

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](http://eenaconference.org)

# The Programme

## Agenda

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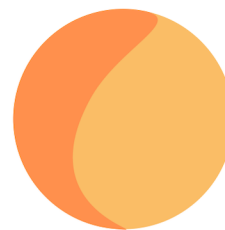
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# Welcome to EENA

## 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](https://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](http://eenaconference.org)







# Information

## Participation Fee

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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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**Mouna TAKIEDDINE**

 +32 (0)478 614 860

 [mt@eena.org](mailto:mt@eena.org)



# The Venue

## Overview

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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](http://www.cd-cc.si/en)

 +386 (0) 1 24 17 100

 [info@cd-cc.si](mailto:info@cd-cc.si)



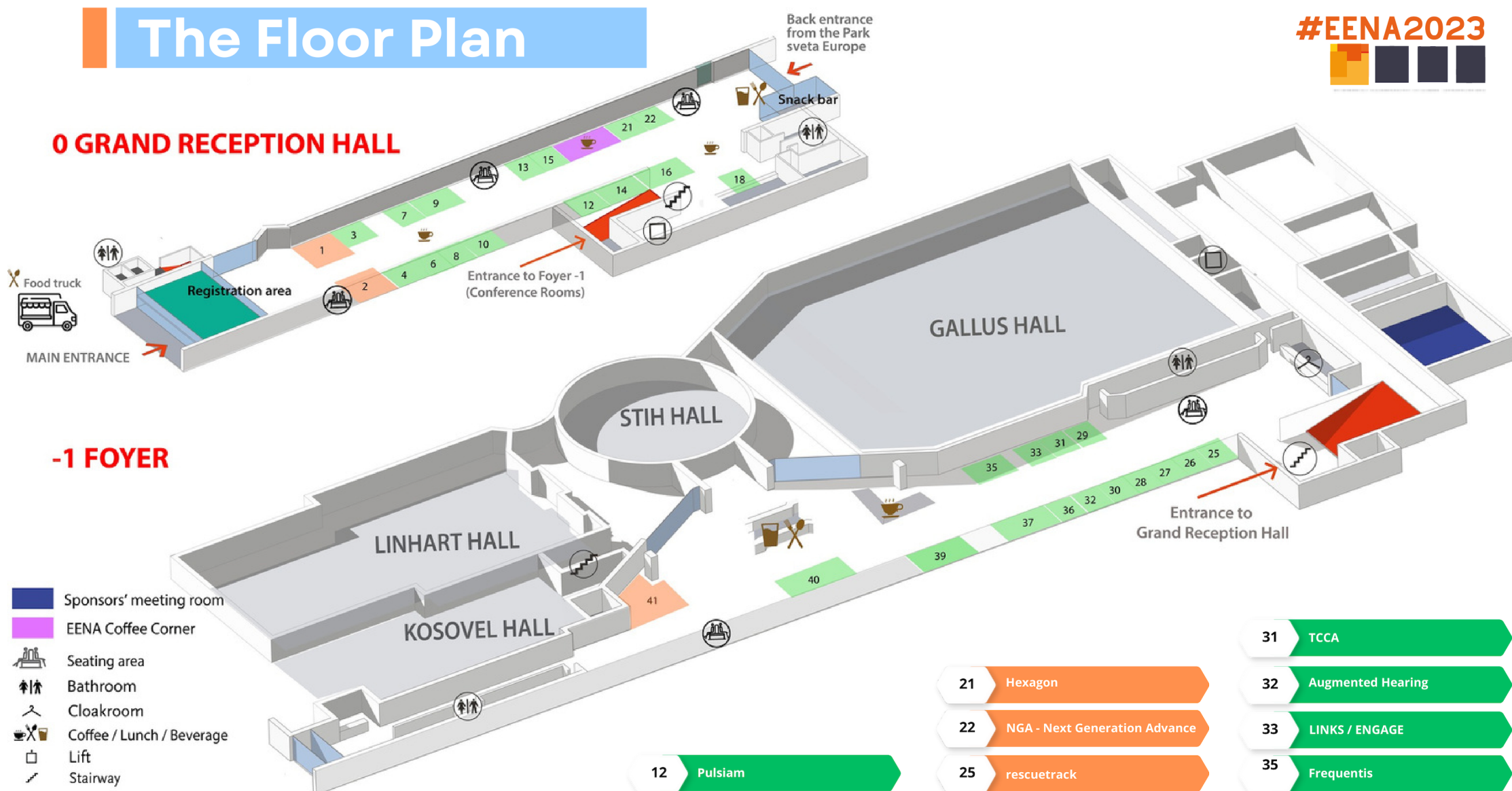


# The Floor Plan

#EENA2023



## 0 GRAND RECEPTION HALL



# Testimonials

## What is said?



**TADAS MAROSIKIS**  
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

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

## Learn Best Practices & New Technological Solutions

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- 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

