Welcome to EENA

About

EENA, the European Emergency Number Association, is a Brussels-based NGO set up in 1999 dedicated to **promoting high-quality emergency services** in the EU and beyond. EENA serves as **a discussion platform for emergency services, public authorities, decision makers, researchers, associations and solution-providers** with a view to improving the emergency response in accordance with citizens' requirements. EENA is also promoting the establishment of an efficient system for alerting citizens about imminent or developing emergencies.

Today, the EENA community includes **1500+ emergency services representatives** from over **80 countries worldwide, 100+ solution- providers, 100+ researchers and 200+ Members of the European Parliament**. We are proud to be a platform for everyone involved in the public safety community and to provide a space for collaboration and learning.

Visit the EENA website for more info: www.eena.org

Our mission?

To improve people's
                safety and security!

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Event overview

AN OPEN WINDOW TO EXPERTISE AND INNOVATIONS IN THE PUBLIC SAFETY SECTOR

Every year, the EENA Conference & Exhibition is **the get-together of professionals from across the public safety field to share knowledge**: from emergency services professionals and researchers, to solution-providers, mobile network operators and EU institution representatives.

In light of these unusual times, **we are taking all the necessary precautions to deliver a safe EENA Conference** this autumn, where you can come together to discuss the present and future of emergency response.

Across three diverse tracks, we will be hearing **from leading experts** in the plenary sessions, we will also discuss and debate operational and technical issues with specialists from across the world. The most innovative products on the emergency services market will be presented, 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!

For the first time, **EENA is pleased to partner with ISCRAM** (Information Systems for Crisis Response and Management) **and TCCA** (The Critical Communications Association) for some insightful sessions.

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

Visit WWW.EENACONFERENCE.ORG **website** for all event details.

Who should attend

- emergency services and public authorities,
- supplier organisations,
- researchers,
- telecom regulators,
- officials from EU institutions

...and many others.

Historic centre of Riga, UNESCO World Heritage Site

Participation fee

The annual EENA Conference & Exhibition is a free attendance event **for public authorities' representatives and EENA Members**.

Otherwise, should you be:

- part of a company that is NOT a member of EENA;
- a partner company of a sponsor or exhibitor,

EENA will apply **an admission fee** and your request of participation must be sent to the EENA Events Office.

Event Venue

Radisson Blu Latvija Conference & Spa Hotel, Riga

Located around 10 km away from Riga's international airport, this stylish 4-star tower hotel and conference centre is right in the city centre. It hosts an on-site spa and two restaurants that will please all participants' tastes!

Participants can book their hotel accommodation and benefit from EENA's discounted rates through the conference website.

More information

WWW.EENACONFERENCE.ORG
for all event details.

Contact Events Office

Taviana Caminiti - tc@eena.org

Kasia Koc - kk@eena.org

Tel: 0032 (0)2 534 97 89

What people say about us

95%

WERE SATISFIED WITH EENA CONFERENCE **2019**

TADAS MAROSCIKAS
EMERGENCY RESPONSE CENTRE, DEPUTY DIRECTOR, LITHUANIA

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

FREDERIC SEGURET
FIRST AID PROMOTER & SECOURISME.NET, FRANCE

The conference has been very inspiring and the organisation was great, as usual. It was a real pleasure to join the event and I'm very pleased to be allowed to communicate about the EENA team work to my little community. I am so appreciative of the work done by EENA, the quality of the advocacy and the ethics of your organisation in terms of governance, participation, transparency, expertise and promotion of the general interest, as well as your true good mood and sense of celebration.

GREGORY ROHDE
E-COPERNICUS, PRESIDENT & THE NG9-1-1- INSTITUTE, FORMER EXECUTIVE DIRECTOR, USA

It is always such a pleasure for me to be here with the EENA community. Most of all congratulations on not only another successful conference but for being a true global leader in public safety.

EENA and the team have found a winning formula and know how to put on a top notch event. The conference was well organised: very meaningful sessions, great collection of public safety officials and industry leaders, and a great balance of social time to network and time spent in the sessions. Numbers are not the whole story but it speaks volumes that people keep coming back and more and more want to be at EENA each year.

JULES LOCKETT
LONDON AMBULANCE SERVICE, PRACTICE LEARNING MANAGER, UK

Firstly, I wanted to say what an amazing amount of people that you managed to attract from far and wide – congratulations on that achievement!

Secondly, thank you for the incredible work that you deliver on, the professionalism of the team and the quality of the presentations. It has been an absolute pleasure to talk about the great work of control room staff, often unsung. There has been so much we have all learnt, my speciality in training and support to colleagues took a different turn when listening to some new sessions about Training and Quality Improvement – so for that, thank you.

We learn something new every day, over EENA2019, we all learnt so much more than that!

