



EMERGENCY MANAGEMENT OFFICE, CITY OF ZAGREB

Pavle Kalinić, Ph.D.
Head Of Office

City of Zagreb

Zagreb is the capital of the Republic of Croatia:

- State and regional administrative center,
- industrial and transportation center,
- cultural center.

Zagreb is also the Croatian health center:

- Sveti Duh General Hospital,
- ER,
- 7 specialized polyclinics and
- 13 medical centers.

In terms of population in the Republic of Croatia there are:

- 1.238 inhabitants/km² – 792.875 inhabitants/641km²

Introduction in general

Critical infrastructure includes:

- **systems,**
- **networks,**
- **and facilities of national importance** whose termination action or termination of a supply of goods or services can have a serious impact on
- **national security,**
- **human health and life,**
- **property and the environment,**
- **safety and economic stability,**
- **and continuous operation power.**

Special interest and concern, both **nationally** and **internationally**.

Different approaches to the function of **identification, determination** and **protection**.

The public and private sector protect critical infrastructure.

Critical Infrastructure of the City of Zagreb

- 2886 km of underground gas network
- 2 spherical liquefied gas tanks of 1000 m³ each
- 2 cylindrical tanks of 100 m³ each
- 90 gas stations
- 20 tanks of oil and petroleum products
- Transport of more than 150,000t of hazardous substances per year
- 300 traffic light intersections
- 2 airports
- 62 km of railway
- The City of Zagreb has developed chemical and pharmaceutical industries, and in its manufacturing process uses hazardous substances, so the city of Zagreb is a large number of legal entities that have the different types of hazardous substances (ammonia, chlorine, hydrochloric acid, petroleum products, etc..).
- The closest nuclear power plant located in Slovenia Krško 10.6 km from the state border and Pakš in Hungary (74.1 km) from the border.

City of Zagreb

Emergency Management Office

- **The first Office of its kind in Croatia**
- **Founded:** April, 2008.
- **Scope:**
 - protection and rescue, defense, civil protection;
 - fire protection and other natural disasters;
 - coordination and commanding of Task Force;
 - cooperation with relevant institutions in developing protection and rescue system - liaison officers;
 - dealing with the consequences of terrorist attacks,
 - information security.
- **Natural Hazards:** Earthquakes, Torrential waters and landslides – Medvednica, Flooding River Sava
- **Technical and technological disasters:** Traffic accidents, Nuclear and radiological accidents, Epidemiological and sanitary hazards, Acts of war and terrorism

Best practice examples

Office as part of its regular work intensively work and public relations.

At each visit on the site during interventions the Office promptly provides information to the media.

Information has three main features:

- speed
- precision and
- consistence

Besides through the media, we have established a direct communication with citizens.

In accordance with the best international practices of citizen education and the Office will continue to practice and in the future.