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- 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 19th of April

### Introduction

Emergency Response to the 2023 Earthquake in Türkiye

Towards a new era in emergency comms & response

How to address future challenges on caller location?

Supporting citizens' involvement in the chain of survival

### Visit of the exhibition

AED Mapping

What data do you need to see?

### Lunch & visit of the exhibition

Public Warning implementation in France

Defining call-takers question tree

Industry session: Cloud-based CADs & NG emergency comms

NG112 – Progress update

The great resignation

Industry session

Networking Cocktail & Visit of the Exhibition

112 Awards Ceremony

Networking Cocktail

## Thursday 20th of April

Ensuring seamless emergency comms during 2G/3G shutdown

Ensuring continuity of emergency comms & PW with satellite applications

Sorry companies, we made our own software

Industry session: Data Platforms

Implement Real-Time Text in the EAA framework

Diversification of Public Warning channels

Interactive Voice Response to answer emergency comms

Industry session

International perspective on NG emergency comms

Data Exchange between emergency services organisations

Involving citizens in disaster mgt.

Industry session

### Lunch & visit of the exhibition

Conveyance of emergency comms to PSAPs via TPSPs

Electric Vehicles: new challenges & opportunities

Research Corner In partnership with ISCRAM

Industry session

Next Generation eCall

Additional data in emergency comms mgt.

Emergency comms handling around the World

Masterclass: AI & Chatbots

The new era of Mission Critical Comms

Successes of PSAP comms

Guidance on the scope of Delegated Regulation 2023/444

Social Event

## Friday 21st of April

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

Protecting emotional and psychological well-being of PSAP employees

The UN Early Warnings for All Action Plan

Discussion panel: Transitioning to packet-switched technologies

Interactive session

### Conclusion

### Lunch & visit of the exhibition

# eena

EUROPEAN EMERGENCY NUMBER ASSOCIATION

# EENA CONFERENCE 2023 - PROGRAMME

## DAY 1: Wednesday 19 April

	Gallus Hall	Kosovel Hall	Stih Hall
09:00 - 09:15	<b>Introduction</b>		
09:15 - 09:35	<b>Emergency Response to the 2023 Earthquake in Türkiye</b> After two major earthquakes in the southeast region of Türkiye on 06 February 2023, communication problems were experienced in 10 city centres. About 15 million people living in this region were affected by this earthquake, which left, according to official figures, more than 40.000 deaths and over 100.000 buildings severely damaged or collapsed. Hospitals and health institutions in this region and some 112 Emergency Call centers were also damaged, and serious malfunctions occurred in the communication infrastructure in the first 72 hours of search and rescue operations after the earthquake. 30 percent of the base stations in the earthquake region, which are used for communication of mobile phones, were completely disabled in the first place, and telephone and internet connections were interrupted as a result of widespread power cuts and fiber lines in the region. In this session, you will hear about the response to this tragic incident and how the emergency communications were organised to respond to the many calls coming from the earthquake area.  <i>Chaired by <b>Demetrios Pyrros</b>, President, EENA</i>  <b>Dr Turhan Sofuoğlu</b> , Medical Doctor; President, AAHD - Emergency, Disaster, Ambulance Physicians Association <b>Dr Zeynep Sofuoğlu</b> , Medical Doctor; Associate Professor Public Health; Senior Project Manager, AAHD - Emergency, Disaster, Ambulance Physicians Association		
09:35 - 10:15	<b>Towards a new era in emergency communications and response</b> In this session, EENA staff members will explore emerging trends in the electronic communications sector and how these trends, coupled with recent changes to the EU regulatory framework for emergency communications, will shape the future to ensure that emergency communications systems are effective and reliable in times of crisis. The implications of this changing landscape will be considered from the perspective of the end-user, the PSAP and the emergency response organisations taking into account the technical and operational challenges and opportunities presented.  <b>Cristina Lumbreras</b> , Technical Director, EENA <b>Freddie McBride</b> , Director of Digital Communications Policy and Regulation, EENA <b>Benoît Vivier</b> , Public Affairs Director, EENA		
10:15 - 11:00	Coffee break & visit of the exhibition		
11:00 - 11:45	<b>How to address future challenges on caller location?</b> <b>[session from 11.00 to 12.30]</b> 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	<b>Supporting citizens' involvement in the chain of survival</b> 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"	



