

The Role of the 102 Service Department in the System of Operative Response of Police Bodies and Divisions

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Abstract. The relevance of the chosen topic is to determine the role and content of the structural unit “102” in the rapid response system, and the algorithm of their actions in providing the necessary assistance to people who called the special telephone line of the National Police of Ukraine. The purpose of the study is to determine the main function of the service department “102” as one of the structural units of organisational and analytical support and operational response of the National Police of Ukraine. The following methods for collecting and processing information were widely used in the research process: specific sociological (documentary, survey, observation) and some private scientific methods (system-structural, comparative-legal, historical-legal). The role of the service department “102” of organisational and analytical support and operational response of the National Police of Ukraine in the system of operational response of police bodies and units to statements and reports of criminal, administrative offenses or events. It is argued that the main function of the service department “102” units of organisational and analytical support and operational response of the National Police is to receive, process and register applications and notifications of offenses and events throughout the service area. It has also been proven that the necessary legislative initiative is to locate a person who has applied for real help on line 102. In addition, it was established that to properly perform the powers of officials of the service department “102” it is necessary to introduce the position of a psychologist to provide psychological assistance to victims. At the same time, it is argued that the service department “102” is a basic element in the operational response system of the National Police of Ukraine

Keywords: bodies and subdivisions of the National Police of Ukraine, subdivisions of organisational and analytical support and operative response, registration of statements and notifications about offenses and events, operative assistance of police squads, centralised management of dispatchers

Introduction

According to the Report of the National Police of Ukraine on the results of work in 2020 [1], the organisation of a single safe space where everyone feels protected is the main goal of the National Police. One of the important indicators of police activity is the speed of response to statements and reports of citizens about criminal, administrative offenses or other events. Notably, the first, basic element of the response system is the department of service “102” units of organisational and analytical support and operational response of the National Police of Ukraine (hereinafter – the department of service “102”, OAZOR).

According to the data reflected in the Report of the National Police of Ukraine on the main results of work in 2020 [1], almost 10 million calls were received by employees of the “102” service department. On average, 1 operator received a phone call every 10 minutes. Ukrainians are actively turning to line “102” with various problems. In recent years, the number of calls has increased almost 8 times. Conditioned upon the well-organised work of the 102 service staff, coordination of actions aimed at proper organisation of rapid arrival of police officers to the applicant or the place of the offense to stop it, efficiency of providing necessary assistance to citizens, public confidence in modern police is

gradually growing, which is a key criterion for assessing the effectiveness of their activities. As correctly noted O.V. Negodchenko, department “102” is one of the key units of organizational and analytical support and operational response of the National Police of Ukraine, which implements operational response and information and analytical support of police bodies in general [2, p. 151].

Thus, the current stage of development of society is marked by a steady trend towards a rapid increase in the role of electronic information environment of analytical and telecommunications systems for the functioning and development of social institutions. Under these conditions, the issue of speed of providing necessary assistance to citizens, when the operator of the “102” service receives a notification of an offense, becomes of strategic importance, which in turn emphasises the study of the specific features of the “102” service in the rapid response system.

In the legal literature, the study of the problem of prompt response of police officers to citizens’ appeals is not left out of the attention of scientists. In particular, these issues were investigated in the works of V.O. Negodchenko [2], Yu.Ya. Gladuna, A.V. Lipentseva [3], V.V. Sereda, and Yu.A. Khatnyuk [4], V.Ye. Kraskevich, Yu.Yu. Yurchenko [5],

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Ya.S. Posokhova [6] and others. It should be noted that the specific features of the implementation of the function of rapid response to reports of criminal, administrative offenses or events covered in the scientific work of Yu.Ya. Gladun and A.V. Lipentsev on the construction of a standard center for public safety on the example of the Situation Center of the Main Directorate of the National Police in Lviv region. In particular, the authors of the study concluded that the coordinated work of the situation center and the service department "102" allows to achieve positive changes in the work of regional police units and centralised management of dispatchers by all police meetings to stop offenses and solve crimes on the "hot trail" [3, p. 119].