Benefits

CONNECT WITH HUNDREDS OF PUBLIC SAFETY PROFESSIONALS

- Solution-providers, Emergency Services, Authorities, Researchers, Tech Companies…
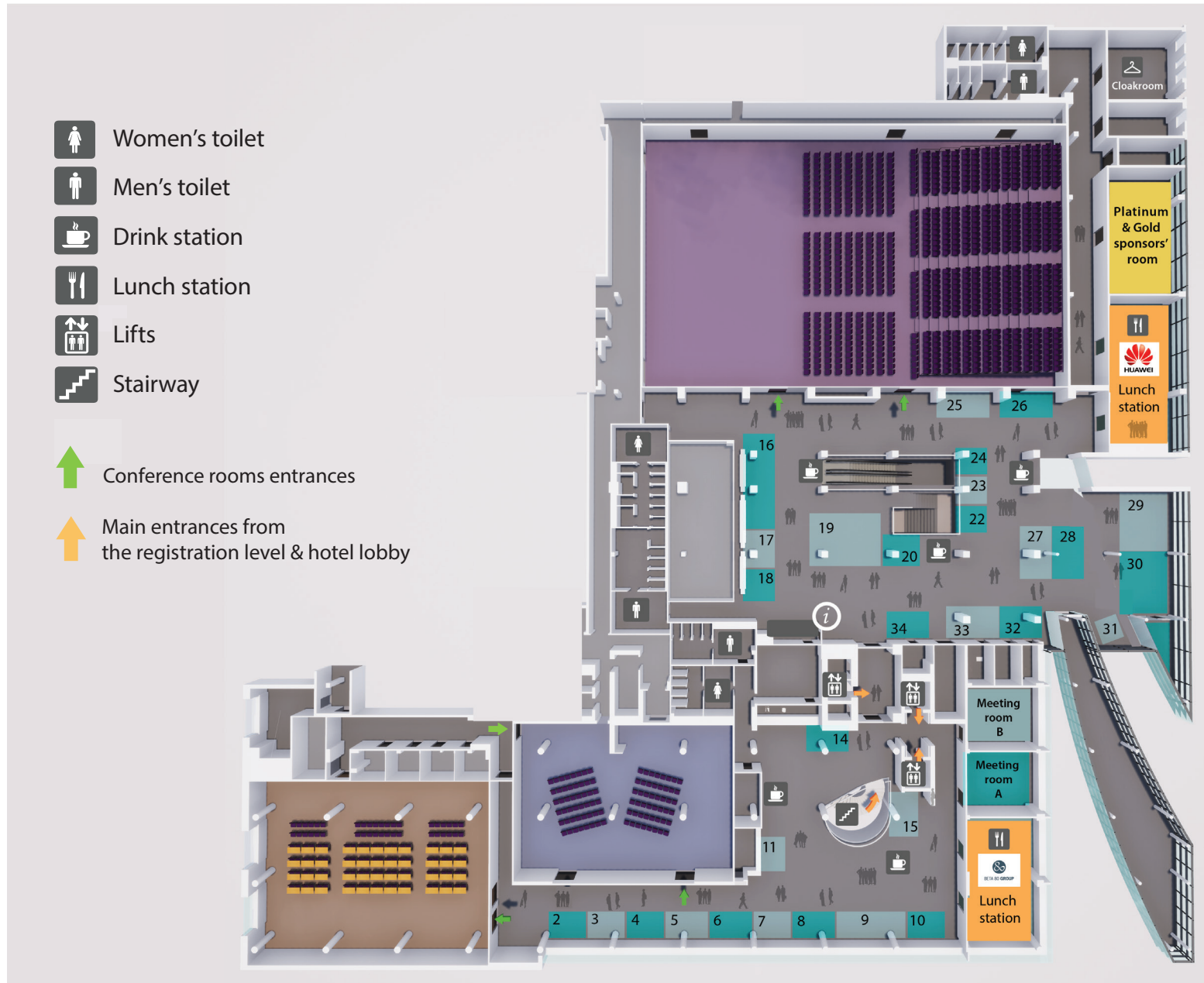
- From Europe and beyond

LEARN ABOUT THE BEST PRACTICES AND NEWEST TECHNOLOGICAL SOLUTIONS

- **Over 100 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 35 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 all Europe

- **Reinforce your relationship** with existing partners and friends

- **Make new friends** in an informal atmosphere during the social activities

Floor plan & Exhibitors

Women's toilet

Men's toilet

Drink station

Lunch station

Lifts

Stairway

Conference rooms entrances

Main entrances from the registration level & hotel lobby

2. Incendium
3. AnthroPi
4. BISS
5. Airbus
6. Corti
7. Esri
8. Pulsiam
9. Everbridge / one2many/ Techwan
10. Saab
11. Opencode Systems
14. WEYTEC
16. Huawei
15. Celltick
17. Hexagon
18. NEC Software Solutions
19. Beta 80
20. Avaya
22. nWise
23. Xolaris
24. Eurofunk
25. Frequentis
26. KING ICT
27. Atos
28. Deveryware
29. Intersec
30. Carbyne
31. The Critical Communications Association (TCCA)
32. Genasys
33. CSAM Carmenta Public Safety
34. Motorola Solutions