Best practice examples

Public education campaign - flyers



FLOOD, FIRE,
TOXIC WASTE SPILL,
EARTHQUAKE

DANGEROUS
CHEMICALS

FIRE

RADIATION
PROTECTION

EARTHQUAKE

Best practice examples

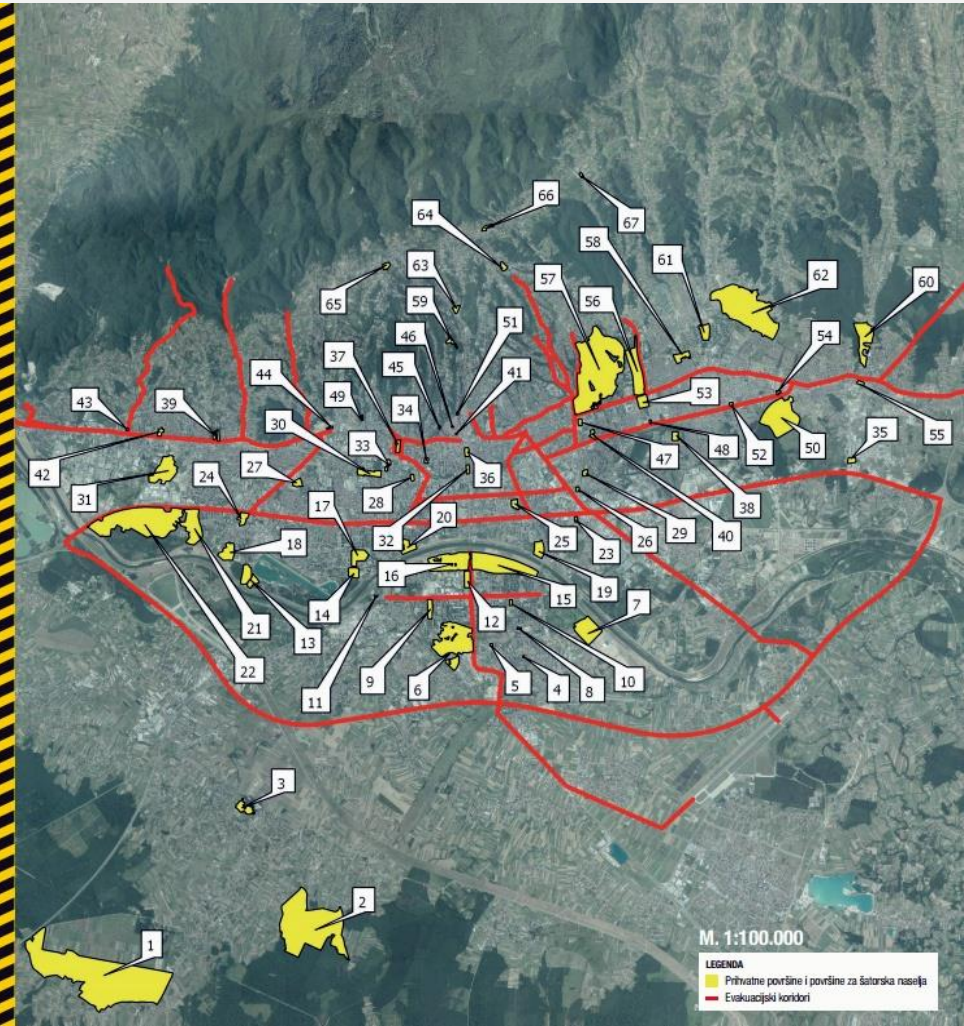
Flyer „Earthquake” – Working surface & tent settlements



