



19 - 21 APRIL 2023
LJUBLJANA, SLOVENIA

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19 - 21 April 2023

Ljubljana, Slovenia



For more info: eenaconference.org

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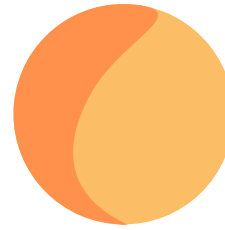
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Welcome to EENA

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

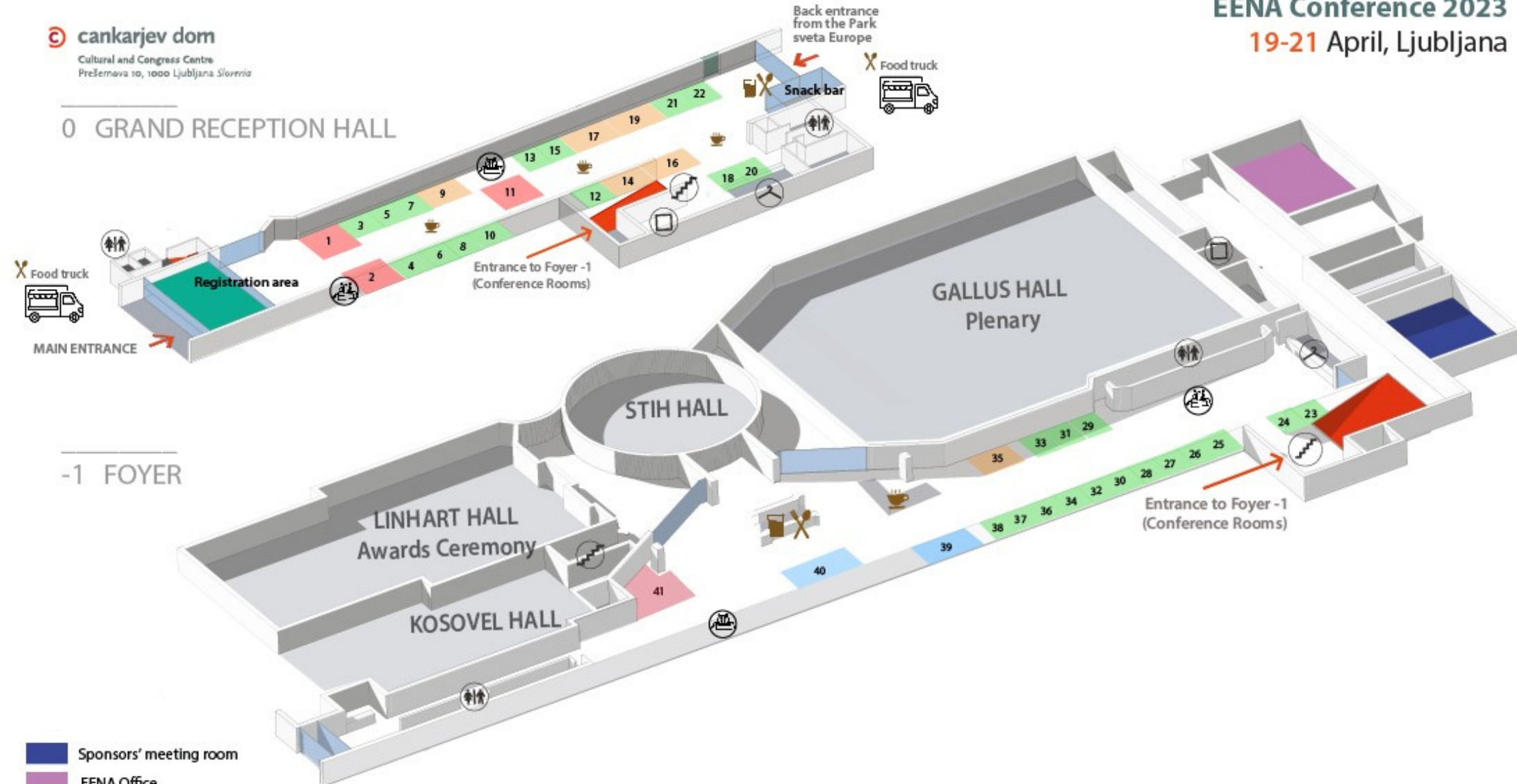


The Floor Plan

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

EENA Conference 2023
19-21 April, Ljubljana

0 GRAND RECEPTION HALL



- Sponsors' meeting room
- EENA Office
- Seating area
- Toilette
- Cloakroom
- Coffee / Lunch / Beverage
- Lift
- Stairway

Testimonials

What is said?



