



eena

EUROPEAN EMERGENCY NUMBER ASSOCIATION

PROGRAMME OF THE CONFERENCE

19 - 21 APRIL 2023
LJUBLJANA, SLOVENIA



Programme

19 - 21 April 2023
Ljubljana, Slovenia



For more info: eenaconference.org

The Programme

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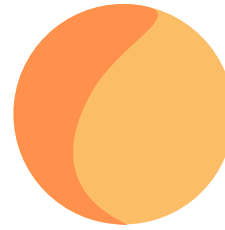
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Welcome to EENA

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.

EENA's Mission

To improve people's
safety and security!

Visit the EENA website for more info:
eena.org

The Conference

Event Overview

From 19 - 21 April 2023, professionals from across the public safety field meet at the EENA Conference & Exhibition in Ljubljana for 3 jam-packed days of inspiring sessions, insightful presentations and innovative exhibitions.

With over 800 participants expected in 2023, the EENA Conference & Exhibition is the place to learn, network, discover new technologies and enjoy valuable time with experts from across the industry. We'll bring you informative and insightful sessions on a variety of topics impacting the sector, from emergency service staff to solutions providers.

From trends in the public safety field, EU legislation updates, retaining staff, the well-being of call-takers to real-life examples of new technology in use, there's truly something for everyone - whether you're an emergency services professional, researcher, solution-provider, mobile network operator, or EU institution representative.

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

Who should attend?

- Emergency services and public authorities,
- Supplier organisations, researchers,
- Telecom regulators, officials from EU institutions
- ...anyone interested in public safety!



100+
speakers



35+
exhibitors



800+
participants



50+
countries

An open window to expertise
and innovations in the public
safety sector



For more info
eenaconference.org





Information

Participation Fee

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


Otherwise, should you be:

- 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**.


EENA Events Office Contacts

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The Venue

Overview

Cankarjev Dom (CD) Cultural and Congress Centre is located in the centre of Ljubljana, at a walking distance from the EENA recommended hotels and the attractive Old Town.

With a maximum capacity of 2,000 delegates in the plenary hall, it is the largest purpose-built congress centre in Slovenia and among the most established venues on the international conference market.