PRIVATNE POVRŠINE U SLUČAJU EVAKUACIJE GRADANA I POVRŠINE ZA POSTAVLJANJE ŠATORSKIH NASELJA U SLUČAJU POTRESA

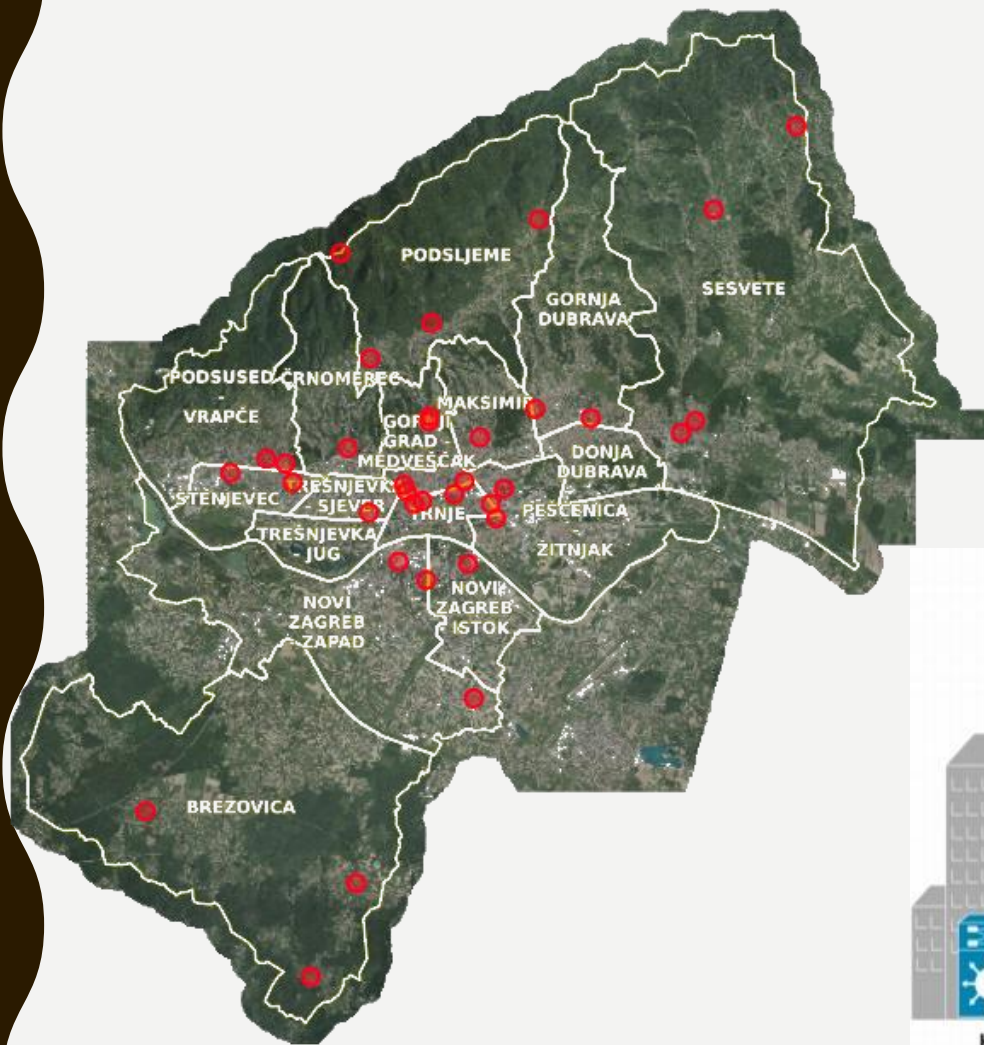
1. Jagodnjak - LZPO - GČ Brezovica
2. Igralište Odranski obrež - Kočevine - LZPO - GČ Brezovica
3. Dvorac Brezovica - EVAP - GČ Brezovica
4. Škola Dugave - LZPO - GČ Novi Zagreb istok
5. OŠ Štepana Gradića - LZPO - GČ Novi Zagreb istok
6. Podbrežje - LZPO - GČ Novi Zagreb zapad
7. Sajam automobila Jakuševac - EVAP - GČ Novi Zagreb istok
8. Park Travno - LZPO - GČ Novi Zagreb istok
9. Park Mladenaca - EVAP - GČ Novi Zagreb zapad
10. Igralište Prva Gimnazija - LZPO - GČ Novi Zagreb istok
11. Parkiralište Billa / Magma - LZPO - GČ Novi Zagreb zapad
12. Zagrebački Veleajam - parkiralište istok - LZPO - GČ Novi Zagreb zapad
13. SRC Jarun - EVAP - GČ Trnšćenka jug
14. SRC Mladost - LZPO - GČ Trnšćenka jug
15. Budek - EVAP - GČ Novi Zagreb istok
16. Hipodrom - EVAP - GČ Novi Zagreb zapad
17. Kineziološki fakultet - LZPO - GČ Trnšćenka jug
18. Vodoprivreda Petrovaradinska - EVAP - GČ Trnšćenka jug
19. NK Posavina - EVAP - GČ Trnšćenka sjever
20. Bočarski dom - LZPO - GČ Trnje
21. Okretišta tramvaja Prečko - EVAP - GČ Trnšćenka jug
22. Savska opatovina - EVAP - GČ Stenjevec
23. Njegovnetno igralište NK ZET (Capraška ulica) - LZPO - GČ Peščenica-Zitnjak
24. Križanje Petrovaradinske i Zagrebačke avenije - LZPO - GČ Trnšćenka jug
25. SRC Trnje - LZPO - GČ Trnšćenka sjever
26. Parkiralište Lidi (Vukovarska) - LZPO - GČ Peščenica-Zitnjak
27. Rudine - LZPO - GČ Trnšćenka sjever
28. Stadion Kranjčevićeva - LZPO - GČ Trnšćenka sjever
29. SRC Peščenica - EVAP - GČ Peščenica-Zitnjak
30. Park Ciglenica - EVAP - GČ Trnšćenka sjever
31. Stenjevec - LZPO - GČ Stenjevec
32. Trg kraja Tomislava - LZPO - GČ Donji Grad