TADAS MAROSIKAS
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

A high-angle, wide shot of a large, modern concert hall. The audience is seated in a semi-circular arrangement, filling the lower and middle levels. The stage is a large, dark, curved platform. On the stage, there are two large, illuminated, hexagonal structures that resemble honeycombs, one on each side of a central area. A large screen is visible in the background, displaying a green landscape. The stage is lit with warm, golden light. The audience is diverse in age and appearance. The overall atmosphere is one of a grand, modern event.

The Programme

EENA CONFERENCE 2023 - PROGRAMME

DAY 1: Wednesday 19 April

	Gallus Hall	Kosovel Hall	Stih 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	How to address future challenges on caller location? [session from 11.00 to 12.30] The wide deployment of AML in Europe has considerably improved over the past years the accuracy of the caller location information provided to PSAPs. However, improvements are still to be made, in the context of new regulatory requirements on Member States to adopt caller location criteria. This session aims at reviewing the current challenges and discussing the evolution of handset-derived and network-based caller location technologies. <i>Chaired by Fiona Lee, Consultant</i> <u>Handset-derived location (1hr mins)</u> Presentation by EENA (10 mins) Additional presentation (10 mins) Discussion panel with: A representative of Apple (confirmed)	Supporting citizens' involvement in the chain of survival The Living Lab project aimed to experiment technological solutions, such as video communication with emergency services to improve the effectiveness of prevention and rescue actions in emergency situations and to create the conditions for a "first aid" community made up of citizens and practitioners from the Geneva Hospitals' Urgences Santé 144. It has also adapted a specific methodology known as the "living-lab" to bring together and collaborate practitioners (doctors, operators, first responders and ambulance drivers) and citizens. The project is based on the assumption that the creation of a local community enables or improves digital trust and collaboration between citizens and practitioners. In this session we will present the main results of the project, and mainly the contributions of video in remote call taking and guidance and the creation of a local community of citizen rescuers.	Industry session <i>Presentations to be announced</i>

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DAY 1: Wednesday 19 April

	Gallus Hall	Kosovel Hall	Stih Hall
	<p>A representative of Google (to be confirmed) A representative of National Telecom Regulatory Authority (to be confirmed)</p> <p>Topics to be discussed: handset-derived location criteria, SIP, roaming, error rates/reporting, MSISDN, enforcement of criteria, vertical & indoor location (40 mins)</p>	<ul style="list-style-type: none"> • Caroline Rizza, Associate Professor, I3-Telecom Paris, Institut Polytechnique de Paris (France) • Ophélie Morand, Postdoctoral Researcher, I3-Telecom Paris, Institut Polytechnique de Paris (France) • Robert Larribau, Medical Director, Geneva Emergency Medical Communication Centre and Emergency Medical Services (Switzerland) 	
11:50 - 12:35	<p><u>Network-based location (20 mins)</u></p> <p><i>Complementing AML with sub-cell network location: a necessary and readily available path to highly accurate, reliable and fast caller location</i> Stuart Walsh, Field Product Director, SS8 Networks</p>	<p>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 in one AED registry.</p> <p><i>Chaired by Stephen Hines, Clinical Tutor, London Ambulance Service NHS Trust (United Kingdom)</i></p> <p><i>How to improve automated external defibrillator placement for out-of-hospital cardiac arrests</i> Fabrice Dami, Medical director, Lausanne emergency dispatch (Switzerland)</p> <p><i>Are first responders first? The rally to the suspected Out-of-Hospital Cardiac Arrest</i> David Fredman, Operations manager, Heartrunner Sweden AB</p> <p><i>International AED database - breaking down the borders of Austro-Hungarian Empire</i> Dr. Gábor Csató, Director, Országos</p>	<p>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?</p> <p>Join us to hear from RapidSOS, a company who has partnered with global technology companies across the security, connected vehicle, personal safety and healthcare industries to deliver accurate and relevant data to thousands of PSAPs.</p> <p>Ed Parkinson, President Public Sector, RapidSOS</p>