Also the publication V.V. Sereda and Yu.A. Khatnyuk on the organisational and legal basis of the National Police of Ukraine, carrying out analytical work, provides that "it is the units of organisational and analytical support and operational response exercise within its competence the powers of the National Police of Ukraine in coordination, planning, control and coordination police in the implementation of the function of rapid response" [4, p. 189]. At the same time V.Ye. Kraskevich and Yu.Yu. Yurchenko in his study on "The use of situational training centers for resource management" noted that the main function of the situational center and service department is a comprehensive assessment of the problem situation based on the use of special processing of large amounts of information and operational work given the change of the operational situation" [5, p. 111].

Considering the results of the research of the above-mentioned scientists, this article focuses on the key role of the service department "102" in the system of operational response of police bodies and units. *The purpose of the study* is to determine the role and tasks of the service department "102" in the rapid response system, and to identify the main shortcomings that affect the quality of its work.

The Role and Functions of the Service Department "102" in the Rapid Response System

The Instruction on the organisation of response to statements and notifications about criminal, administrative offenses or events and operative informing in bodies (divisions) of the National Police of Ukraine (hereinafter – the Instruction), approved by the order of the Ministry of Internal Affairs of Ukraine from 27.04.2020 No. 357 on statements and notifications of criminal, administrative offenses or events, and prompt information to the central police authority, interregional territorial bodies of the National Police of Ukraine, territorial police bodies in the Autonomous Republic of Crimea and Sevastopol, regions, Kyiv, their territorial separate subdivisions" [7].

In accordance with the requirements of the Instruction, the term "102 service department" should be understood as a unit whose employees use the automated workstation, operator "102", the Information Portal of the National Police of Ukraine (IPNP) to receive emergency calls and registration around the clock. reports of offenses or events received by telephone under the abbreviated number "102", as well as through other types of communication" [7]. These include text messages, e-mail, mobile applications and other specialized software and hardware. Notably, the reception of emergency calls is carried out centrally from all over the service area of the relevant police authority. It is important that each operator

of the "102" service department should be provided with an automated workplace and use authorised access to the STI system.

According to the requirements of the Instruction [7], one of the main tasks of the operators of the service department "102" is to receive within two minutes from the applicant information about the offense or event and enter it in the electronic workstation card "operator 102" of IPNP. In this context, it is worth noting the position of Ya.S. Posokhova, who notes that the service "102" provides a number of tasks: optimising police squads, reducing response time to messages and maintaining the quality of response to police squads [6, p. 257]. In addition, in accordance with the requirements of the Instruction [7], the operator (inspector) of the service department "102" has a number of other tasks: in the process of conversation with the applicant to adhere to the principles of professional ethics and morals; in the process of receiving a notification of an offense or event, communicating with the applicant, at the same time enter information into the IPNP system; information generated in the TINP in electronic form to be automatically transmitted for response to police officers authorised to respond to offenses or events; in case of damage to the main and backup channels of information transmission in electronic form, information about the offense or event to transmit to authorized employees using other means of communication; after entering all basic and additional data into the STI system to save information; in case of applying to line "102" of the applicant in a language not spoken by the employee, to take measures to attract another employee who speaks the required foreign language, as well as, if necessary, by videoconference; immediately report to the senior changes on the receipt of complaints about the actions or inaction of the police, violation of their rights and legitimate interests, repeated complaints about the improper organisation of police response to reports and enter relevant information into the IPNP system; in the event of a sudden interruption of the call, call the applicant immediately to find out in detail the circumstances of the event or offense. If the applicant does not answer the call and there is a suspicion of illegal actions against him (shouting, noise, fighting and other signs), enter in the STI system information that "communication with the applicant is lost" and put a mark "informed duty". If the address of the place of the offense or the location of the applicant is unknown, put the appropriate marker on the map at the location of the unit "102"; enter into the IPNP system information on notifications of emergency services to the population under the abbreviated number "112" ("101", "103" and "104") and pass for response to the relevant police officers or operational and dispatching services of other public authorities and local governments, authorised to organize the response to them; immediately mark the "inform the duty officer" to respond accordingly, if during the acceptance of the application or notification it became known that the applicant or the person who committed the offense is wanted; if the statement or report refers to issues that do not fall within the competence of the police and certain actions that do not contain signs of an offense, the appeal is informational and advisory in nature or it does not state the essence of the issue, the applicant expresses personal attitude to the event, does not name his personal data, politely explains to the applicant his further actions, etc. [7].

