



EUROPEAN EMERGENCY NUMBER ASSOCIATION

#EENA2019

APRIL
10-12
Dubrovnik



FOR MORE INFO

WWW.EENACONFERENCE.ORG

EENA Conference & Exhibition 2019

PROGRAMME

*Where inspiration
and innovation
meet public safety!*



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EVENT Overview

WHO SHOULD ATTEND

FREE REGISTRATION

Every year, professionals from across the public safety field meet at the EENA Conference for **3 days** packed full of inspiring sessions, insightful presentations and innovative exhibitions. Over **750 people** will gather in Dubrovnik this year from over **55 countries**, all with a desire to learn, share ideas and **improve people's safety**.

Not only will we hear from **leading experts** in the plenary sessions, we'll also discuss and debate operational and technical issues with specialists from across the world. Our brand new 'Industry Track' will showcase the most innovative products on the emergency services market, while **our exhibition area** will allow you to meet and discuss with solution-providers... and even **try first-hand some of the latest, cutting-edge technology!**

We'll be welcoming representatives from all sectors of the emergency services field, from researchers and emergency services professionals, to solution-providers, mobile network operators and EU institution representatives.

The 112 Awards Ceremony, which is run in conjunction with the conference, recognises and rewards some of the emergency services and citizens for their outstanding achievements in improving and promoting the European emergency number 112.

Join us to meet and **network with hundreds of your peers** and stay at the forefront of public safety news and innovations!

The EENA Conference **will welcome over 750 participants**, including **about 300 delegates from emergency services and public authorities** from **over 55 countries from the EU and other parts of the world**. Supplier organisations, researchers, telecom regulators, mobile network operators, internet companies and officials from EU institutions will also attend the event.

This is a free attendance event for public authorities' representatives and EENA Members.

VISIT WWW.EENACONFERENCE.ORG website for all event details.



Information

Event Venue

Valamar Lacroma Dubrovnik Hotel

Ul. Iva Dulčića 34, 20000, Dubrovnik, Croatia

Contact Events Office

Taviana Caminiti - Email: tc@eena.org

Tel: 0032 (0)2 534 97 89

What people say about us

95%

WERE SATISFIED WITH THE LAST
YEAR'S
EENA CONFERENCE



TADAS MAROSIKAS

| *Deputy Director*

EMERGENCY RESPONSE CENTRE, LITHUA-



The EENA Conference is a great platform to meet counterparts, businesses, brave citizens, and gain new energy for bringing public safety up to a higher level!



ED PARSONS

| *Geospatial Technologist*

GOOGLE



Working with EENA has been instrumental in the adoption of improved location determination information from mobile devices in Europe - today's lives are being saved thanks to both the advocacy and networking opportunities that EENA and its annual conference provides.



LUCA BERGONZI

| *Sales Executive EMEA & Asia*

BETA 80 GROUP



EENA Conference allows us to present our services and activities to Public Safety stakeholders from all over Europe. The event doesn't just foster key partnerships and networking opportunities, it's also a platform to understand and discuss the industry's key topics.



#EENA 2019 benefits



CONNECT WITH +750

- Solution providers, emergency services, authorities, researchers, mobile network operators, tech companies...
- Every participant will have the opportunity **to interact before, during and after the event** via a brand new dedicated networking platform (event app)

LEARN ABOUT THE BEST PRACTICES AND NEWEST TECHNOLOGICAL SOLUTIONS

- **Over 90 leading experts and practitioners** will address high-level policy and regulatory matters as well as operational and technical issues
- Every participant will have the opportunity to visit an **exhibition area where over 30 suppliers will showcase** their latest technologies and solutions available.



NETWORK AND GROW

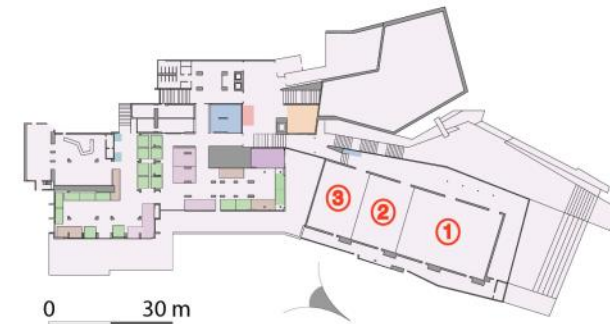
- **Engage and share expertise** with peers from the public safety sector coming from over 50 countries worldwide
- **Reinforce your relationship** with existing partners and friends
- **Make new friends** in an informal atmosphere during the social activities

