all collected data
- Emergency service dispatchers further engage with the caller to collect more specific details
- The dispatcher assigns the appropriate intervention units



OPERATIONAL MODEL: EENA model 3



41 x stage 1 PSAPs operated by STS



≈ **130** x stage 2 PSAPs (dispatch centers)
operated by EROs (Police, Ambulance, Fire
Brigade, Gendarmery, etc.)

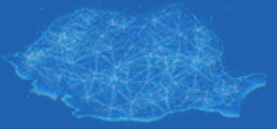
≈ **650** x substations of dispatch centers
operated by EROs

COMMON OPERATIONAL PICTURE:

- ✓ Single Cooperation Methodology to process all emergency calls
- ✓ Single list for emergency events classification for all entities



MODERNIZATION OF SNUAU: NG112 AND PEMEA AS PART OF THE PROCESS



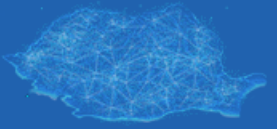
Modernization of SNUAU → From emergency calls to emergency *communications*

- ✓ Hardware & software nationwide upgrade
- ✓ Activating VoLTE Emergency Call and Migration to IP
- ✓ Advanced network and device based location information (ANL & AML)
- ✓ Integration with legacy, existing systems and backup components
- ✓ Upgrading the legal framework
- ✓ NG112
- ✓ PEMEA – Pan-European Mobile Emergency Application





RESILIENCE OF SNUAU: NG112 AND PEMEA AS PART OF THE PROCESS



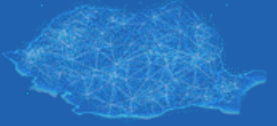
NG112 and PEMEA in the resilience of SNUAU



- ✓ Virtualized environment & private cloud with high resilience & WebRTC clients
- ✓ Multi-tenant architecture with redundancy and High Availability
- ✓ Intelligent routing
- ✓ Multilevel operation of calls/events (local, regional, national level)
- ✓ Extended LIS and GIS features
- ✓ ESInet features
- ✓ PEMEA component included
- ✓ Advanced BI for common operational picture/extended cooperation



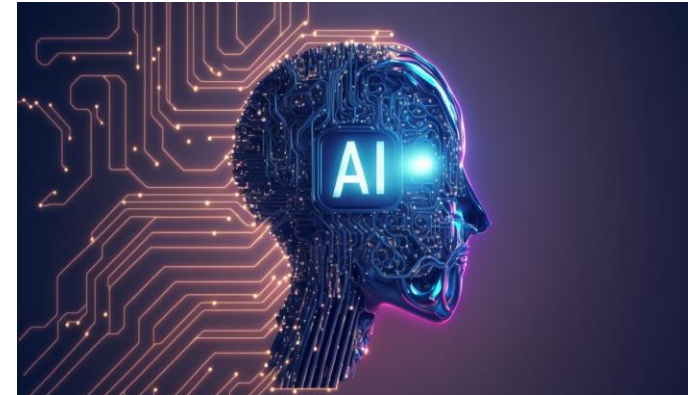
ONGOING DEVELOPMENT PROJECTS



New projects to enhance the 112 Emergency Service

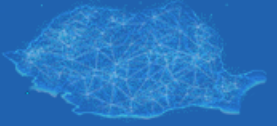
Main goals include:

- ✓ Native Real-Time Text
- ✓ Native Total Conversation
- ✓ NG eCall
- ✓ Artificial Intelligence/Machine Learning
- ✓ Resource case-file transmission upgrade



Highlights to remember

- ❑ We aim for everyone to feel safe and confident in contacting 112, regardless of their communication method
- ❑ Accessibility is not a privilege - it's a necessity and a responsibility we uphold every day



Thank you for your attention!



HONOUR

LOYALTY

PERFORMANCE

PROFESSIONALISM

CONTACT

Splaiul Independenței 323A
6th District, Bucharest, Romania
Phone: +4021 202 21 88
Email: office@sts.ro
www.sts.ro