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DAY 1: Wednesday 19 April

	Gallus Hall	Kosovel Hall	Stih Hall
		Mentőszolgálat (Hungary) & Sophia Gebath-Wicho , Emergency Communication & Coordination Centre of Lower Austria (Austria)	
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>France is currently implementing 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 today.</p> <p>Chaired by Benoit Vivier, Public Affairs Director, EENA</p> <p>Joint discussion with:</p> <ul style="list-style-type: none"> • Romain Moutard, Lieut. Col., FR-Alert Program Director, Ministry of the Interior, France • Charlotte Thomas, Cloud Offering Director, Intersec • Johnny Douvinet, PhD, Professor, Avignon University (France) 	<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>Chaired by Kadi Luht-Kallas, Adviser, Rescue and Safety Oversight Policy Department, Ministry of the Interior (Estonia)</p> <p>Presentation title to be announced</p> <p>Martin Edlund, Product Owner CAD-system, SOS Alarm (Sweden)</p> <p><i>Risk analysis as a tool to dispatch: development of the ERC operators question tree</i></p> <p>Antti Roms, Specialist, Emergency Response Centre Agency (Finland)</p> <p>Followed by a Q&A session with the audience.</p>	<p>Industry session / Cloud-based CADs</p> <p><i>Presentations to be announced</i></p>
15:05 - 16:05	<p>Next Generation 112 - Progress update</p> <p>Every year, the EENA Conference brings you the latest status of NG112 deployments by</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</p>	<p>Industry session / Cloud-based CADs</p> <p><i>Presentations to be announced</i></p>

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<p>highlighting certain projects that are planned or in progress across Europe and where presenters share their insights and experiences on their respective NG112 journeys. In this session we will feature a recently approved project, a work in progress and a fully deployed NG112 solution with a focus on benefits perceived or already realised.</p> <p>Chaired by Brooks T. Shannon, Interoperability Program Manager, NENA 9-1-1</p> <p><i>NG112 in Portugal: The future is now!</i> Vitor Judicibus, Head of Critical Communications Multidisciplinary Team, Ministry of Internal Administration (Portugal)</p> <p><i>How Switzerland has implemented NG112 & the benefits already realised</i> Beat Egger, Management Consultant, Swisscom & Gregor Gysi, Deputy Head, Protection and Rescue Zürich (Switzerland)</p> <p><i>NG112 - One year on: Experiences, benefits & remaining challenges</i> Igorce Karafilovski, State Advisor for Information Technology, Crisis Management Centre, North Macedonia</p>	<p>hear general views on the underlying reasons for the great resignation and, specifically from an emergency services perspective, best practices on how to cope with this challenge. Hopefully, you will also participate in the conversation!</p> <p>Chaired by Dr. 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 led by the chair and a Q&A session with the audience.</i></p>	
16:05 - 17:00	Networking Cocktail & Visit of the Exhibition	
17:00 - 18:00	112 Awards Ceremony - (Linhart Hall) 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.	
18:00 - 19:00	Networking Cocktail	

EENA CONFERENCE 2023 - PROGRAMME

DAY 2: Thursday 20 April

	Gallus Hall	Linhart Hall	Kosovel Hall	Stih Hall
09:00 - 10:00	<p>Ensuring a seamless transition to VoLTE/VoNR emergency communications during 2G/3G shutdown FMB</p> <p>As 2G and 3G networks approach their end of life, the transition to emergency communications over VoLTE (Voice over LTE (4G)) and VoNR (Voice over New Radio (5G)) becomes an area of sharp focus with significant technical and regulatory ramifications. This session will provide a recap on the roaming issues identified at last year's conference and steps taken to determine root causes. The most recent standardisation developments aimed at resolving these issues and ensuring a smooth transition to emergency communications over VoLTE/VoNR will also be discussed.</p> <p><i>Chaired by Greg Rohde, President, eCopernicus</i></p> <p><i>Panel:</i></p> <p>Ian Pannell, Chief Engineer at GSMA Arjan van der Oest, MVNO Europe & Mobile Architect, Enreach Bostjan Pintar Project Manager</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>Alerting the population via satellite - update from the Stellar project</i> Laurent Arzel, Project Leader, Navigation Downstream Department, Telespazio France & Dr. Amélie Grangeat, Senior Product Manager - Public Warning Systems, F24</p> <p><i>Apple's Emergency SOS via satellite - speaker to be announced, Apple</i></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>Chaired by Gregor Jänin, Owner, DispoNet</i></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) (confirmed)</p> <p><i>MDA journey to build a tailor made Command and Control System</i> Chaim Rafalowski, Disaster Management Coordinator, Magen David Adom (Israel) (confirmed)</p> <p>Followed by a discussion</p>	<p>Industry session / Video communications with PSAPs</p> <p><i>Presentations to be announced</i></p>