33. Trg Sportova - LZPO - GČ Trnšćenka sjever
34. Srednjoškolsko igralište Klaićeva - LZPO - GČ Donji Grad
35. Jelkovec - LZPO - GČ Sesvete
36. Park Zrinjevac - LZPO - GČ Donji Grad
37. Trg Franje Tuđmana - EVAP - GČ Črnomerec
38. Studentski kampus Borongaj - LZPO - GČ Peščenica-Zitnjak
39. Bolnica Vrapče - EVAP - GČ Podusud-Vrapče
40. Okretišta tramvaja Borongaj - LZPO - GČ Peščenica-Zitnjak
41. Trg Sv. Katarine - LZPO - GČ Gornji Grad-Medveščak
42. Ponikve - LZPO - GČ Podusud-Vrapče
43. Super Konzum Gajnice - LZPO - GČ Podusud-Vrapče
44. Parkiralište Super Konzum Črnomerec - LZPO - GČ Črnomerec
45. Tuškanac - LZPO - GČ Gornji Grad-Medveščak
46. Trg Sv. Marka - LZPO - GČ Gornji Grad-Medveščak
47. SRC Svetice - LZPO - GČ Maksimir
48. Parkiraj ispred centra Kaufland - Branimirova - LZPO - GČ Donja Dubrava
49. Sesvinski dot 23 - Ivića preko puta - LZPO - GČ Črnomerec
50. Dubrava - EVAP - GČ Donja Dubrava
51. Ilirski trg - LZPO - GČ Gornji Grad-Medveščak
52. Parkiraj ispred centra Billa (Branimirova) - LZPO - GČ Donja Dubrava
53. SRC Ravnice - LZPO - GČ Maksimir
54. Parkiraj Interspar (Branimirova ulica) - LZPO - GČ Donja Dubrava
55. Parkiralište kod željezničkog kolodvora Sesvete - LZPO - GČ Sesvete
56. Nova Bolnica - LZPO - GČ Gornja Dubrava
57. Park Maksimir - EVAP - GČ Maksimir
58. OŠ Ante Starčević (Ulica Sv. Leopolda Mandića) - LZPO - GČ Gornja Dubrava
59. Črnok - LZPO - GČ Gornji Grad-Medveščak
60. OŠ Luka - Sesvete - EVAP - GČ Sesvete
61. SRC Klaka - EVAP - GČ Gornja Dubrava
62. Grad Mladost - LZPO - GČ Gornja Dubrava
63. Okretišta tramvaja Mihaljevac - LZPO - GČ Podsijeme
64. Crkva Majke Božje Pometske - LZPO - GČ Maksimir
65. Sesline - LZPO - GČ Podsijeme
66. Tunel - Gračanska cesta - LZPO - GČ Podsijeme
67. OŠ Markuševac - LZPO - GČ Podsijeme