# EENA CONFERENCE 2023 - PROGRAMME

## DAY 1: Wednesday 19 April

Gallus Hall	Kosovel Hall	Stih Hall
<p>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.</p> <p><i>Chaired by <b>Fiona Lee</b>, Consultant</i></p> <p><i>Session divided in two parts:</i></p> <p><b><u>1 - Handset-derived location (1h10)</u></b></p> <p><i>AML deployment and EENA's recommendation on handset-derived caller location criteria</i>  <b>Freddie McBride</b>, Director of Digital Communications Policy and Regulation, EENA</p> <p><i>Setting accuracy parameters – and checking them</i>  <b>Johannes Myhre Vallesverd</b>, Senior advisor, Norwegian Communications Authority (Nkom)</p> <p>Discussion panel with:</p> <ul style="list-style-type: none"> <li>• <b>Tony O'Brien</b>, Safety and Location team, Apple</li> <li>• <b>Salvatore Baglieri</b>, Global Technical Account Manager for Android Emergency Location Service, Google</li> <li>• <b>Johannes Myhre Vallesverd</b>, Senior advisor, Norwegian Communications Authority (Nkom)</li> </ul>	<p>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.</p> <p>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.</p> <p>Joint presentation with:</p> <ul style="list-style-type: none"> <li>• <b>Caroline Rizza</b>, Associate Professor, I3-Telecom Paris, Institut Polytechnique de Paris (France)</li> <li>• <b>Ophélie Morand</b>, Postdoctoral Researcher, I3-Telecom Paris, Institut Polytechnique de Paris (France)</li> <li>• <b>Robert Larribau</b>, Medical Director, Geneva Emergency Medical Communication Centre and Emergency Medical Services (Switzerland)</li> </ul>	
<p>11:50 - 12:35</p> <p><b><u>2 - Network-based location (20 mins)</u></b></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>  <b>Stuart Walsh</b>, Field Product Director, SS8 Networks</p>	<p><b>AED Mapping</b></p> <p>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</p>	<p><b>What data do you need to see?</b></p> <p>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</p>

# EENA CONFERENCE 2023 - PROGRAMME

## DAY 1: Wednesday 19 April

Gallus Hall	Kosovel Hall	Stih Hall
	<p>sharing data in one AED registry.</p> <p><i>Chaired by <b>Stephen Hines</b>, 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></p> <p><b>Fabrice Dami</b>, Medical director, Lausanne emergency dispatch (Switzerland)</p> <p><i>Are first responders first? The rally to the suspected Out-of-Hospital Cardiac Arrest</i></p> <p><b>David Fredman</b>, Operations manager, Hearrunner Sweden AB</p> <p><i>International AED database - breaking down the borders of Austro-Hungarian Empire</i></p> <p><b>Dr. Gábor Csató</b>, Director, Országos Mentőszolgálat (Hungary) &amp; <b>Sophia Gebath-Wicho</b>, Emergency Communication &amp; Coordination Centre of Lower Austria (Austria)</p>	<p>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><b>Ed Parkinson</b>, President Public Sector, RapidSOS</p>
12:35 - 14:00	Lunch & visit of the exhibition	
14:00 - 15:00	<p><b>Combining different technologies to alert the population - Public Warning implementation in France</b></p> <p>France is currently implementing an ambitious public warning system which will rely on both cell broadcast and location-based SMS. In this session, we will hear about the technical and operational aspects, such as how to adapt the message to the population, how to determine which channel will be used or how to train the local actors..</p> <p><i>Chaired by <b>Benoit Vivier</b>, Public Affairs Director,</i></p>	<p><b>Defining call-takers question tree</b></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>Chaired by <b>Kadi Luht-Kallas</b>, Adviser, Rescue and Safety Oversight Policy Department, Ministry of the Interior (Estonia)</i></p> <p><b>Industry session / Cloud-based CADs and Next Generation emergency communications</b></p> <p>Focus on solutions available in the market offering cloud-based computer aided dispatch systems (CADs) and next-generation emergency communications solutions.</p> <p><i>Providing NG112 capabilities NOW! Ready for ESInet NEXT when it comes.</i></p> <p><b>Nick Chorley</b>, Director EMEA Public Safety &amp; Security, &amp; <b>José Costa</b>, Technical Manager Portugal, Hexagon</p>