Meeting room A – Google
Meeting room B - Microsoft's partners

Programme

TUESDAY, 05 OCT	WEDNESDAY, 06 OCT	THURSDAY, 07 OCT	FRIDAY, 08 OCT

Morning

WEDNESDAY, 06 OCT
- Conference opening & Welcome speech
- Discussion Panel | Facing the Covid-19 pandemic
- Keynote | Training the crisis to defeat human beings
- Keynote | Remote call-taking during the Covid-19 pandemic in Israel
- Discussion Panel | Implementing Next Generation 112

THURSDAY, 07 OCT
- Remote call-taking
- Natural hazards – challenges, technologies and response
- Industry session: Public Warning Solutions
- Non-emergency numbers
- Cybersecurity: facing the challenges
- Communicating with the public during a pandemic
- AI & Public Safety: challenges & concrete applications
- Industry session: Focus on solutions available on the market

FRIDAY, 08 OCT
- Keynote | Open-Source Intelligence (OSINT) for emergency services & missing people
- Keynote | Cybersecurity
- Keynote | Maintaining physical and mental capacity to perform duties over prolonged time
- Keynote | Apple Safety Features: Empowering Public Safety
- Keynote | The European legislative framework on emergency communications
- Interactive session
- Closing remarks

Lunch

Afternoon

TUESDAY, 05 OCT
- **Pre-conference workshop***
  How can Google help improve public safety?
  for public authorities only/ one representative per organisation

WEDNESDAY, 06 OCT
- Implementing Public Warning Systems
- Next Generation eCall
- Inustry session: Drones in emergencies
- Improving public safety with smart cities and Internet of Things
- User Experience and User Interface (UX/UI) design
- Industry session: Emergency apps
- Advanced Mobile Location
- Research corner

THURSDAY, 07 OCT
- How to improve accessibility for people with disabilities?
- Cooperating with volunteers to tackle emergencies
- Industry session: Focus on solutions available on the market
- Implementing Next Generation 112
- Staff retention in PSAPs
- Critical communications:
  In partnership with TCCA (The Critical Communications Association)
- Location in Next Generation Emergency Communications
- Emergency communications handling around the world

- Networking Cocktail
- Social event

Tuesday 05 October 2021: Pre-conference workshop

14.00 – 17.00	**WORKSHOP: How can Google help improve public safety?** (held in the **Lambda room**)
	FOR PUBLIC AUTHORITIES ONLY / ONE REPRESENTATIVE PER ORGANISATION
	Dialogue between emergency services and tech companies is key to keeping citizens safe. In this workshop, emergency services representatives will get the opportunity to discuss with Google staff about the best ways to foster innovation in public safety. Google will present some of their projects and participants will be able to give their feedback to the developers, as well as provide ideas on how tech can contribute to a safer world.

DAY 1 - Wednesday 06 October 2021

Plenary room	
09.00 – 09.25	**Conference opening and welcome speech** **Demetrios Pyrros** (@dpyrros), President, EENA
09.25 – 10.15	**Discussion panel – Facing the Covid-19 pandemic** *Emergency services were at the forefront of the fight against Covid-19. While they were overwhelmed by the number of cases, emergency staff also had at the same time to be protected from the virus and from the potential mental health impacts. In this panel, representatives of emergency medical services organisations in 3 different countries will discuss the impact of the pandemic on their work and the lessons learnt from this unprecedented crisis.* Chair: **Rut Erdelyiova** (@RutErdelyi)*,* European Director, The Resilience Advisors Network • **François Braun** (@fbraun55), President, Samu-Urgences de France (French emergency medical services' association) • **Demetrios Pyrros** (@dpyrros), Director, Medical Services of the National Centre of Emergency Care (EKAB), Greece • **Christof Chwojka**, CEO, Emergency Communication & Coordination Centre of Lower Austria, Austria
10.20 – 10.40	**Keynote – Training the crisis to defeat human beings** *There are many how-to documents, manuals and training programs out there purporting to prepare leaders for times of crisis. But, strangely, The Crisis seem to triumph in most of the battles and Covid-19 is no exception. What know-how does The Crisis have that we don't? It's time to send in a special forces unit to exfiltrate the training programme of The Crisis. In this satirical presentation, Patrick Lagadec will give you the Secret Report written by this special forces unit to help you know the strategy of the enemy.* Chair: **Demetrios Pyrros** (@dpyrros), President, EENA • **Patrick Lagadec** (@plagadec)**,** Senior Scientist, Université Polytechnique (retired), France
10.40– 11.20	**Coffee Break** – *Exhibition area*
11.20 – 11.40	**Keynote - Remote call-taking during the Covid-19 pandemic in Israel** *The Covid-19 pandemic saw a rise of teleworking. Many PSAPs went under partial or total "home-office" with the challenge of maintaining a similar quality of service when managing emergency communications remotely. In this presentation, a representative of Israel's emergency medical services will share his experience of quickly organising remote call-taking in his organisation and how to address all the challenges that were faced such as reliability, privacy and security.*