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

 Prešernova cesta 10, 1000 Ljubljana, Slovenia

 www.cd-cc.si/en

 +386 (0) 1 24 17 100

 info@cd-cc.si

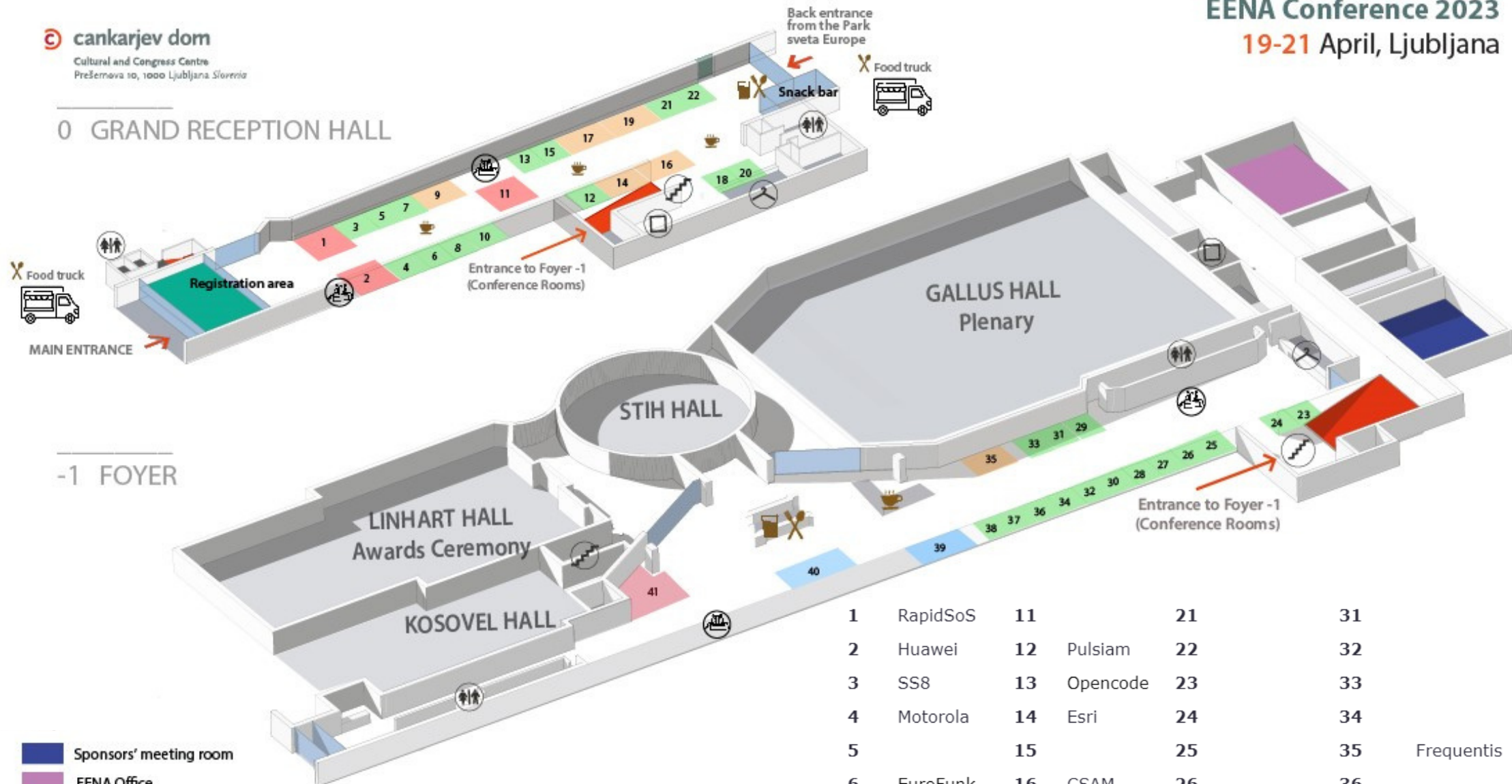


The Floor Plan

cankarjev dom
Cultural and Congress Centre
Prešernova 10, 1000 Ljubljana, Slovenia

EENA Conference 2023
19-21 April, Ljubljana

0 GRAND RECEPTION HALL



1	RapidSoS	11		21	31
2	Huawei	12	Pulsiam	22	32
3	SS8	13	Opencode	23	33
4	Motorola	14	Esri	24	34
5		15		25	35
6	EuroFunk	16	CSAM	26	36
7	nWise	17		27	37+38
8		18		28	39
9	Utimaco	19		29	40
10	Zachranka	20		30	41
					Intersec
					Frequentis
					Atos
					Betas80
					Everbridge

Testimonials

What is said?



TADAS MAROSIKIKAS
EMERGENCY RESPONSE CENTRE,
DEPUTY DIRECTOR, LITHUANIA

“

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!

”



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 from Europe and beyond

- solution providers
- emergency services
- public authorities
- researchers
- tech companies

Learn Best Practices & New 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 suppliers will showcase their latest technologies and solutions available

The Network & Growth Possibilities

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



The Programme

Wednesday, 19 April

Thursday, 20 April

Friday, 21 April

Introduction & Opening ceremony

Plenary: Update on Trends and Legislation

Addressing Challenges in the use of AML

Session to be announced

Industry session: Training software for call-takers

Defining caller location requirements

AED Mapping

What data do you need to see?

2G & 3G shutdown & potential impact on access to emergency services

Satellite-based solutions for emergency services

Defining call-takers question tree

Industry Session: Video Communications with PSAPs

Implementing Real-Time Text in EAA Framework

Diversification of Public Warning channels

Should Interactive Voice Response be used to answer emergency communications?