Floor plan

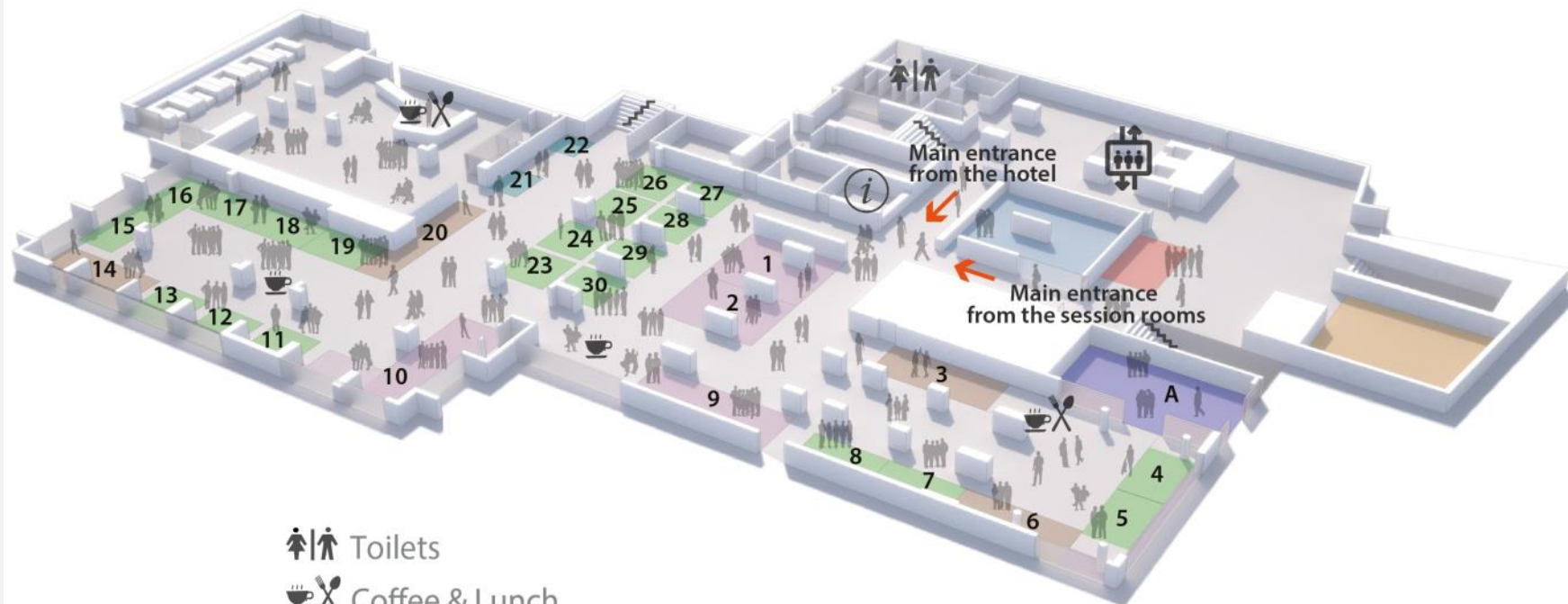
& Exhibitors

Exhibition spaces

1. Insta
2. Carbyne
3. Carmenta Public Safety
4. Saab
5. Creativity Software
6. One2Many
7. Atos International
8. Avaya
9. Beta 80 Group
9. WEY Technology
10. Huawei Technologies
11. Hexagon Safety & Infrastructure
12. Opencode Systems
13. Deveryware
14. Techwan
15. GoodSAM
16. Heartrunner
17. Unified Messaging Systems (UMS)
18. Frequentis
19. Priority Dispatch
20. Eurofunk
21. Crisis Response Journal
22. TCCA
23. Esri
24. Pulsiam
25. Corti
26. RapidSOS
27. DJI
28. Motorola Solutions
29. APD Communications
30. Capita Secure Information Solutions
- A. Microsoft



- ① Plenary
- ② Parallel room A
- ③ Parallel room B



- Toilets
- Coffee & Lunch
- Help desk
- Lift
- Stairway

- Gold sponsors' meeting room
- EENA Office
- Croatian emergency control room demos

Programme Overview

WEDNESDAY, 10th April

THURSDAY, 11th April

FRIDAY, 12th April

Morning

Introduction & Conference Opening

Thai Cave Rescue Story | Interview with Ivan Karadzic

The impact of climate change on disasters and large emergencies | Keynote by Alice Hill

Resilience | Interview with Nicolas Henin

Driving change in responding to emergencies

Cybersecurity and emergency services

Industry session: Focus on solutions available on the market

Supporting call-takers/ dispatchers decision making and situational awareness

Quality assurance & call-takers' and dispatchers' training

Deploying Next-Generation emergency services

Cloud services and emergency services

Dynamic management of emergency vehicles

Is AI the future assistant of call-takers and dispatchers?

Industry session: Alerting the population in case of disaster or terrorist attack: solutions available on the market

Standards & EU projects: public warning and disasters management

There is nothing natural about disasters

Case studies: how can I protect my organisation from cyberattacks?

The future of European emergency services – What will change with new legislation?