EENA CONFERENCE 2023 - PROGRAMME

DAY 2: Thursday 20 April

	Gallus Hall	Linhart Hall	Kosovel Hall	Stih Hall
	at Sintesio and Leader, ETSI Testing Taskforce 10 Samsung or Google (tbc) Freddie McBride , Director - Digital Communications Policy & Regulation, EENA		moderated by Gregor Jänin	
10:05 - 11:05	<p>Implementing Real-Time Text in the framework of the European 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>Chaired by</i> Wolfgang Kampichler, co-chair of the EENA Tech & Ops Committee</p> <p><i>Towards accessible Emergency Communications: sharing the views of persons with disabilities</i> Daniel Casas, Accessibility Policy Officer, European Disability Forum</p> <p><i>Presentation title to be announced</i> Thor Nielsen, VP Global sales, nWise</p>	<p>Diversification of Public Warning channels For years, we’ve been talking about sending public warning alerts via 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>Presentation title to be announced -</i> Patrick van der Linden, Services Manager NL-Alert, Police (Netherlands)</p> <p><i>Presentation title to be announced -</i> Everbridge</p> <p><i>Session chair and additional speakers to be announced</i></p>	<p>Should Interactive Voice Response be used to answer emergency 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>Session chair to be announced</i></p> <p><i>Session title to be announced</i> Jörg Rieder, Head of Public Safety Solutions, Atos</p> <p><i>The Interactive Voice Response (IVR) Unit for Belgian PSAPs: setup and results</i> Roger Cornelis, Project Manager NCU112, Federal Ministry for Home Affairs (Belgium)</p> <p><i>IVR as a solution in case of</i></p>	<p>Industry session / NG112 components <i>Presentations to be announced</i></p>

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	Gallus Hall	Linhart Hall	Kosovel Hall	Stih Hall
	<p><i>Challenges for PSAPs in implementing RTT and beyond</i></p> <p>Michael Kelly, Head of Operations - Emergency Calls Answering Service, BT Ireland</p>		<p><i>emergency service overloading and non-critical emergencies</i></p> <p>Mihail-Florin Feticu, Head of 112 Unit and Liana-Emilia Muşat, 112 Development Policies Office coordinator, Special Telecommunications Service (Romania)</p> <p><i>Followed by a panel discussion with the presenters</i></p>	
11:05 - 11:30	Coffee break & visit of the exhibition			
11:30 - 12:30	<p>An international perspective on next 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>Chaired by Michael Pröstler, CEO, GridGears & Vice-Chair, Tech</i></p>	<p>Exchange of data between emergency 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>Chaired by Kaili Tamm, EENA Board Member</i></p> <p><i>Early activation: experimentation and results in Piedmont Region's</i></p>	<p>Involving 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>Session chair to be announced</i></p> <p><i>Title to be announced</i></p> <p>Remy Bossu, EMSC LastQuake, presenting on behalf of the CORE project</p>	<p>Industry session</p> <p><i>Presentations to be announced</i></p>