Kratice uz nazive površina: LZPO - lokacija za prihvat osoba
EVAP - evakuacijska površina (šatorsko naselje) / GČ - gradska četvrt

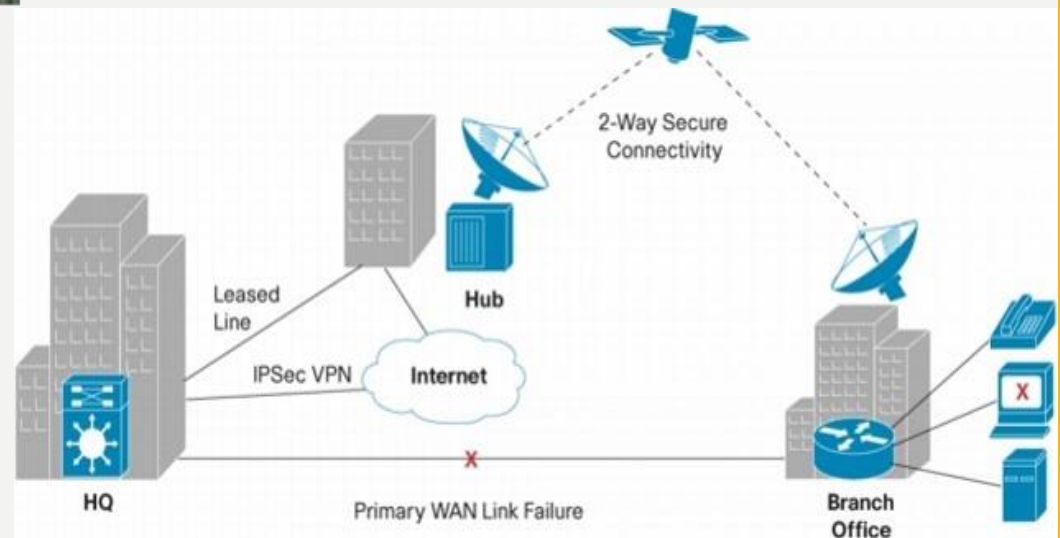


Best practice examples

- All emergency services in case that all standard communication links „drop down” will be able to continue their work, assistance and care of citizens by connecting them with a satellite link!!!