Thus, the main role of the officials of the service department "102" in the rapid response system is to receive,

process and register applications and notifications of offenses and events throughout the service area. This, in turn, provides an opportunity to fully implement the priority goals of the Government, set out in the Programme of Activities of the Cabinet of Ministers of Ukraine, approved by the resolution of 12.06.2020 No. 471 [8]. According to her requirements, a person who is in trouble (an emergency or other life situation that threatens his life or health) will receive assistance in any part of the country.

Problematic Issues of the Service Department “102”, Including to Solve Them

The Strategy for the Development of the Ministry of Internal Affairs until 2020 [9] is the basis for the development of the Ministry of Internal Affairs as an integral part of a certain sector of national security of Ukraine and defines a safe living environment as one of their priorities. As correctly noted by V.V. Sereda and Yu.A. Khatnyuk that “the units of organisational and analytical support and operational response of the National Police of Ukraine occupy a central place in the information and analytical support and the system of operational response of police bodies and units, which also includes ensuring the circulation of information. These structural subdivisions provide and carry out tasks and powers of the National Police of Ukraine on coordination, analysis, planning, control and coordination of actions of territorial interregional bodies of territorial (separate) police subdivisions on implementation of state policy in the field of public order and safety, protection of rights and freedoms man, the interests of society and the state, as well as combating crime” [4].

The report of the Head of the National Police of Ukraine on the main results of the department in 2019 [10] stipulates that the legislative initiative of the police is to determine the location of the applicant at the time of his call to line “102” to provide the necessary assistance. At the same time, we believe that the above initiative has its advantages and disadvantages. One of the advantages is the efficiency and timeliness of response to applications and messages from citizens. Thus, for example, in practice there are often cases when the call of an applicant who called the line “102” is suddenly interrupted and in the future the operator can not establish contact with him. However, during the previous conversation with the citizen, screams, noise and struggle were heard, which in turn give sufficient grounds to believe that the person is subject to illegal actions. Therefore, in such cases, the improvement of legal and software, which would allow determining the location of the applicant who called the line “102”, would lead to timely and necessary assistance to citizens, reduce time and improve control over the flow of information from the call center “102” to a specific performer, reducing the time of arrival of police squads to report offenses and events. As Yu.Ya. Gladun and A.V. Lipentsev correctly noted, an improved management system would optimise the management of police units, increase the efficiency of police squads, investigative teams, duty units and police units, reduce the response time to applications and reports of citizens [3].

However, there are situations where locating an applicant who has contacted line 102 may be a significant shortcoming. In particular, a person who calls line 102 to report a criminal offense that is being prepared or committed, clearly does not want to disclose his personal data and location. And if the above initiative is implemented, the number of such

appeals to line “102” will immediately decrease, which in turn will lead to low disclosure of criminal offenses. In addition, locating the applicant without his consent may be considered a violation of the right to respect for private life as enshrined in the Convention for the Protection of Human Rights and Fundamental Freedoms [11]. Also, it may contradict the principle of confidentiality of information, which is provided by the Law of Ukraine of 13.01.2011. “On Access to Public Information” [12], according to which the definition of information confidential is the desire of a natural or legal person to consider certain information about him or information in his possession, confidential.

In view of the above, after analysing all the pros and cons, it is proposed to determine at the legislative level the possibility of establishing the location of a person seeking help on line “102”, only in some cases. In particular, with her consent, and when there is a real threat to human life or health, in the interests of national security, economic prosperity and human rights. Another urgent problem in the activities of the “102” service department is the introduction of a psychologist who would provide timely and professional support to a person who finds himself in a difficult life situation and seeks help on the 102 line. As appropriately noted by V.Ya. Posokhova, the operator of the 102 service department, is the first official to contact the applicant after a stressful situation. The functions of the operator of the service department “102” are not only to receive and communicate the necessary information, but also to provide emotional and psychological support to the citizen after a collision with a problematic situation [6, p. 259]. At the same time, the Instruction [7] stipulates that when receiving reports of domestic violence, crimes against sexual freedom and sexual integrity, including other crimes, the operator of the service department “102” must ask the citizen with the operator of which article he wants to communicate. We believe that in such cases the psychologist, thanks to his professional competence, will be able to provide timely psychological assistance to the applicant, which in turn will affect the speed and quality of operational response of bodies and units of the National Police.