Interconnecting emergency apps in Europe: outcomes of PEMEA project

Interactive session

Closing speech

Lunch

Afternoon

Running a non emergency number in parallel with an emergency number

The potential of social media for emergency services

Industry session: Focus on solutions available on the market

Call-takers' and dispatchers' well-being: mental and physical health, ergonomics

Smart cities & Internet of Things: what does it mean for public safety?

Industry session: Focus on solutions available on the market

Initiatives to support emergency services in case of disasters

Masterclass: the impact of the GDPR on public safety organisations

Industry session: Focus on solutions available on the market

How telemedicine and AEDs can be used to save more lives!

Emergency calls triage

Emergency services session: Focus on emergency calls handling systems

Public Safety Tinder Time

Networking Cocktail

112 Awards Ceremony

Unmanned aircrafts: going beyond

Advanced Mobile Location (AML) update

Social event

Important note!

This is a provisional programme and it is subject to change.

Pre-Conference Workshops - 9 April

All Day
8:30-17:00

*Dubrovnik
(participants
will receive
information
about the
venue by
email)*

Workshop 1

DRONES IN PUBLIC SAFETY - HANDS ON TRAINING DAY

Organisers: EENA, DJI

Description: The use of drones (or RPAS/UAV/UAS) in public safety continues to grow and improve. How to best start a programme, what aerial systems are being used, what different cameras and sensors are available and then how do you best deploy the drones? Part of workshop will be classroom style indoors and the rest will be outdoors (depending on the weather). The goal is for attendees to get a better understanding on current technologies utilized and get some hands-on flight experience.

Discussion topics: Starting a program, what DJI hardware solutions are available, lessons learned in the field, getting familiar with flight characteristics and basic operations of DJI platforms.

Target audience: individuals either about to start a UAV program, having an UAV program already, expending the knowledge and capabilities via indoor and outdoor activities.

Important information:

- Limited to 30 participants;
- Free of charge;
- A certificate of attendance to this training course will be delivered to all participants after the workshop.

All Day
9:30-12:30
14:00-17:00

*Valamar
Lacroma
hotel,
Dubrovnik*

Workshop 2

GDPR: ADAPTING TO THE NEW DATA PROTECTION RULES FOR PUBLIC SAFETY ORGANISATIONS

Organisers: EENA, Bird & Bird

Description: Merav Griguer, Partner at Bird & Bird, is a lawyer with an extensive data privacy practice. She will lead this workshop that will focus on the legal aspects of the use of data in emergency command and control rooms, including the use of location data, video, text and medical data. Attending this workshop will allow you to understand clearly the impact of the General Data Protection Regulation (GDPR) on your work and on the business of your organisation, as well as the concrete measures that should be taken.

Discussion topics: Data protection, impact of the General Data Protection Regulation (GDPR) on public safety businesses.

Target audience: Emergency services; Private companies providing solutions to emergency services.

Important information:

- Limited to 25 participants;
- 250 EUR/participant;
- A certificate of attendance to this training course will be delivered to all participants after the workshop.

Day 1 - 10 April

08:00-09:00

Registration & Exhibition Opening

09:00-09:15

Conference Opening & Welcome Speech

Demetrios Pyrros, President, EENA

09:20-9:45

Thai Cave Rescue Story | INTERVIEW with Ivan Karadzic

Chair: Jennifer Baker, Tech Policy and Digital Rights journalist

Ivan Karadzic is a professional diver and was a member of the team of a hundred divers who participated in rescuing the children from the flooded cave in Thailand in June 2018.

09:50-10:15

The impact of climate change on disasters and large emergencies | KEYNOTE by Alice Hill

Chair: Emily Hough, Editor in Chief, Crisis Response Journal

Alice Hill served both as Special Assistant to President Obama and as Senior Director for Resilience Policy on the National Security Council. While at the White House, Alice was responsible for how climate resilience considerations should be incorporated into matters of national security and international development. She developed the nation's capabilities for long-term drought resilience, and established national risk management standards for the most damaging natural hazards in the U.S. Today, Alice is a Research Fellow at Stanford University's Hoover Institution. Her work focuses on building resilience to destabilizing catastrophic events, including the impacts of climate change.

10:20 -10:45

Resilience | INTERVIEW with Nicolas Henin

Chair: Benjamin Cazenoves, Citizen, Survivor from the attack at Bataclan concert hall in 2016

Nicolas Henin is a former war reporter who was held hostage by ISIS in Syria for 10 months (2013-2014). Following this traumatic experience, Nicolas decided to dedicate his life to sharing knowledge on issues related to terrorism and radicalisation. He has written several books and he is the founder of a consulting and training company specialised in these issues. In 2018, he also joined the Paris Fire & Rescue Service as a Reserve Officer.