Industry Session: NG112 components

NextGen developments - an International perspective

Exchange of data between emergency services organisations

Tools, Tech & Strat for Involving Citizens in Disaster Management

Industry session

What not to do when communicating with the public

Well-being of call-takers and the potential for positive psychological outcomes following NG112 adoption

Discussion Panel: Caller Location Requirements

Discussion Panel: Transition to Packed-Switched Technologies

Interactive session

Conclusion

Lunch

Lunch

Public Warning implementation in France

"Sorry companies, we made our own software"

Industry session / Cloud-based CADs

Conveyance of emergency communications to PSAPs via TPSPs

Mission Critical Communications

Research Corner

Industry Session: Public Warning Solutions

NG112 implementation

The great resignation

Industry session / Cloud-based CADs

NextGeneration eCall

Electric Vehicles: new challenges for emergency services, and new opportunities

Emergency communications handling around the World (part 1)

Industry Session: Public Warning Solutions

Networking Cocktail & Visit of the exhibition

112 Awards Ceremony

Networking Cocktail

Session to be announced

Successes of PSAP communications

Emergency communications handling around the World (part 2)

Industry session

Social event



IMPORTANT NOTE

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

EENA Conference & Exhibition 2023
19-21 april, Ljubljana (slovenia)

EENA CONFERENCE 2023 - PROGRAMME

DAY 1: Wednesday 19 April

	Gallus Hall	Stih Hall	Kosovel Hall
09:00 - 09:15	Introduction		
09:15 - 10:15	Update on trends and legislation From the transition to the latest generations of networks to revised rules on emergency communications in the European Union, emergency services are confronted with many changes. In this opening session, we will review today's technological and regulatory challenges and reflect on how we can anticipate these changes and benefit from the opportunities they present. <i>Speakers to be announced</i>		
10:15 - 11:00	Coffee break & visit of the exhibition		
11:00 - 11:45	Addressing challenges in the use of Advanced Mobile Location AML is now used in most European countries. However, some technical and operational challenges prevent PSAPs from making the most out of this technology. In this session, we will discuss how to overcome these issues. <i>Speakers to be announced</i>	Session to be announced	Industry session / Training software for call-takers
11:50 - 12:35	Defining caller location requirements European legislation requires competent authorities to define accuracy and reliability criteria for the transmission of caller location requirements. In this session, panellists will present and discuss their work to define such requirements. <i>Speakers to be announced</i>	AED Mapping Early use of an AED in out-of-hospital cardiac arrests significantly increases the chances of survival. The mapping of AEDs enables first responders to quickly locate the nearest one. In this session, we look at the findings from research activities regarding ways to improve AED placement and the experience of countries sharing data from one AED registry. Chaired by David Fredman , Operations manager, Hearrunner Sweden AB <i>How to improve automated external defibrillator placement for out-of-hospital cardiac arrests - Fabrice Dami, Medical</i>	What data do you need to see? Innovative technologies are enabling contextual data to be presented to call takers to help inform decision making in the PSAP. As more situational awareness data becomes available from connected device companies and platforms, how do we ensure that it is being delivered and presented in a way that avoids information overload and, instead, empowers call takers by positively impacting workflows, increasing situational awareness and increasing the efficiency of end-to-end operations? Join us to hear from RapidSOS, a company who has partnered with global technology companies across the security, connected