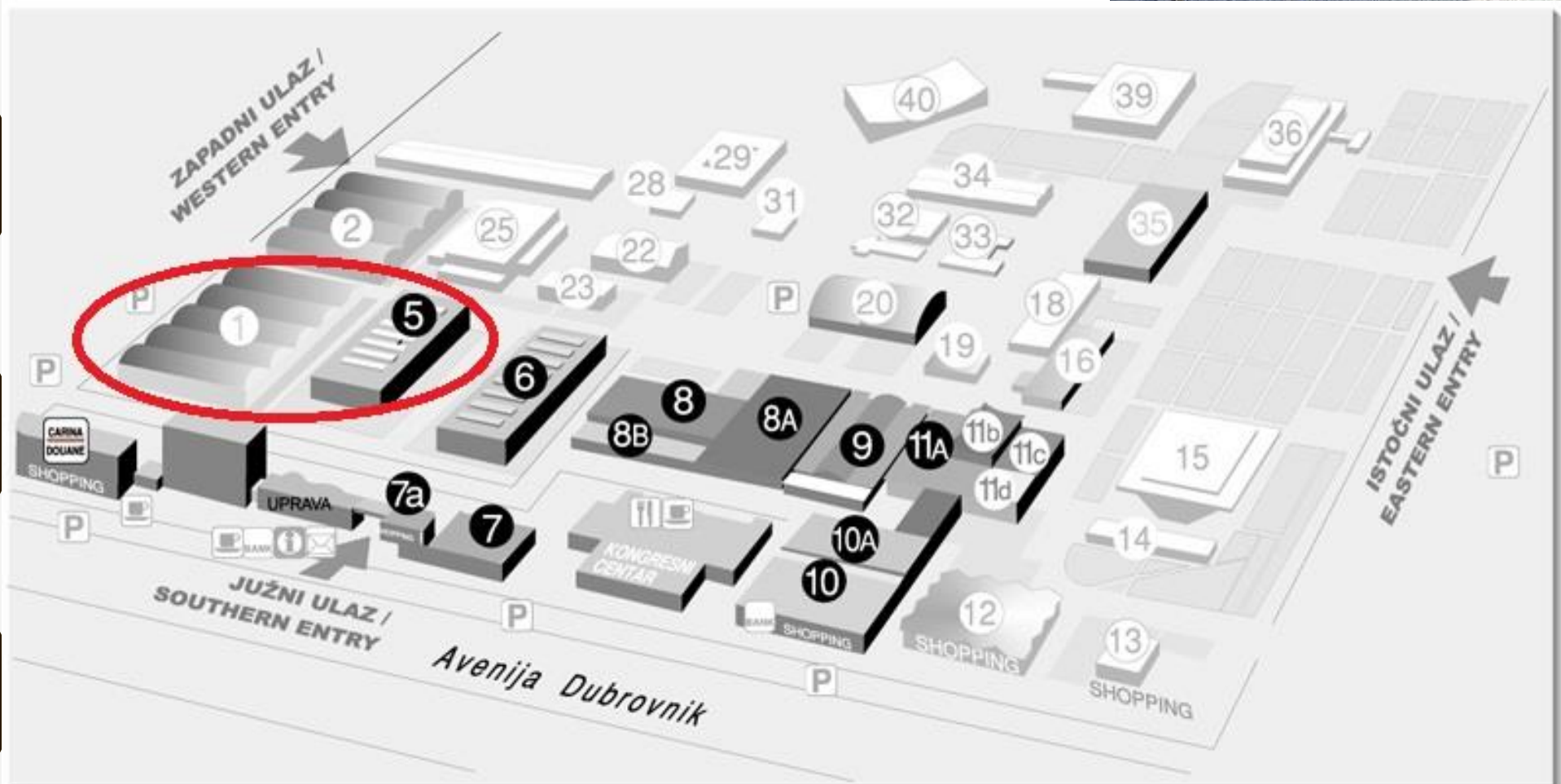


- We have connected 35 locations in City of Zagreb: fire stations, hospital centers, City Holding, Public Health Institute „Dr. Andrija Štampar”, Hospital for infectious diseases „Dr. Fran Mihaljević”, etc.



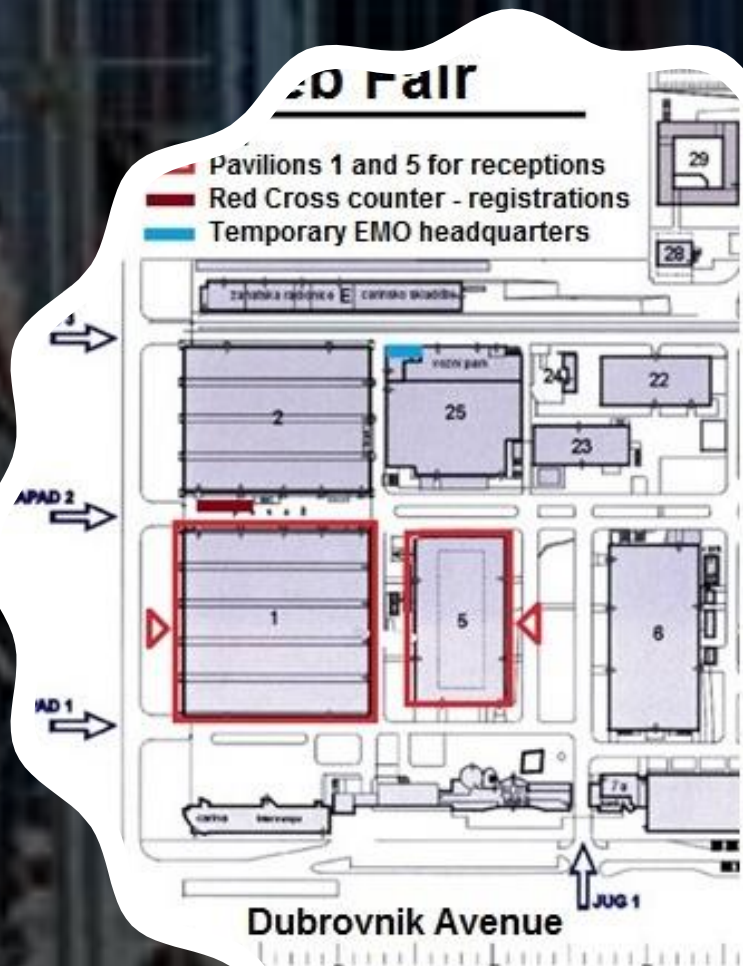
Best practice examples

RECEPTION OF MIGRANTS ZAGREB FAIR LAYOUT LOCATION OF RECEPTION PAVILIONS





SITUATION – PAVILION 1 AND 5



- Migrants arrived to the West ZG Fair entrance by bus, where they were forwarded for further procedure of food acquirement and medical aid as necessary.
- Transportation of 2.500 mattresses (that were donated) for pavilion No. 1 and 5 was performed with Public fire-brigade, ZG Holding and private companies vehicles
- Plastic tanks for drinking water were set up in front of the pavilion, and they were previously disinfected by the Institute of Public Health.
- Food was provided by the Red Cross