10:45-11:30

Coffee break - *Exhibition area*



Day 1 - 10 April



Track 1

Plenary room



Track 2

Parallel room A



Industry session

Parallel room B

Maximum capacity: 50 attendees

Driving change in responding to emergencies

Cybersecurity & emergency services

Focus on solutions available on the market

11:30-12:30

Changing the way we respond to emergencies is not an easy task. It requires careful planning and adapting to new software, new procedures and processes. In this session you will hear examples of where organisations have moved/will move to what they consider to be a new and better model. Come and hear the lessons learnt!

Chair: **Martin Dunne**, Director, National Ambulance Service, Ireland

Guillaume Lambert, Prefect, Ministry of Interior, France - Citizens' needs, cloud and IP technology are the game changing trends in responding to emergencies

Bjorn Skoglund, Business Developer/Service owner of 112 and Crisis Management, SOS Alarm, Sweden - From static to dynamic: How we developed a new model to answer emergency calls

Steve McLinden, Transformation2020 Digital Project Manager, Mid & West Wales Fire and Rescue Service, United Kingdom - T20 project: To create time and space which enables a transformational organisational culture centred on trust and innovation by exploiting technology to improve business processes

Cyberattacks on organisations around the world are more and more common, highlighting the need for better preparedness. This session aims to provide clear recommendations and concrete examples on how emergency response organisations can improve their cybersecurity.

Chair: **Freddie McBride**, Deputy Director, European Communications Office

Cristina Lumbreras, Technical Director, EENA - Guidelines for Emergency Services

Ben Quay, Programme Director, Ministry of Business, Innovation and Employment, New-Zealand - Case study: ensuring safety of location data

Mauro Rizzi, Sales Development Manager, Networks, Alcatel-Lucent Enterprise - Containing IoT: securing emergency services against cyberattacks and data loss

Nuno Guarda, Head of Corporate Affairs UK&I, Cisco - UK initiative to provide access to cybersecurity training for police officers via Cisco Networking Academy

In this session, companies will provide an overview of solutions and expertise that they can offer to emergency services.

Luca Bergonzi, Sales executive EMEA, Beta 80 - How to deploy a Next Generation platform today

Roy Chen, Vice President of Government & Public Utility Sector, Huawei Technologies - AI Enabled Collaborative Public Safety Solutions (C-C4ISR)

Eric Basha, Director, Business Strategy - Government, Microsoft - Improving Response Times & Decision Making with Cloud-based technologies

12:30 - 14:00

Lunch break - *Exhibition area*



Track 1

Plenary room



Track 2

Parallel room A



Industry session

Parallel room B

Maximum capacity: 50 attendees

14:00-15:00

Running a non-emergency number in parallel with an emergency number

Several countries have developed a non-emergency number facility to provide assistance and support to their citizens in non-emergency situations. In this session, you will hear examples of such developments and how emergency services take advantage of this service.

Chair: **Tadas Maroscikas**, Deputy Director, Emergency Response Centre, Lithuania

Simon Beresford, NHS & 999/112 Liaison Committee, United Kingdom & **Stephen Hines**, Clinical Practice Learning Manager, London Ambulance Service NHS Trust, United Kingdom - The impact of non-emergency numbers on emergency call handling

Fabrice Dami, Medical Director & **Vincent Daigle**, Operations Director, Lausanne Medical Dispatch - Two emergency call numbers, one medical dispatch

Rene Kerschbaumer, Quality Manager, Emergency Communication & Coordination Centre of Lower Austria, Austria - Medical advice telephone service & secondary triage for urgent medical calls combined in one system

The potential of social media for emergency services

Social media has a significant impact on emergency management as it includes steps to broadcast important safety information, correct misinformation and build situational awareness. More and more public safety professionals embrace the trend, but there is a lot of room for progress. Join this session to learn about tools and best practices from all over the world.

Chair: **Rob Moore**, Paramedic Clinical Team Mentor and Corporate Tweeter, West Midlands Ambulance Service, United Kingdom

Aditya Mishra, Additional Director General, Uttar Pradesh Police, India - How Uttar Pradesh Police uses social media

Remy Bossu, Secretary General, European Mediterranean Seismological Centre (EMSC) - LastQuake: From rapid information to global seismic risk reduction

Joao Nunes, Marketing and Communication Office, National Institute for Medical Emergencies (INEM), Portugal - Our communication approach for prevention, awareness and education of the population in response to emergency situations

Focus on solutions available on the market

In this session, companies will provide an overview of solutions and expertise that they can offer to emergency services.

Teemu Ekola, Business Development & Sales Director, Insta - Experiences of nationwide multi-authority control room solution

Toufic Saad, Marketing Manager, Techwan - Advanced Command & Control Computing for Major Events

Nick Chorley, Director EMEA Public Safety & Security, Hexagon Safety & Infrastructure - Enabling agility in the PSAP and the wider response to emergencies

Day 1 - 10 April



Track 1

Plenary room



Track 2

Parallel room A



Industry session

Parallel room B

Maximum capacity: 50 attendees

Initiatives to support emergency services in case of disasters

Dealing with large emergencies or disasters is a process that requires the involvement of a wide variety of responders, technical experts and citizens that must react fast to save lives. In this session, you will hear from citizens who contribute to emergency services' work with outside the box ideas.