EENA CONFERENCE 2023 - PROGRAMME

DAY 1: Wednesday 19 April

	Gallus Hall	Stih Hall	Kosovel Hall
		director, Lausanne emergency dispatch (Switzerland)	vehicle, personal safety and healthcare industries to deliver accurate and relevant data to thousands of PSAPs. Ed Parkinson , President Public Sector, RapidSOS
12:35 - 14:00	Lunch & visit of the exhibition		
14:00 - 15:00	<p>Combining Cell Broadcast and Location-based SMS - Public Warning implementation in France</p> <p>In 2022, France implemented a public warning system which relies on both cell broadcast and location-based SMS. In this session, we will hear about the technical and operational aspects of the implementation but also how both technologies are being used nowadays.</p> <p><i>Title to be announced</i> - Ministry of the Interior (France) (to be confirmed)</p> <p><i>How FR-Alert stands out on the European stage ?</i> - Charlotte Thomas, Cloud Offering Director, Intersec</p> <p><i>Title to be announced</i> - Johnny Douvinet, PhD, Professor, Avignon University (France)</p>	<p>"Sorry companies, we made our own software"</p> <p>Either because they had the skills internally or because they couldn't find the product they wanted on the market, some emergency services have decided to develop their own software. In this session, presenters will take us on their journey of trying to build software to meet their needs, what went well and what went wrong, as well as the pros and cons. Emergency services and private company representatives alike should be keen on attending this session!</p> <p><i>Pros, cons and potential pitfalls when developing your own software</i> - Bernhard Wintersperger, Head of Quality Management for Operations and Training, Austrian Red Cross, Styrian Branch (Austria)</p> <p><i>MDA journey to build a tailor made C4I</i>, Chaim Rafalowski, DMC, Magen David Adom, Israel</p>	<p>Industry session / Cloud-based CADs</p>
15:05 - 16:05	<p>NG112 implementation</p> <p><i>Description to be added</i></p> <p><i>Session title to be announced</i> - Vitor Judicibus, Head of Critical Communications Multidisciplinary Team, Ministry of Internal Administration, Portugal</p>	<p>The great resignation</p> <p>Like in other sectors, many PSAPs are currently facing a high number of resignations and have therefore to deal with difficult conditions to hire and train their staff. In this session, you will hear general views on the underlying reasons for the great resignation and, specifically from an emergency services perspective, best practices</p>	<p>Industry session / Cloud-based CADs</p>

E E N A C O N F E R E N C E 2 0 2 3 - P R O G R A M M E

DAY 1: Wednesday 19 April

Gallus Hall	Stih Hall	Kosovel Hall
<p><i>Session title to be announced</i> - Beat Egger, Management Consultant, Swisscom & Gregor Gysi, Deputy Head, Protection and Rescue Zürich, Switzerland</p> <p><i>Session title to be announced</i> - Igorce Karafilovski, State Advisor for Information Technology, Crisis Management Centre, North Macedonia</p>	<p>on how to cope with this challenge. Hopefully, you will also participate in the conversation!</p> <p>Chaired by Michelle Lilly, Associate Professor of Clinical Psychology, Northern Illinois University, United States</p> <p><i>How to recruit the right skills and attract the best candidates</i> - Michaela Pehrström, HR strategist, SOS Alarm, Sweden</p> <p><i>Overview of recruiting, selection and training processes</i> - Robert Rucăreanu, Head of HR Management Unit & Georgiana Cristina Săbăreanu, 112 Training Coordinator, Special Telecommunications Service, Romania</p> <p><i>Followed by a discussion panel and a Q&A session with the audience</i></p> <ul style="list-style-type: none"> • Michelle Lilly (Chair) • Michaela Pehrström • Robert Rucăreanu • Georgiana Cristina Săbăreanu • <i>Panelists to be announced</i> 	
16:05 - 17:00	Networking Cocktail & Visit of the Exhibition	
17:00 - 18:00	<p>112 Awards Ceremony</p> <p>Every year, special achievements result in a better protection of the citizens. The 112 Awards Ceremony will recognise and reward some emergency services and citizens for their outstanding contribution to public safety.</p>	
18:00 - 19:00	Networking Cocktail	