	Chair: **Demetrios Pyrros,** (@dpyrros), President, EENA • **Chaim Rafalowski**, Disaster Management Coordinator, Magen David Adom (Emergency Medical Services of Israel)
11.45 – 12.30	**Panel – Implementing Next Generation 112** *End-user demand for leading edge applications and services continues to drive innovation in handsets and telecommunications networks. As a result, there is an increasing number of ways to access emergency services. Public authorities must adapt and respond to these developments by deploying the next generation of emergency communications technologies. In this session, the panellists will discuss the next steps on the road to Next Generation 112.* Chair: **Freddie McBride** (@McFredSays), Director of Digital Communications Policy and Regulation, EENA • **Sorin Vasilca,** Deputy Director, Special Telecommunications Service (STS), Romania • **Urs Hänni**, Senior Telecom Engineer, Federal Office of Communication (OFCOM), Switzerland • **Cristina Lumbreras** (@CrLumbreras), Chair, Technical Committee on Emergency Telecommunications (EMTEL), European Telecommunications Standards Institute (ETSI) • **Brian Fontes,** CEO, National Emergency Number Association (NENA), United States
12.30 – 14.00	**Lunch Break** *powered by Beta 80 & Huawei – Exhibition area*

	Track 1 room	Track 2 room	Track 3 room
14.00 – 15.00	**Implementing Public Warning Systems** *European legislation makes it mandatory to deploy efficient Public Warning Systems (PWS) by 2022. What lessons can be learnt from those who have already faced the challenges and benefited from the implementation of such systems?* Chair: **Caroline Rizza** (@CarolineRizza1), Associate Professor and President, Information System for Crisis Response and Management Association **Peter terBeek**, Director Implementation Services, Everbridge – 6 Steps to Success – Implementing National Public Warning **Sorin Vasilca**, Deputy Director, Special Telecommunications Service (STS), Romania – Implementation of RO-Alert in Romania **Mathieu Lafforgue**, Product marketing manager, Intersec – To centralise or not to centralise: global tender at State level vs. free-market model at all levels?	**Next Generation eCall** *The transition to Next Generation telecommunications will require a corresponding move to Next Generation eCall. We'll hear in this session about the implications of Next Generation eCall and how to manage the transition while ensuring legacy support.* Chair: **Ciaran Moynihan**, EENA Technical & Operations Committee vice-chair **Luca Bergonzi** (@LucaBergonzi), Sales Executive International Business Development, Beta 80 – Next Generation eCall. Is it time already? **Ana Robnik,** Research and Strategic Development Consultant, Iskratel, representing sAFE project, ETSI and Sintesio Foundation - Activities and Vision in support to the NG eCall transition	**Industry session - Drones in emergencies** *It is clear that drones are here to stay when it comes to emergency response. In this session, we'll hear how these flying responders can aid operations in different emergency fields.* Chair: **Spencer Smolders**, Officer, Fire Department of Brussels, Belgium **Oliver Wallin**, Technical Operations, Everdrone – EENA -Everdrone project: Lifesaving medical deliveries by drone **Markus Bornheim** (@m_bornheim), International Practice Lead Public Safety & Emergency Services, Avaya – Automated drone services with real-time communication and collaboration experience **Ana Trigo**, Emergency Services Product Manager, Telefonica – Drones and fire detection

| 15.05 – 16.05 | **Improving public safety with smart cities and Internet of Things**

New communication and information technologies bring new opportunities for emergency services. In this session, presenters will highlight different examples of how public safety organisations can benefit from the adoption of such technologies.

Chair: **Marieke Ackerman**, 112 Advisor, National Police, Netherlands

Andrew Campbell Watson, Global Government Industry Expert, Huawei – City Integrated Traffic Management

Kirk Arthur (@KirkArthur7) and **Chad Wallace**, Worldwide Public Safety & Justice, Microsoft Corporation – Improving Urban Safety through innovative technologies and new operational models

Jörg Rieder, Head of Public Safety Solutions, Atos – Smarter Cities: Enhancing Public Safety with artificial intelligence and internet of things | **User Experience and User Interface (UX/UI) design**

How can a human being manage a large amount of simultaneous information in a short time frame? This is where modern user experience and user interface (UX/UI) design techniques and automatic recommendations for emergency services software and hardware come into play. This session will present different techniques and implementations.

Chair: **Tomas Gislason**, Deputy CEO, 112 Iceland

Matteo Galliani, CAD Product Owner, Beta 80 group - The fine art of CAD UX design

Laura Feliz, Head UX/UI, Unblur - Design for Emergency Services: Brainstorming while the fire alarm goes off

Luca Cannizzaro, Sales Manager, Wey Technology - Main challenges in a control room design | **Industry session - Emergency apps**

Focus on solutions available on the market.