Best practice examples

CIVIL PROTECTION UNIT FOR URBAN RESCUE (USAR - URBAN SEARCH AND RESCUE)

- 13 MIDDLE CATEGORY TEAMS, EACH WITH 30 MEMBERS AND 3 SEARCH DOGS

UNIT FOR PROTECTION AND RESCUE FROM THE WATER

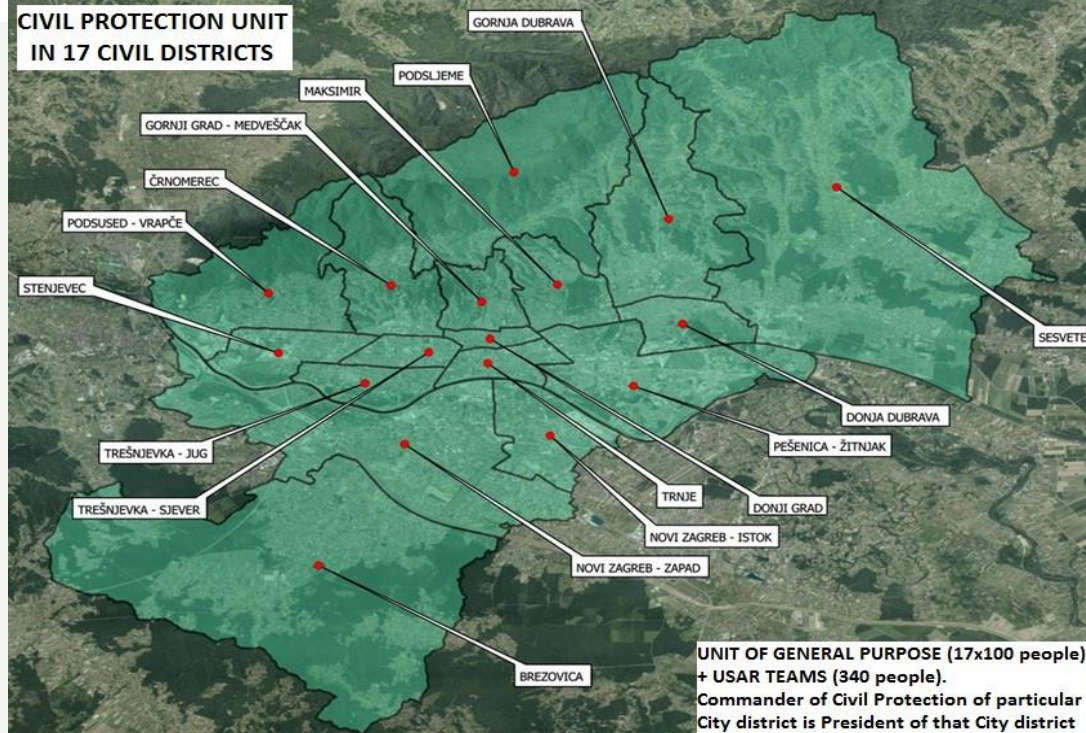
- 1 TEAM WITH 3 GROUPS, TOTAL 36 MEMBERS

UNIT FOR LOGISTICS

- 2 TEAMS, EACH WITH 4 GROUPS, TOTAL 99 MEMBERS

SPECIAL UNIT FOR RNBK PROTECTION

CIVIL PROTECTION UNIT IN 17 CIVIL DISTRICTS



UNIT OF GENERAL PURPOSE (17x100 people)
+ USAR TEAMS (340 people).
Commander of Civil Protection of particular
City district is President of that City district

Best practice examples

Surveillance cameras:

- spill area monitoring, use of satellite technologies, monitoring of emergency and evacuation routes, visual insight into the state of pollution, centralized management and video surveillance of roads, priority transit to emergency services in crisis, etc.
- 354 cameras on 118 locations



Best practice examples

Ban Jelačić Square — obstacles



Best practice examples

Advent in Zagreb 2018 Location – European Square



Best practice examples





**THANK YOU
FOR YOUR ATTENTION!**

UHS@ZAGREB.HR