EENA CONFERENCE 2023 - PROGRAMME

DAY 2: Thursday 20 April

	Gallus Hall	Linhart Hall	Stih Hall	Kosovel Hall
09:00 - 10:00	<p>2G and 3G shutdown and the potential impact on access to emergency services</p> <p>At last year's conference, Rudolf van der Berg brought to our attention an issue where European roamers could not access emergency services while roaming. This turned out to be an interoperability issue between networks and handsets which is exacerbated when the visited networks has shutdown 2G and 3G services. EENA advocated intensively for a swift and permanent resolution to the issue given the very serious consequences it could have on continuity of emergency communication in Europe. In today's session, we will provide a recap on the issue and discuss recent developments aimed at providing a lasting resolution with representatives of MNOs, handset providers, regulators and standardisation experts.</p> <p><i>Speakers to be announced</i></p>	<p>Satellite-based solutions for emergency services</p> <p>From navigation to mapping, satellite solutions have had a major impact on our daily lives. In this session, you will hear about how such solutions can also help emergency services save lives.</p> <p><i>Apple's Emergency SOS via Satellite - Trey Forgety, Emergency Systems Strategist</i></p>	<p>Defining call-takers question tree</p> <p>The fact that a good call-taking protocol is needed isn't really debated anymore. But how can we come up with a good multidisciplinary question tree that respects every discipline's specificity ? In this session, you'll hear from those who have built such protocols and on how they successfully led a project to produce them.</p> <p><i>Speakers to announced</i></p>	<p>Industry session / Video communications with PSAPs</p>
10:05 - 11:05	<p>Implementing Real-Time Text in the framework of the European</p>	<p>Diversification of Public Warning channels</p> <p>For years, we've been talking about sending public warning alerts via</p>	<p>Should Interactive Voice Response be used to answer emergency</p>	<p>Industry session / NG112 components</p>

EENA CONFERENCE 2023 - PROGRAMME

DAY 2: Thursday 20 April

Gallus Hall	Linhart Hall	Stih Hall	Kosovel Hall
<p>Accessibility Act (EAA) The EAA requires access to emergency services for end-users with disabilities to be “functionally equivalent” to a regular call to 112 and sets a requirement for the implementation of Real-time Text (RTT) by June 2027. In this session we will examine some RTT implementation plans and projects and consider what a functionally equivalent Real-time Text service looks like.</p> <p><i>Speakers to be announced</i> Apple TBC</p>	<p>telephone networks. If this should remain the channel, other ways to send alerts must also be considered. In this session, we will hear about how to use a proper multi-channel public warning system in the most efficient way.</p> <p><i>Speakers to be announced</i></p>	<p>communications? Using Interactive Voice Response (IVR) to support the handling of emergency communications was a taboo until a few years ago when some emergency services started to use it in their operations. Panellists in this session will present some examples of how IVR are used in some countries and will exchange their feedback on whether it has helped authorities meet their objective.</p> <p><i>The Interactive Voice Response (IVR) Unit for Belgian PSAPs: setup and results - Roger Cornelis, Project Manager NCU112, Federal Ministry for Home Affairs, Belgium</i></p> <p><i>IVR as a solution in case of emergency service overloading and non-critical emergencies - Mihail-Florin Feticu, Head of 112 Unit and Liana-Emilia Muşat, 112 Development Policies Office coordinator, Special Telecommunications Service, Romania</i></p> <p>Followed by a panel discussion with the presenters</p>	
11:05 - 11:30	Coffee break & visit of the exhibition		
11:30 - 12:30	An international perspective on next	Exchange of data between emergency	Tools, technologies, and strategies for involving Industry session