Chair: **Tadas Maroscikas** (@marosci), Deputy Head of Lithuanian Emergency Response Centre, Lithuania

Iratxe Gomez (@iratxegs), Presales Manager, Global Emergency Management Solutions, Atos - An emergency app for first responders

James Winterbottom, Chief Architect and Product Manager, Deveryware - The Interoperability of Pan-European Mobile Emergency Application PEMEA and NG112 services

Wolfgang Kampichler, Principal Scientist, Frequentis – Emergency apps and NG112: best practice |
| 16.05 – 16.35 | **Coffee Break –** *Exhibition area* | | |

16.35 – 17.35	**Advanced Mobile Location**	**Research corner (Track 2)**
	Thanks to Advanced Mobile Location (AML), emergency services can now quickly obtain the accurate location of a caller. In this session, speakers will discuss how to make the AML technology more effective.	*In coordination with Information Systems for Crisis Response and Management (ISCRAM), researchers will present their latest work in the area of public safety. Join us to find out the present and future of research in the emergency services field!*
	Chair: **Greg Rohde,** President, eCopernicus	Chair: **Rob Grace**, ISCRAM Vice President & Assistant Professor, Texas Tech University
	Benoît Vivier (@BenoitVivier), Public Affairs Manager, EENA – Update on AML	**Eva Petitdemange** (@Eva_ptdmg), Associate Professor, Industrial Engineering Center, IMT Mines Albi, France - A simulation-based organisational diagnosis for Emergency Call Centres
	Fiona Lee, Manager, and **Alastair Breeze**, Software Engineer, Google – Emergency Location Service (ELS): New developments since EENA 2019	**Erik Borglund** (@ekkemannen), Deputy head of department, Department of Information systems and Technology, Faculty of Science, Technology and Media, Mid Sweden University, Sweden - Virtual Emergency Operations Centre (EOC): How to manage a crisis from an EOC when you kirkneed to work from home
	Eddy Goffin, Roaming Technical Domain Manager, Orange Belgium - Enabling AML for international roaming	**Lennart Landsberg**, Research associate, Cologne University of Applied Sciences, Germany - Using Existing Data to Support Operational Emergency Response in Germany - Current Use Cases, Opportunities and Challenges
	Salvatore Baglieri, Head of EMEA – Pixel Carrier Engineering, Google – ELS error rates & best practices	**Hassan Moafa**, Ph.D candidate, Care and Public Health Research Institute, Maastricht University, the Netherlands - Non-conveyance due to Patient-initiated Refusal in Emergency Medical Services: a Retrospective Population-based Registry Analysis Study in Riyadh Province, Saudi Arabia
17.35 – 18.35	**Networking cocktail -** *Exhibition area*	

DAY 2 - Thursday 07 October 2021

	Track 1 room	Track 2 room	Track 3 room
09.00 – 10.00	**Remote call-taking** *Homeworking was recommended by many authorities during the COVID-19-crisis. In some countries, emergency communications were even handled remotely. This session will explore how homeworking for call-takers can be organised and what limitations have to be anticipated.* Chair: **Christof Chwojka**, CEO, Emergency Communication & Coordination Centre of Lower Austria, Austria **Michael Kelly** (@silvermike99), Head of Operations, and **Ciaran Moynihan**, Systems Architect, Emergency Call Answering Service (ECAS), BT Ireland - Remote call-taking as a response to COVID-19 **Fabrice Dami**, Medical Director, Lausanne emergency dispatch, Switzerland - Relocating part of the dispatch centre to another country **Yann Marston**, Software Sales Leader Europe, Motorola Solutions - How COVID-19 attacks the control room	**Natural hazards – challenges, technologies and response** *Extreme weather events continue bringing new risks to public safety and climate change will only intensify these risks. We explore the challenges posed by natural hazards and the tools and approaches to face these threats, protecting both the public and the PSAP.* Chair: **Emily Hough** (@editorialcrj), Editor in Chief, Crisis Response Journal **Francisco Nobre**, Public Safety Business Development Executive, and **Anthony Giles**, Solution Engineer, Esri – See what others can't! Leveraging sensor data and the Internet of Things to improve agency response to disasters **Federico Brizio**, Firefighter, Genoa Fire Brigade Control Room, Italy - Emergency management of flooding in Genoa **Turhan Sofuoglu** (@turhans112), Head of Emergency Ambulance Physicians Association, Turkey - Earthquake response in urban areas: A double disaster with the Covid-19 pandemic **Ed Parsons** (@edparsons), Geospatial Technologist, Google - Google crisis response initiatives for floods, wildfires, and earthquakes	**Industry session - Public Warning Solutions (1/2)** *Focus on solutions available on the market.* Chair: **Greg Rohde,** President, eCopernicus **Michael Sargeant**, Senior Manager, Public Warning, Everbridge, and **Manuel Cornelisse**, Chief Sales Officer, one2many, an Everbridge company – Everbridge & one2many – Pioneering Next Generation Public Warning **Pablo Gomez** (@PabloGo), Mass Notification Systems Strategic Marketing Director, Genasys – Multi-channel public warnings adding value in combination to evacuation management solutions