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Gallus Hall	Linhart Hall	Kosovel Hall	Stih Hall
<p>& Ops Committee, EENA</p> <p><i>Ensuring Secure, Interoperable Communications with the NG9-1-1 PSAP Credentialing Agency and Forest Guide</i></p> <p>Brooks T. Shannon, Interoperability Program Manager, NENA 9-1-1</p> <p><i>Operating a Next Generation Emergency Services Network (ESInet)</i></p> <p>John Snapp, Vice-President of Technology, Intrado Life and Safety Inc.</p>	<p><i>NUE 1.1.2</i></p> <p>Walter Occelli, Regional Director, & 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></p> <p>Toufic Saad, Head of ICT for the emergency communications centre for police and fire, 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></p> <p>Mihail-Florin Feticu, Head of 112 Unit & Liana-Emilia Muşat, 112 Development Policies Office coordinator, Special Telecommunications Service, (Romania)</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>	
<div>12:30 - 14:00</div> <div>Lunch break & visit of the exhibition</div>			

EENA CONFERENCE 2023 - PROGRAMME

DAY 2: Thursday 20 April

14:00 - 15:00

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.

Session chair to be announced

Supercharging Emergency services with TPSPs - How to ensure both public safety and citizens benefit from the services TPSPs provide, without overwhelming the emergency response

Karin Marquez, Chief Public Safety Brand Officer, RapidSOS

Web Services for TPS, Practical Solutions

Ronnie Riedl, Control Centre Manager, Mödling site, Emergency Communication & Coordination Centre of Lower Austria (Austria)

Lessons learnt and

Mission Critical Communications

Description to be added

Chaired by **Paul Bremner**, Principal Research Analyst - Public Safety & Critical Communications, Omdia

Towards **Pan-European Mission-Critical Broadband Communication**

Charlotte Roesener, Leading Mission Critical Services, Frequentis

Session title to be announced - TCCA

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

Presentations to be announced

EENA CONFERENCE 2023 - PROGRAMME

DAY 2: Thursday 20 April

	Gallus Hall	Linhart Hall	Kosovel Hall	Stih Hall
	<p><i>recommendations from an eCall TPS provider</i></p> <p>Dr. Ana Tyssen, Global Product and Partner Management, Bosch Service Solutions</p>			
15:05 - 16:05	<p>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.</p> <p><i>Chaired by Cristina Lumbreras, Technical Director, EENA</i></p> <p><i>Presentation title to be announced</i> Luca Bergonzi, Sales Executive, Beta80</p> <p><i>Presentation title to be announced</i> Pinar Serdengecti, Regulation and Competition Affairs Director, European Telecommunications Competitiveness Association</p> <p><i>Presentation title to be announced</i> Bostjan Pintar, ETSI</p>	<p>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?</p> <p><i>Chaired by Demetrios Pyrros, President, EENA</i></p> <p><i>Don't be afraid of electricity - Andre Baumann</i></p> <p><i>Experiences with electric emergency vehicles in the Norwegian ambulance service</i> Sven Bruun, Senior Advisor,</p>	<p>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.</p> <p><i>Chair to be announced</i></p> <p><i>Essential Services Buildings: Guaranteeing our citizens the provision of essential services</i> Francisco Echeverria, Technical coordinator of the development office of essential services buildings, Government of the Canary Islands (Spain)</p> <p><i>Emergency calls handling in Thailand: state of the art, ongoing projects and plans for the future</i> Dr. Kriangsak Pintatham, Chiangrai Prachanukroh Hospital, Ministry of Public Health (Thailand)</p>	<p>Industry session</p> <p><i>Presentations to be announced</i></p>

EENA CONFERENCE 2023 - PROGRAMME

DAY 2: Thursday 20 April

	Gallus Hall	Linhart Hall	Kosovel Hall	Stih Hall
		<p>Department of preparedness & emergency medical services, Norwegian Directorate of Health</p> <p><i>Training Public Safety to dealing with Electric Vehicles</i> Jim Lanier, Public Safety Outreach, OnStar</p>	<p><i>Emergency calls handling in Hong Kong: state of the art, ongoing projects and plans for the future</i> Mohammed Swalikh, Senior Superintendent of Police, Digital Policing Services Bureau, Information Systems Wing, Hong Kong Police Force (Hong Kong Special Administrative Region of China)</p>	
16:05 - 16:30	Coffee break & visit of the exhibition			
16:30 - 17:30	<p>Provision of rich data to emergency services Session description to be added</p> <p><i>Big Open Data in PSAPs</i> Daniel Korn, General Director, RescueTrack</p> <p><i>Title to be announced</i> Andrew Campbell Watson, Global Government Industry Expert, Huawei</p> <p><i>Session chair and additional speaker to be announced</i></p>	<p>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.</p> <p><i>Chaired by Iratxe Gomez, EENA Tech & Ops Committee Vice-Chair</i></p> <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</i></p>	<p>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 handling emergency communications.</p> <p><i>Chaired by Stephen Hines, Clinical Tutor, London Ambulance Service NHS Trust (United Kingdom)</i></p> <p><i>Emergency calls handling in New Zealand: state of the art, ongoing projects and plans for the future</i> Kate Jennings, Head of Clinical Communications, Wellington Free Ambulance (New Zealand)</p>	<p>Industry session <i>Presentations to be announced</i></p>