*Chair: **Nick Sutton**, Strategic Operations Manager, National Risk & Resilience Department, Scottish Ambulance Service*

Greg Sadetsky, Freelance software engineer, USA
- How I Helped The Coast Guard Rescue Victims Of Hurricane Harvey

Gael Musquet, Chairman, Hackers Against Natural Disasters (H.A.N.D), France - CaribeWave: 8 years of citizen involvement for tsunami prevention and mitigation

Barbarita Lara, CEO and Co-Founder, Emercom, Chile - How surviving a massive earthquake when I was a student led me to invent technologies to receive information when networks are down

Masterclass: the impact of the General Data Protection Regulation (GDPR) on public safety organisations

A lawyer with an extensive data privacy practice will deliver this masterclass. Attending this session should allow you to better understand the impact of GDPR on your work and on the business of your organisation.

*Chair: **Diana Wallis**, former Vice-President of the European Parliament*

Merav Griguer, Partner, Bird & Bird

Focus on solutions available on the market

In this session, companies will provide an overview of solutions and expertise that they can offer to emergency services.

Oded Gal, Product Manager, Carbyne - The Power of Connectivity

Bernat Elias, Domain Sales Manager, Sales Public Safety, Frequentis - Future Control Rooms with Drone applications

Markus Bornheim, International Practice Lead Public Safety & Emergency Services, Avaya - Drones in Realtime Communication: Supporting automation of the 112 service chain in Smart Cities

15:05-16:05



16:05- 17:00

Coffee break - *Exhibition area*

Day 1 - 10 April

16:30-17:30

Public Safety Tinder Time - *Exhibition area*

Experts on the following hot topics will be at your disposal for 10-minute information exchange meetings:

- Advanced Mobile Location (AML);
- Cybersecurity;
- Drones;
- eCall;
- Next Generation 112 (NG112) deployment;
- Next Generation 911 (NG911) deployment;
- Transnational calls database (from PSAP in country X to PSAP in country Y);
- Well-being and mental health for call-takers and dispatchers.



17:00-18:00

Networking cocktail - *Exhibition area*

18:00-19:15

112 Awards Ceremony - *Plenary room*

You are all warmly invited to attend the 112 Awards Ceremony to recognise and reward some of the emergency services and citizens for their outstanding and inspirational contributions to public safety.





Track 1

Plenary room



Track 2

Parallel room A



Industry session

Parallel room B

Maximum capacity: 50 attendees

Supporting call-takers/dispatchers decision making and situational awareness

An experienced, well-trained call-taker/dispatcher can gather a lot of high quality, vitally important information that can help first responders form an early understanding of what they will be facing upon arrival at the emergency scene. Supporting tools could however help them to do it faster and better!

Chair: **Stephen Hines**, Clinical Practice Learning Manager, London Ambulance Service, United Kingdom

Jessica Reed, Business development, RapidSOS - The future of emergency response today: how agencies are operationalizing IoT emergency data

Brett Whitney, Global Business Development, Carbyne - IoT into the PSAP; overwhelmed yet?

Peter Goulding, Global Public Safety Expert, Huawei - Broadband multimedia critical communications to assist call takers and dispatchers

Cloud services and emergency services

With the emergency services facing many IT challenges, cloud and hybrid cloud solutions can alleviate many of the issues. Supporting a scalable, highly available, up-to-date infrastructure and facilitating the consolidation of the IT estate, they can significantly reduce costs and increase operational efficiencies. Join this session to hear how this technology could be concretely used.

Chair: **Iratxe Gomez**, Presales Manager, Global Emergency Management Solutions, Atos

Bill Mertka, Vice-Chair, Tech & Ops Committee, EENA - The Cloud is the Future: Embracing Cloud Solutions for Public Safety

Kirk Arthur, Managing Director, Business Development, Worldwide Public Safety & Justice, Microsoft - Improving Coordinated Response with Cloud-based Solutions

Mike Isherwood, Managing Director, APD communications - The impact of Smart Cities on the control room

Alerting the population in case of disaster or terrorist attack: solutions available on the market (1/2)

In this session, companies will provide an overview of solutions and expertise that they can offer to emergency services in the framework of the deployment of public warning systems.