	Track 1 room	Track 2 room	Track 3 room
10.05 – 11.05	**Non-emergency numbers** *The recent sanitary crisis has highlighted the importance of having a non-emergency number to limit the impact of the pandemic on the overall traffic of emergency communications. In this session, the speakers will show different use cases of non-emergency numbers and will present how to run such numbers.* Chair: **Fabrice Dami,** Medical Director, Lausanne emergency dispatch, Switzerland **Benoit Vivier** (@BenoitVivier), Public Affairs Manager, EENA – Overview of non-emergency numbers in Europe **Björn Skoglund**, Operations Specialist on 112 and Crisis Management, SOS Alarm, Sweden – How non-emergency numbers can really help emergency services - The examples of 11313, 11414 and 1177 in Sweden **Luca Bergonzi** (@LucaBergonzi), Sales Executive International Business Development, Beta 80 – Implementation of a 116117 Contact Center **Yves Stevens** (@Stevensyves1), Spokesperson, National Crisis Centre, Belgium – The crisis hotline in Belgium	**Cybersecurity: facing the challenges** *Emergency services are far from exempt from cybersecurity issues. In this session, we will examine how important it is to seriously consider cyber risks and hear practical advice on protecting critical infrastructure.* Chair: **Mladen Vratonjic**, Vice-President, EENA **Baptiste Robert** (@fs0c131y), Founder, PredictaLab - Cybersecurity: The threats are everywhere **Louis Bernard** (@LouisBernard), Founder, Crisotech (Deveryware Group) - Let's talk about cyber crisis: victim or accomplice? **Henning Schmidtpott** (@hennings791), IT Manager, Integrated Control Centre of Freiburg (Germany) – Cybersecurity in PSAPs: a practical approach	**Industry session - Public Warning Solutions (2/2)** *Focus on solutions available on the market.* Chair: **Greg Rohde,** President, eCopernicus **Ronen Daniel** (@ronendaniel), Chief Executive Officer, Celltick – Cell broadcast and beyond **Amélie Grangeat**, Head of Product Public Warning System, and **Alessandro Lazari**, Senior Key Account Manager, F24 - The F24 Multi-channel Public Warning System: Warn everyone, everywhere, anytime **Ivan Gojmerac**, Regional Sales Manager, Frequentis – Public Warning Systems from a Control Room Perspective
11.05 – 11.30	**Coffee Break** – *Exhibition area*		

Track 1 room	Track 2 room	Track 3 room
11.30 – 12.30		

Track 1 room	Track 2 room	Track 3 room
Communicating with the public during a pandemic *In times of a global pandemic, communicating with the public is crucial, urgent and can be very delicate. A fast and good communication strategy should ensure that public authorities' instructions are well understood by everyone but also show empathy to the people. This session will review different aspects and strategies of communication during a pandemic.* Chair: **Gary Machado** (@Gary_Machado_), Executive Director, EENA **Chris Cocking** (@DrChrisCocking), Principal Lecturer, School of Health Sciences, University of Brighton, United Kingdom – How do people behave in emergencies? **Yves Stevens** (@Stevensyves1), Spokesperson, National Crisis Centre, Belgium - From great solidarity to rebellion: evolving reactions from the public during the Covid-19 crisis **Sven Bruun**, Senior Adviser, Department of Emergency Medical Services, Directorate of Health, Norway - Using public warning messages to inform travellers	**Artificial Intelligence & Public Safety: challenges & concrete applications** *Artificial Intelligence and Machine Learning provide the potential to analyse vast amounts of data in a short space of time and to provide additional lifesaving information quickly in times of emergency. In this session, you will hear concrete examples of emergency services making use of this technology and the challenges that it may imply.* Chair: **Iratxe Gomez** (@iratxegs), Vice-Chair, Tech and Ops Committee, EENA **Amalendu Parasnis**, Founder, Director, Board Member & Head of Business Development, Xolaris - Artificial Intelligence-Based Public Warning Systems: Enhancing PWS with AI Capabilities **Vincent Geffray** (@VGeffray), Senior Director Product Marketing, Techwan, an Everbridge Company – Accelerating Medical Emergency Response with AI **Sebastian Slej** (@SebastianSlej), CEO, Corti - From a passive listening AI to pro-active decision assistance, data analytics, and even automation	**Industry session** *Focus on solutions available on the market.* Chair: **Alexis Gizikis**, Project Manager, EENA **Amir Elichai** (@amirelichai), Founder and CEO, Carbyne & **Tyrell Morris** (@tmorris911nola), Executive Director, Orleans Parish Communication District – Cloud Call Management that Meets Your Community's Expectations. **Lewis Curtis**, Director, Microsoft Disaster Response, Microsoft Corporation – Lessons learned from Responding to Community Disasters with Engineering Talent and the Cloud **Alexis Gizikis**, Project Manager, EENA & **Caroline Morisot-Pagnon**, Navigation Project Technical Leader, Telespazio – WorkingAge project: Smart environments providing PSAPs with enriched data about the emergency situation