EENA CONFERENCE 2023 - PROGRAMME

DAY 2: Thursday 20 April

Gallus Hall	Linhart Hall	Stih Hall	Kosovel Hall
<p>generation implementation and operation</p> <p>NG112 rollout is gathering pace with several projects in progress or in the pipeline. In Europe, regulatory obligations and technology evolution are the key drivers. In North America, where the NG market is more mature, attention is turning to resolving some more complex issues such as ESInet interconnection and cybersecurity. In this session you will hear about the latest next generation developments from across the pond.</p> <p><i>Ensuring Secure, Interoperable Communications with the NG9-1-1 PSAP Credentialing Agency and Forest Guide</i> - Brooks T. Shannon Interoperability Program Manager</p>	<p>services organisations</p> <p>Newcomers to this industry are often shocked by how little data is actually shared among organisations. This session gives the floor to public authority representatives who, through the development of projects and procedures to foster better coordination, have gone beyond the usual "we can't share data with other organisations because it's complicated".</p> <p><i>Early activation: experimentation and results in Piedmont Region's NUE 1.1.2</i> - Walter Occelli, Regional Director, and Giacchino Santocono Russo, shift manager and project referent, NUE 112 Regione Piemonte (Italy)</p> <p><i>Rules and regulations for sharing information between the emergency centers of Valais</i> - Toufic Saad, Head of project SAE, Cantonal Police of Valais (Switzerland)</p> <p><i>One methodology and CAD for operating and dispatching emergency calls at national level (PSAPs and dispatch centres)</i> - Mihail-Florin Feticu, Head of 112 Unit, and Liana-Emilia Muşat, 112 Development Policies Office coordinator, Special Telecommunications Service, Romania</p>	<p>citizens in disaster management</p> <p>The Horizon 2020 funding mechanism has fostered the development of a myriad of innovative technologies, perspectives, and strategies to improve emergency management and enhance the involvement of citizens in this process. This session aims to highlight a few of these, and will focus on important issues such as raising awareness, enhancing preparedness, and facilitating communication to citizens.</p> <p><i>Title to be announced</i> - Remy Bossu, EMSC LastQuake, presenting on behalf of the CORE project</p> <p><i>Title to be announced</i>, - Presentation on behalf of the NIGHTINGALE project.</p> <p><i>Title to be announced</i> - Francesco Graziani, Save the Children- Feel Safe, presenting on behalf of the LINKS project</p> <p><i>Title to be announced</i> - David Wales, Crisis communication policy, Presenting on behalf of the ENGAGE project</p>	

E E N A C O N F E R E N C E 2 0 2 3 - P R O G R A M M E

DAY 2: Thursday 20 April

Gallus Hall	Linhart Hall	Stih Hall	Kosovel Hall
12:30 - 14:00	Lunch break & visit of the exhibition		

E E N A C O N F E R E N C E 2 0 2 3 - P R O G R A M M E

DAY 2: Thursday 20 April

14:00 - 15:05

Conveyance of emergency communications to PSAPs via Third Party Service Providers (TPSPs)

TPSPs provide a vital function in providing assistance to a group of customers, organisations or individuals in circumstances where conventional means of access to emergency services may not work or would not be appropriate. In this session we will hear about the challenges and opportunities in developing effective PSAP-TPSP partnerships and discuss the processes and procedures needed to underpin effective operations.

Supercharging Emergency services with TPSPs - How to ensure both public safety and citizens benefit from the services TPSPs provide, without overwhelming the emergency response - **Jeremy Habberley**, Director of Global Accounts, RapidSOS

Presentation title to be announced
- Emergency Communication & Coordination Centre of Lower Austria, Austria

Presentation title to be announced
- **Freddie McBride**, Director of Digital Communications Policy and Regulation, EENA

Mission Critical Communications

Description to be added

Towards Mission-Critical Communication - speaker to be announced, Frequentis (to be confirmed)

Session title to be announced - TCCA

Session title to be announced - Atos (to be confirmed)

Research Corner

Academic 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.