Amélie Grangeat, Project Manager, Gedicom - The localised SMS technology in a public warning system

Manuel Cornelisse, Chief Sales Officer, one2many - Successful public warning implementations, lessons learned



Track 1

Plenary room



Track 2

Parallel room A



Industry session

Parallel room B

Maximum capacity: 50 attendees

Quality assurance & call-takers' and dispatchers' training

Call-takers/dispatchers' preparation and performance pre-determines the quality and ultimate effectiveness of the potentially lifesaving emergency services, therefore training is crucial. But all of the training in the world is useless if the call-taker/dispatcher isn't being continuously monitored and reinforced for proper procedures.

Chair: Marko Nieminen, Director, Emergency Response Centre Administration, Finland

Amee Morgans, Executive Director Operations Support, Emergency Services Telecommunications Authority (ESTA), Australia - Translating errors into operator safety nets: using quality data to drive training and reduce service risk

Gea Liblik, Expert, Administrative Department, Estonian Emergency Response Centre, Estonia - How to raise yourself professional call-takers and dispatchers

Pat McCreanor, Deputy Director, National Ambulance Service, Ireland - Quality safe standards through education, training and assurance

This session will be followed by the presentation of EENA Certificates of Quality to successful candidates.

Dynamic management of emergency vehicles

After any single emergency call is received, an important decision has to be made: which vehicle should be used according to the location of the incident? What is the fastest route to reach this place? Then, if needed, what is the fastest route to reach the hospital? In this session, you will hear how you could shorten intervention time!

Chair: Alexis Gizikis, Project Manager, EENA

Vincent van den Brekel, CEO, Stokhos (Emergency Mathematics) - With fewer cars/units, being more on time!

Mike King, Global Public Safety Manager, CAD/911/FirstNet, esri & **Francisco Nobre**, Business Partner Coordinator, esri - Emergency Management: an approach to real time management of assets

Elisa Dal Farra, International Marketing and Business Development Executive, Beta 80 Group - How to get an ambulance in 8 minutes, anywhere in Milan

Alerting the population in case of disaster or terrorist attack: solutions available on the market (2/2)

In this session, companies will provide an overview of solutions and expertise that they can offer to emergency services in the framework of the deployment of public warning systems.

Thierry Darras, Sales Director EMEA, Opencode Systems - Mobile Public Warning: Project Roll-out Strategies

Morten Seliussen, Vice President Technology, UMS - Case study: Iceland public warning system

10:05-11:05



11:05-11:35

Coffee break - *Exhibition area*

Day 2 - 11 April



Track 1

Plenary room



Track 2

Parallel room A



Standards & EU projects

Parallel room B

Maximum capacity: 50 attendees

11:35-12:35

Deploying Next Generation emergency services

In this session, a public authority having deployed a state-wide Next Generation emergency calls handling systems will share its experience with us. What will happen in Europe? EENA will share its plan to move forward with the deployment of NG112.

*Chair: **Chantal Bonardi**, Technical Officer, Special Committee (SC) on Emergency Communications (EMTEL), European Telecommunications Standards Institute (ETSI)*

Maria Jacques, Director, Emergency Services Communication Bureau, Maine, USA; President, National Association of State 911 Administrators, USA - Implementation Strategy and Operational Impacts of a Statewide NG911 System

Cristina Lumbreras, Technical Director, **Wolfgang Kampichler**, Co-chair of the Tech & Ops Committee, **Luca Bergonzi**, co-chair of the Tech & Ops Committee, EENA - Deploying Next Generation 112 in Europe

Is AI the future assistant of call-takers and dispatchers?

This session will focus on concrete cases where artificial intelligence and machine learning are used to support emergency services.

*Chair: **Jerome Paris**, Managing Director, EENA*

Andreas Cleve, CEO, Corti - Update on EENA / Corti project: detecting cardiac arrest over the phone

Itay Bengad, Co-founder & CEO, MDGo - AI-based injury prediction for car accidents in real-time

Public warning and disasters management

In this session, experts will brief you on standards related to public warning and on solutions developed within EU projects that could be used by emergency services in case of disaster.

Peter Sanders, Standards Director, one2many - Latest developments in public warning standardisation

Mariano Alfonso Biscardi, System Engineer, e-Geos - Social Media, Machine Learning and Crowdsourcing for Rapid Mapping

Jens Pottebaum, Senior Researcher, Paderborn University, Germany - A4EU: An Emergency Support Platform with Multi-Hazard Impact Forecast



12:35-14:00

Lunch Break - *Exhibition area*



Track 1

Plenary room



Track 2

Parallel room A



Industry session

Parallel room B

Maximum capacity: 50 attendees

Call-takers' and dispatchers' wellness: Mental and physical health, Ergonomics

The stress experienced by call-takers/dispatchers is what develops with listening to someone else's absolute worst day - every day. The job is stressful and conditions are not always perfect, as sitting for extended periods of time affects a number of health issues. Join this session to learn about initiatives that can help them to feel better!