12.30 – 14.00	**Lunch Break *powered by Beta 80 & Huawei* – *Exhibition area***

	Track 1 room	Track 2 room	Track 3 room
14.00 – 15.00	**How to improve accessibility for people with disabilities?** *New technologies and new legislation paves the way for accessible emergency services. But what steps need to be taken to make this a reality? Success cases will reveal the way forward to making emergency services accessible for all.* Chair: **Björn Skoglund**, Operations Specialist on 112 and Crisis Management, SOS Alarm, Sweden **Thor Nielsen** (@thornielsen), Vice-President Global Sales, nWise – Real-time text: making emergency services accessible **Benoit Mongourdin**, Head of Service, National Relay Centre 114, Grenoble University Hospital, France – Citizens with disabilities: implementing total conversation in France **Tadas Maroscikas** (@marosci), Deputy Head, and **Darius Indrišionis**, Call-taker, Lithuanian Emergency Response Centre and **Kęstutis Vaišnora**, President of the Lithuanian Deaf Association, Lithuania - Emergency App for People with Hearing Loss	**Cooperating with volunteers to tackle emergencies** *Volunteers can be integrated along the chain of emergency services, but getting the most from their commitment requires coordination, clear planning and procedures. In this session, we will be exploring case studies of how volunteers are best integrated into emergency response.* Chair: **Rut Erdelyiova** (@RutErdelyi), European Director, The Resilience Advisors Network **Tobias A. Granberg**, Associate Professor, Linköping University, Sweden – Efficient management of volunteers for daily emergencies **Adam Williams** (@AdamWilliamsSJA)**,** Head of Community Response, St John Ambulance, United Kingdom – Volunteers responding in emergencies **Steven Vercammen**, President, EVapp, Belgium – Retaining volunteers in emergency response: topics to be addressed	**Industry session** *Focus on solutions available on the market.* Chair: **Markus Bornheim** (@m_bornheim), International Practice Lead Public Safety & Emergency Services, Avaya **Malgorzata Pawlowicz**, Regional Government Industry Expert, Huawei – Integrated Communication Platform enabled visualized Command & Control **Vincent Geffray** (@VGeffray), Senior Director Product Marketing, Techwan, an Everbridge Company – SAGA for When Every Second Counts **Anders Sandell**, Chief Technology Officer, CSAM Carmenta Public Safety – Public safety goes autonomous

	Track 1 room	Track 2 room	Track 3 room
15.05 – 16.05	**Implementing Next Generation 112** *In this session, we will explore the challenges faced and solutions found in the implementation of NG112. We will hear practical examples and discuss regulatory needs and the future of NG112 in Europe and beyond.* Chair: **Wolfgang Kampichler**, EENA Technical and Operations Committee co-chair **Igorce Karafilovski**, Head of Department of information technology and telecommunications, Crisis Management Centre, North Macedonia - End-to-end SIP based NG112 platform for emergency service in Republic of North Macedonia **Beat Egger**, Management Consultant & Program manager NG112, Swisscom (Schweiz) AG, Switzerland - How Switzerland implements NG112 **Jürgen Schwanzer,** Directorate-General for Public Safety, Ministry of the Interior, Austria - NG112 – development & status in Austria	**Staff retention in PSAPs** *One of the major challenges that PSAPs are confronted with is related to staff changeover. In this session, we will hear how PSAPs' management teams have developed successful strategies to retain their staff.* Chair: **Kaili Tamm** (@kaili_tamm), Adviser on 112 and 1247 issues, Ministry of the Interior, Estonia **Michaela Pehrström**, Human Resources Business Partner, SOS Alarm, Sweden – SOS Alarm's staff retention's strategy **Christof Chwojka**, CEO, Emergency Communication & Coordination Centre of Lower Austria, Austria – "I love my company" **Monica Million**, Past President, NENA, United States - Challenges of Staffing Your Control Room/PSAP - Think Outside the Box	**Critical communications (1/2)** *In partnership with The Critical Communications Association (TCCA).* *This 2h-session will look at the global roadmap for broadband critical communications and to the development, the implications and challenges for control room integration. The role and influence of Future Technologies regarding the development and use of critical communications will also be discussed.* Chair: **Mladen Vratonjic**, Board Chair, TCCA **Tero Pesonen** (@TeroPesonen), Board Vice-Chair, TCCA – Road to Broadband, Broadband status and migration to Broadband, *followed by* Role of control rooms **Tim Clark**, Board Member, TCCA – Broadband apps and their interaction with control rooms
16.05 – 16.35	**Coffee Break -** *Exhibition area*		

16.35 – 17.35	**Location in Next Generation Emergency Communications** *This session intends to address one of the main points of attention when implementing next-generation emergency communications by explaining how to ensure the efficient provision of accurate location information to the relevant PSAP.* Chair: **Freddie McBride** (@McFredSays**)**, Director of Digital Communications Policy and Regulation, EENA **Michael Pröstler**, CEO, GridGears GmbH - Location Information in Next Generation 112 **Deepti Bharti**, Director of Software Engineering and R&D, Creativity Software - Next Generation Location intelligence for Emergency Services **Peter Woodford,** Founder and CEO, ELi Technology Inc. – A Tag-Based Methodology for Caller Location in Next Generation	**Emergency communications handling around the World** *Each country has its own structure, challenges and innovations when it comes to handling emergency communications. In this session, we'll share knowledge and experiences from across the world.* Chair: **Stephen Hines** (@hines_stephen), Clinical Tutor, London Ambulance Service, United Kingdom **George M. Karagiannis** (@MrLeCatastrophe), Deputy Secretary-General for Civil Protection, General Secretariat for Civil Protection, Greece - Building and sustaining an integrated national 112 capability **Kaili Tamm** (@kaili_tamm), Adviser on 112 and 1247 issues, Ministry of the Interior, Estonia - Towards more accessible 112 for everyone! **Zeki Malunski** (@ZekiMalunski), State Expert, Directorate "National System 112", Ministry of Interior, Bulgaria - Emergency calls in Bulgaria: State of the art and projects of reform	**Critical communications (2/2)** **Harald Ludwig**, Technical Forum Chair, TCCA – Control Room Implementers guide, *followed by* Importance of testing: Difference between narrow-band and broad-band eco systems **Mladen Vratonjic**, Board Chair, TCCA - 5G and Future technologies for Critical Comms Panel session – What is the future and how should emergency centres prepare? *Chair:* **Tim Clark**, Board Member, TCCA **Mladen Vratonjic**, Board Chair, TCCA **Harald Ludwig**, Technical Forum Chair, TCCA **Tero Pesonen** (@TeroPesonen), Board Vice-Chair, TCCA
20.30 – 22.00	**EENA Social Event – Riga by Night Free Walking Tour** Join us for an evening along with international colleagues during **a free walking tour of the city of Riga by night**. Our experienced guides will take you in small groups around the city, stopping at the architectural gems of Riga and its medieval alleys to make you discover its fascinating history. No registration is required. Duration of the tour: 1,5 hours. 20:15 - Meeting point: Lobby of the Radisson Blu Latvija Conference & Spa Hotel.		