As noted earlier, the organisational and analytical support and operational response units of the National Police of Ukraine play a key role in implementing an effective operational response to citizens’ statements and notifications. The main function of OAZOR dispatchers is to centrally manage all police units that respond directly to offenses or events. Automated control system is the main tool of dispatchers, which optimizes the activities of police units, increases the optimality of police squads, investigative teams, and reduces the response time to applications and reports of citizens. We believe that it is thanks to the coordination of dispatchers that patrol police squads, patrol police response teams, and investigative and operational groups operate in a more coordinated manner.

Thanks to this coordination, the time and control over the passage of information from the call center “102” to the main executor is significantly reduced, which leads to a real reduction in the time of arrival of police squads to the scene [13, p. 112]. However, organisational constraints, obligations, rules, and the expectations and beliefs of citizens, the activities of the police can also hinder this function of protection [14]. The number and types of incidents in which people turn to the police are enormous, and the vast majority obviously cannot be passed on to other organisations or the public sector without

significant resource costs or adjustments [15]. However, if the police retain these responsibilities, they must also recognise how they can address community issues more effectively [16]. Therefore, the effective implementation of the rapid response function requires the introduction of the position of psychologist in the service department “102”, which will, in turn, improve the operational response system, and provide quality police services needed by society and the state.

Conclusions

The “102” Service Unit of the Organisational-Analytical Support and Operational Response Unit of the National Police of Ukraine is a structural unit whose employees receive emergency calls and register notifications of criminal, administrative offenses or other events around the clock with the help of an automated workstation in the IPNP system. The relevant unit plays a key role in the proper prompt response to applications and communications from citizens. The main function of the officials of the “102” service department in

the rapid response system is to receive, process and register applications and notifications of offenses and events throughout the service area.

To ensure a proper prompt response to statements and reports of citizens about criminal, administrative offenses or other events, it is proposed at the legislative level to determine the possibility of locating a person who calls the police on line “102” in some cases, including with his consent, when real threat to human life and health, in the interests of national security and economic well-being. Also, the effective implementation of the rapid response function is possible during the introduction of the position of a psychologist in the staff list of the service department “102”, which will provide psychological assistance to persons who have sought help from the police. Thus, the department of the service “102” is a basic element of the system of prompt response to applications and notifications of citizens, because it is from the professional and priority actions of its officials depends on the efficiency and quality of response.

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Роль відділу служби «102» у системі оперативного реагування органів та підрозділів поліції

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Анотація. Актуальність обраної теми полягає у визначенні ролі та змісту діяльності структурного підрозділу «102» у системі оперативного реагування, а також алгоритму їх дій під час надання необхідної допомоги людям, які звернулись на спеціальну телефонну лінію Національної поліції України. Мета дослідження зводиться до визначення основної функції відділу служби «102» як одного зі структурних підрозділів організаційно-аналітичного забезпечення та оперативного реагування Національної поліції України. У процесі дослідження широко використовувались наступні методи для збирання та обробки інформації: конкретно-соціологічні (документальний, опитування, спостереження) та деякі приватно-наукові методи (системно-структурний, порівняльно-правовий, історико-правовий). Розкрито роль відділу служби «102» підрозділів організаційно-аналітичного забезпечення та оперативного реагування Національної поліції України у системі оперативного реагування органів та підрозділів поліції на заяви та повідомлення про кримінальні, адміністративні правопорушення або події. Аргументовано, що основною функцією відділу служби «102» підрозділів організаційно-аналітичного забезпечення та оперативного реагування Національної поліції є прийом, опрацювання та реєстрація заяв і повідомлень про правопорушення та події на всій території обслуговування. Також доведено, що необхідною законодавчою ініціативою є визначення місцезнаходження людини, яка звернулася за реальною допомогою на лінію «102». Окрім цього, встановлено, що для належного виконання повноважень посадових осіб відділу служби «102» необхідно ввести посаду психолога для надання психологічної допомоги потерпілим. Водночас аргументовано, що відділ служби «102» є базовим елементом у системі оперативного реагування Національної поліції України.

Ключові слова: органи та підрозділи Національної поліції України, підрозділи організаційно-аналітичного забезпечення та оперативного реагування, реєстрація заяв і повідомлень про правопорушення та події, оперативна допомога нарядів поліції, централізоване управління диспетчерами