Chair: Kaili Tamm, Adviser, Information Monitoring Department, Ministry of the Interior, Estonia

Marty Smyth, Chief Executive Officer, Emergency Services Telecommunications Authority, Australia - Helping the helpers; Supporting those on the front line

Jules Lockett, Practice Learning Manager, London Ambulance Service, United Kingdom - Workplace Wellness

Susanne Ottenddorfer, Medical Director & **Siegfried Weinert**, Special Projects Manager, Emergency Communication & Coordination Centre of Lower Austria, Austria - From fat to fit: Workplace related health projects at the dispatch center

Smart cities & Internet of Things: what does it mean for public safety?

Cities and emergency services need to better understand emerging technologies, which represent a novel way to tackle potential threats and incidents in urban spaces. This session will highlight concrete examples of how strengthened resilience of public spaces could be enabled.

Chair: Mladen Vratonjic, Vice President, EENA

Tony Gray, CEO, The Critical Communications Association (TCCA) - 5G explained

Eric Wahed, Global Chief Technology Officer Mission-Critical Systems, Atos - Building the future for Connected Police Officers and Firefighters

Michelle Wetterwald, IoT & Emergency services Working group, ETSI EMTEL - Study of use cases and communications involving IoT devices in emergency situations

Focus on solutions available on the market

In this session, companies will provide an overview of solutions and expertise that they can offer to emergency services.

Ismail Embaby, Sales Director, Creativity Software - Accurate mobile location for 112 emergency services and public safety

Bertrand Casse, GHALE Business Unit Director, Deveryware - PEMEA, GHALE - Boosting the emergency services modernization!

David Fredman, Operations Manager, Hearrunner and **Bjorn Skoglund**, Business Developer/Service owner of 112 and Crisis Management, SOS Alarm, Sweden - The power of volunteers: the Hearrunner system increases bystander defibrillation in out-of-hospital cardiac arrest

14:00-15:00



Track 1

Plenary room



Track 2

Parallel room A



Emergency services session

Parallel room B

Maximum capacity: 50 attendees

How telemedicine and AEDs can be used to save more lives!

Emergency calls triage

Focus on emergency calls handling systems

Technology, telehealth, and more appropriately aligned patient navigation can help emergency medical services to be more efficient. Also, how can we get better use of Automatic External Defibrillators (AEDs) using new technologies? How can we inform citizens about where to find an AED and how to use it? You will hear from experts on these matters in this session.

Chair: **Dieter Nuessler**, Vice President, EENA

Stefan Beckers, Chief Medical Director, Emergency Medical Service, City of Aachen, Germany - Telemedical support in EMS: 5 years of routine experience with a holistic system

Ali Ghorbangholi, Co-Founder and Technical Director, GoodSAM - How telemedicine and AEDs can be used to save more lives

Markus Bornheim, International Practice Lead Public Safety & Emergency Services, Avaya - Interactive AEDs - Do we need to rethink the 112 services chain?

The use of structured protocols in emergency call centres is widely recognised as an essential tool and critical to achieving a quality-centric organisation. In this session, you will hear from experts who have implemented structured protocols and the benefits that this has brought.

Chair: **Demetrios Pyrros**, President, EENA

Christian Laucher, Medical Council of Standards and German Medical Cultural Committee, International Academies of Emergency Dispatch - The Evidence-Based System for Emergency Triage

Bjorn Skoglund, Business Developer/Service owner of 112 and Crisis Management, SOS Alarm, Sweden - Structured call taker support allows swift and accurate decision making

Carlos Martins, 112 Coordinator, Public security police, Portugal - Multidisciplinary triage in the 112 emergency call centres

The structure, challenges and strategies affecting the emergency services differ in each country, as does the approach to the work of the emergency services and public authorities. This session will outline how some countries approach these challenges and you will hear them share their experiences.

Chair: **Henning Schmidt**, Dispatcher and IT-Management, Integrated Control Centre of Freiburg, Germany

Marko Nieminen, Director, Emergency Response Centre Administration, Finland

Aditya Mishra, Additional Director General, Uttar Pradesh Police, India

15:05-16:05



16:05-16:35

Coffee break - *Exhibition area*

Day 2 - 11 April



Track 1

Plenary room



Track 2

Parallel room A



Emergency services session

Parallel room B

Maximum capacity: 50 attendees

Unmanned Aircrafts: Going beyond

Unmanned Aircraft have a great potential to disrupt emergency response, but are we really using all its potential? Nowadays drone operations are limited to line of sight flights, due to a lack of appropriate technology (autonomy, weather, obstacle avoidance...) and the fact that there must be no other aircraft present. In this session, you will hear about the future of Unmanned Aircraft Traffic Management (UTM), where it is heading and the potential it has for emergency services.