DAY 3 - Friday 08 October 2021

	Plenary room
09.00 – 09.30	**Keynote – Open-Source Intelligence (OSINT) for emergency services & missing people** *Search & Rescue and Missing Persons' investigations often come to a standstill due to lack of information. How can technology change that? Robert Sell will explore the answer. We will hear how crowdsourced OSINT can be successfully used by emergency services and law enforcement, providing lifesaving information to fill the gaps and bring loved ones back to their families.* Chair: **Emily Hough** (@editorialcrj), Editor in Chief, Crisis Response Journal • **Robert Sell** (@robertesell), OSINT expert and Founder, Trace Labs
09.35 – 10.05	**Keynote – Cybersecurity** *In this session, NENA's representatives will present how the security of 911 and NG911 services is now considered a priority in the United States. The speakers will explore the ecosystem of security agencies, as well as training and possible funding schemes that are in place or possible legislative efforts that would protect first responders' agencies – the first point of contact for safety and security.* Chair: **Emily Hough** (@editorialcrj), Editor in Chief, Crisis Response Journal • **Brian Fontes**, CEO, NENA: The 9-1-1 Association, USA • **Brandon Abley,** Director of Technology, NENA: The 9-1-1 Association, USA
10.10 – 10.40	**Keynote - Maintaining physical and mental capacity to perform duties over prolonged time** *The high-level performance of frontline professionals is crucial but this becomes increasingly difficult during a long-term crisis with no replacements for personnel and no end in sight. It is essential to think and act differently, working strategically and actively with recovery. We will hear how a team turned a Swedish military concept and experiences from working in conflict zones into a civilian toolbox. The practical techniques were applied in Intensive Care Units managing the COVID-19 pandemic.* Chair: **Emily Hough** (@editorialcrj), Editor in Chief, Crisis Response Journal • **Magdalena Robertsson Lind,** Expert in crisis management and resilience, Co-founder of Metis Services • **Håkan Kalzén,** Managing Director, Anaesthesia and Intensive Care Clinic Södertälje Hospital, Stockholm, Sweden

10.40 – 11.10	**Coffee Break -** *Exhibition area*

11.10 – 11.40	**Apple Safety Features: Empowering Public Safety**
	
	Apple products help users quickly reach emergency services when they need help. They're designed to help public safety professionals locate users quickly and accurately, and provide additional data for a richer response. Two of Apple's public safety experts are here to share Apple's approach to safety technologies, and provide a glimpse of what the future holds for Europe.
	
	Chair: **Freddie McBride** (@McFredSays), Director of Digital Communications Policy and Regulation, EENA
	
	   • **Tony O'Brien**, Senior Manager, Apple
	   • **Trey Forgety**, Emergency Systems Strategist, Apple

11.45 – 12.05	**Keynote - The European legislative framework on emergency communications** *In this keynote session, a representative from the European Commission will present the European legislation affecting emergency communications and aspects of its implementation.* Chair: **Freddie McBride** (@McFredSays), Director of Digital Communications Policy and Regulation, EENA • **Gyula Bara**, Policy Officer, European Commission

12.10 - 12.30	**Interactive session**
	
	In this session, the audience will get the chance 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 attendees. Participants will vote online from their smartphone or tablet.
	
	   • **Gary Machado** (@Gary_Machado_)**,** Executive Director, EENA
	   • **Benoît Vivier** (@BenoitVivier), Public Affairs Manager, EENA

12.30 – 12.40	**Closing remarks** **Demetrios Pyrros** (@dpyrros), President, EENA
12.40 - 14.00	**Lunch Break *powered by Beta 80 & Huawei*** *– Exhibition area*

End of the EENA Conference & Exhibition 2021

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EENA CONFERENCE & EXHIBITION 2021

PROGRAMME

For more information on how you can take part in the EENA Conference & Exhibition, contact us!

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