Industry session / Public Warning solutions

E E N A C O N F E R E N C E 2 0 2 3 - P R O G R A M M E

DAY 2: Thursday 20 April

	Gallus Hall	Linhart Hall	Stih Hall	Kosovel Hall
15:05 - 16:05	NextGeneration eCall 112-based eCall has been mandatory for new car models for more than 5 years. In this session we will hear about the evolution of eCall to its Next Generation based on IP. We will be able to know more about NG eCall and how to implement it. <i>Speakers to be announced</i>	Electric Vehicles: new challenges for emergency services, and new opportunities With the rising prices of oil and with the need to reduce gas emissions, electric car sales are booming across Europe. Firefighters and ambulance services are facing new challenges: how to deal with electricity in case of accidents? How to deal with super hot batteries? Electric vehicles are also more and more used by emergency services themselves: do they represent a viable alternative to thermic vehicles? How to deal with the need for regular and quick charging? <i>Speakers to be announced</i> <i>Don't be afraid of electricity -</i> Andre Baumann (to be confirmed)	Emergency communications handling around the World (part 1) Join emergency services from countries across the world and get a comprehensive understanding of their structure, challenges and innovations when it comes to handling emergency communications. <i>Speakers to be announced</i>	Industry session / Public Warning solutions
16:05 - 16:30	Coffee break & visit of the exhibition			
16:30 - 17:30	Session to be announced	Successes of PSAP communications False calls, lack of staff, rude callers... Specific communications can be used to address some of the problems emergency services are facing. In this session, speakers will present different examples on how communication and transparency can help public safety organisations achieve their goals.	Emergency communications handling around the World (part 2) Join emergency services from countries across the world and get a comprehensive understanding of their structure, challenges and innovations when it comes to	Industry session

E E N A C O N F E R E N C E 2 0 2 3 - P R O G R A M M E

DAY 2: Thursday 20 April

Gallus Hall	Linhart Hall	Stih Hall	Kosovel Hall
	<p><i>Addressing false 112 calls through active communications</i> - Staffan Ekengren, Director of Communications, SOS Alarm, Sweden</p> <p><i>Challenges and opportunities in promoting the emergency service: tips to raise awareness of responsible calling</i> - Mariana Pop, Head of Communication and External Relation Unit, Special Telecommunications Service, Romania</p> <p><i>Title to be announced</i> - Boštjan Tavčar, Head of 112 Centre, Administration of Civil Protection and Disaster Relief, Slovenia (to be confirmed)</p>	<p>handling emergency communications.</p> <p><i>Speakers to be announced</i></p>	
19:00 - 22:00	<p>Social event</p> <p>Join us and colleagues from all over the world for a memorable evening. This is a not to be missed opportunity where you can also enjoy a standing dinner in a special venue in Ljubljana, and have a fun interactive quiz with your peers. More information to be provided soon.</p>		

E E N A C O N F E R E N C E 2 0 2 3 - P R O G R A M M E

DAY 3: Friday 21 April

Gallus Hall

- 09:00 - 09:40 **What not to do when communicating with the public (working title)**
Session description to be added
Keri Stephens, Professor, Department of Communications Studies, University of Texas at Austin (United States)
- 09:40 - 10:30 **Protecting the well-being of call-takers and the potential for positive psychological outcomes following the transition to NG112**
Concerns have been raised that the deployment of NG112 in PSAPs could have a negative impact on employees. In this session we will explore strategies for a seamless transition to NG112 that take into account the physical, emotional and psychological wellbeing of calltakers.
Michelle Lilly, Associate Professor of Clinical Psychology, Northern Illinois University (United States)
- 10:30 - 11:00 Coffee break
- 11:00 - 11:35 **Discussion panel / Caller location requirements**
Session description to be added
Panellists to be announced
- 11:35 - 12:10 **Discussion panel / Transition to packet-switched technologies**
Session description to be added
Panellists to be announced
- 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, Executive Director & **Benoît Vivier**, Public Affairs Manager, EENA
- 12:30 - 12:35 **Conclusion**

We are waiting for you!



EUROPEAN EMERGENCY NUMBER ASSOCIATION

PROGRAMME OF THE CONFERENCE

19 - 21 APRIL 2023
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EENA Events Office

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For more info: www.eenaconference.org