Chair: **Romeo Durscher**, Director of Public Safety Integration, DJI

Alfonso Zamarro, Drones Activities Manager, EENA - The future of drones, airspace & first responders

Filip Biocic, Head of UAV Department, Mountain Rescue Service, Croatia - How drones coordinate with manned aircrafts in search and rescue missions in Croatia

Holly Blanks, Director of International Business Development and Marketing, Pulsiam - Autonomous drones and control rooms

AML update

In 3 years, Advanced Mobile Location has brought considerable improvements to public safety. In this panel, experts will discuss the latest updates and the future improvements of the technology.

Chair: **Christoph Kautz**, Deputy Head, Unit Galileo and EGNOS - Applications, security, international co-operation, European Commission

Benoît Vivier, Public Affairs Manager, EENA - Latest updates on AML

Fiona Lee, ELS Business Operations, Google & **Soonil Nagarkar**, Senior Software Engineer, Google

Ben Quay, Programme Director, Ministry of Business, Innovation and Employment, New-Zealand - AML in New Zealand

Sven Bruun, Senior Adviser, Department of Emergency Medical Services, Directorate of Health, Norway

Nick Sutton, Strategic Operations Manager, National Risk & Resilience Department, Scottish Ambulance Service, Scotland - Deploying AML in a PSAP

Focus on emergency calls handling systems

The structure, challenges and strategies affecting the emergency services differ in each country, as does the approach to the work of the emergency services and public authorities. This session will outline how some countries approach these challenges and you will hear them share their experiences.

Chair: **Bill Mertka**, Vice-Chair, Tech & Ops Committee, EENA

Ichiro Ando, General Manager, Business Planning and Sales Operations Department, Japan Mayday Service - On behalf of Japanese National Police Agency and Fire and Rescue Service.

Wolfgang Schauble, Fire Chief, Munich Fire and Rescue Services, Germany

Presentations will be followed by a discussion moderated by Romeo Durscher.

19:00-22:00

Social event

Join us for a memorable evening at the Sunsetbeach Dubrovnik, a beautiful lounge restaurant with sea view, along with colleagues from all over the world. This is a not to be missed opportunity where you can also enjoy a **walking buffet dinner** and have a **fun interactive quiz** with your peers.

The event is limited to a maximum of 300 guests. **A prior online registration** is required at the cost of **50€**. No participant will be accepted without prior registration and payment.

19



16:35-17:35

Day 3 - 12 April

09:30-09:50

There is nothing natural about disasters | KEYNOTE by Rohini Swaminathan

*Chair: **Rut Erdelyiova**, Resilience Advisors Network*

Rohini Swaminathan currently works as GIS Analyst at the United Nations World Food Programme. Previously she worked as a consultant for UNITAR (the United Nations Institute for Training And Research) and as a Center Lead for the NASA DEVELOP National Program. She specialises in capacity development, disaster management, GIS and remote sensing.

9:55-10:15

Case studies: how can I protect my organisation from cyberattacks? | KEYNOTE by Hadi El Khoury

*Chair: **Freddie McBride**, Deputy Director, European Communications Office*

Hadi El Khoury is a cybersecurity advisor at the French Chapter of the Information System Security Association (ISSA). In this session, he will analyse several cyberattacks that occurred in the public safety sector over the last months. For each case, he will explain to us what happened and how, providing recommendations on how these attacks could have been prevented or handled better.



10:15-11:00

Coffee break - *Exhibition area*

Day 3 - 12 April

11:00-11:40

The future of European emergency services – What will change with new legislation? | KEYNOTE by Benoit VIVIER

Chair: Diana Wallis, former Vice President of the European Parliament

Emergency services work will soon be impacted by the new European legislation on telecommunications. The legislation has several provisions on the functioning of emergency services, including on accessibility, location, reverse 112 and more.

Benoit Vivier, EENA's Public Affairs Manager, will provide you with a full brief as to what changes are coming for emergency services and what it means for your work.

11:45-12:05

Interconnecting emergency apps in Europe: outcomes of PEMEA project | KEYNOTE by Cristina Lumbreras

*Emergency apps are a great asset for citizens as they provide crucial information to rescuers. But an app deployed in country X doesn't work in country Y. In a Europe where people travel more and more, is this the best we can do? In this session, **Cristina Lumbreras**, EENA's Technical Director, will present the outcomes of a project aiming at using the PEMEA (Pan-European Mobile Emergency Application) architecture in several European countries to allow emergency apps to interconnect with each other.*

12:10-12:30

Interactive session

*Hosted by **Benoit Vivier**, Public Affairs Manager, EENA & **Gary Machado**, Executive Director, EENA*

In this session, EENA will provide the delegates with the opportunity to vote on the topics that were most relevant during the Conference and to help EENA plan for future events. It is an interactive session, which is always popular with delegates. Participants will vote online from their smartphone or tablet.

12:30-12:35

Closing Speech

Demetrios Pyrros, President, EENA



12:35-14:00

Lunch Break - *Exhibition area*



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PROGRAMME

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the EENA Conference & Exhibition, contact us!

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