EENA CONFERENCE 2023 - PROGRAMME

DAY 2: Thursday 20 April

Gallus Hall	Linhart Hall	Kosovel Hall	Stih Hall
	<p><i>promoting the emergency service: tips to raise awareness of responsible calling</i></p> <p>Mariana Pop, Head of Communication and External Relation Unit, Special Telecommunications Service (Romania)</p> <p><i>The importance of data and reverse-112 in reducing the volume of emergency calls and false calls</i></p> <p>Boštjan Tavčar, Head of 112 Centre, Administration of Civil Protection and Disaster Relief (Slovenia)</p>	<p><i>Emergency calls handling in South Africa: state of the art, ongoing projects and plans for the future</i></p> <p>Shakira Cassim, General Manager, Contact Centre, ER24 (South Africa) <i>To be confirmed</i></p> <p><i>Speaker 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>		

EENA CONFERENCE 2023 - PROGRAMME

DAY 3: Friday 21 April

Gallus Hall

09:00 - 09:40

Communication, Technology and Public Trust in the Future of Emergency Response

Everywhere we look there is new technology being used for emergency response. Now is the time to pay careful attention to how we communicate around these technologies or we risk harming public trust. In this talk, Dr. Keri Stephens will share examples of the pivotal role that human decisions play when preparing and executing emergency communication. You will walk away with ideas and best practices to help you face the ever-changing technology landscape.

Keri Stephens, Professor, Department of Communications Studies, University of Texas at Austin (United States)

09:40 - 10:30

Discussion Panel | Protecting emotional and psychological well-being of PSAP employees

PSAP employees play a crucial role in emergency response, providing initial triage and dispatching of resources to those in need. However, the constant exposure to traumatic and distressing events, coupled with long shifts and shift rotations, can take a toll on their emotional and psychological well-being. This session will provide valuable insights into the challenges faced by PSAP employees and offer practical strategies for protecting their emotional and psychological well-being. Attendees will leave with a greater understanding of recognising the signs of anxiety and stress so that early interventions can be made to deal with those. The role of leadership in prioritising and providing adequate resources to support mental health and to create a supportive and resilient workplace culture will also be discussed.

Chair: **Emily Hough**, Editor Emeritus, Crisis Response Journal & EENA Board Member
Dr. Michelle Lilly, Associate Professor of Clinical Psychology, Northern Illinois University (United States)

10:30 - 11:00

Coffee break

11:00 - 11:35

Session to be announced

Session description to be added

Panellists to be announced

11:35 - 12:10

Discussion panel / transitioning to packet-switched technologies

Technology trends and user preferences are driving the need for the transition to packet-switched technologies in the macro environment for electronic communications. Accordingly, there is a growing need to upgrade PSAP infrastructure so that they can quickly and efficiently receive and process all types of emergency communications and contextual data. The drivers for change are not only technical but also regulatory. In the EU for example, Member States must submit roadmaps for the transitioning of their PSAPs to packet-switched technologies to the European Commission by 5 December 2023. This session will examine the challenges and strategies for transitioning to packet-switched technologies, including the need for reliable and resilient handsets and networks, cybersecurity concerns, and training requirements for call takers.

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

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 Director, EENA

12:30 - 12:35

Conclusion

- in opening / ITW format

We are waiting for you!



EUROPEAN EMERGENCY NUMBER ASSOCIATION

PROGRAMME OF THE CONFERENCE

19 - 21 APRIL 2023
LJUBLJANA, SLOVENIA

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19 - 21 April 2023
Ljubljana, Slovenia



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