# EENA CONFERENCE 2023 - PROGRAMME

## DAY 1: Wednesday 19 April

	Gallus Hall	Kosovel Hall	Stih Hall
	<p><i>EENA</i></p> <p>Discussion panel with:</p> <ul style="list-style-type: none"> <li>• <b>Romain Moutard</b>, Lieut, Col., FR-Alert Program Director, Ministry of the Interior, France</li> <li>• <b>Charlotte Thomas</b>, Cloud Offering Director, Intersec</li> <li>• <b>Johnny Douvinet</b>, PhD, Professor, Avignon University (France)</li> </ul>	<p><i>Call-takers question tree: SOS Alarm's journey from manual to automatic</i>  <b>Martin Edlund</b>, 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>  <b>Antti Roms</b>, Specialist, Emergency Response Centre Agency (Finland)</p> <p><i>Followed by an open discussion and Q&amp;A with the speakers and the audience</i></p>	<p><i>Real multi-tenancy: the dawn of CAD – Cooperation Aided Dispatch</i>  <b>Luca Bergonzi</b>, Sales Executive - International Business Development, Beta80</p> <p><i>Cloud-Based Call-Handling is a great place to start NG112!</i>  <b>Michelle Bland</b>, Chief Operating Officer, NGA</p>
15:05 - 16:05	<p><b>Next Generation 112 – Progress update</b></p> <p>Every year, the EENA Conference brings you the latest status of NG112 deployments by 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><i>Chaired by <b>Brooks T. Shannon</b>, Interoperability Program Manager, NENA 9-1-1</i></p> <p><i>NG112 in Portugal: The future is now!</i>  <b>Vitor Judicibus</b>, Head of Critical Communications Multidisciplinary Team, Ministry of Internal Administration (Portugal)</p> <p><i>How Switzerland has implemented NG112 &amp; the benefits already realised</i>  <b>Beat Egger</b>, Management Consultant, Swisscom &amp; <b>Gregor Gysi</b>, Deputy Head of Emergency Call Center (ECC), Protection and Rescue Zürich (Switzerland)</p>	<p><b>The great resignation</b></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 on how to cope with this challenge. Hopefully, you will also participate in the conversation!</p> <p><i>Chaired by <b>Dr. Michelle Lilly</b>, Associate Professor of Clinical Psychology, Northern Illinois University (United States)</i></p> <p><i>How to recruit the right skills and attract the best candidates</i>  <b>Michaela Pehrström</b>, HR strategist, SOS Alarm (Sweden)</p> <p><i>Overview of recruiting, selection and training processes</i>  <b>Robert Rucăreanu</b>, Head of HR Management Unit &amp; <b>Georgiana Cristina Săbăreanu</b>, 112 Training Coordinator, Special Telecommunications Service (Romania)</p>	<p><b>Industry session</b></p> <p>Focus on solutions available in the market.</p> <p><i>Keeping AED maps accurate and up to date</i>  <b>Francisco Nobre</b>, Public Safety Business Development Executive</p> <p><i>Presentation title to be announced</i>  <b>Holly Blanks</b>, Director of Global Business Development and Marketing, Pulsiam</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	Kosovel Hall	Stih Hall
	<p><i>NG112 - One year on: Experiences, benefits &amp; remaining challenges</i></p> <p><b>Igorce Karafilovski</b>, State Advisor for Information Technology, Crisis Management Centre (North Macedonia)</p>	<p><i>Followed by an open discussion and Q&amp;A with the speakers and the audience</i></p>	
16:05 - 17:00	Networking Cocktail & Visit of the Exhibition		
17:00 - 18:00	<p><b>112 Awards Ceremony - (Linhart Hall)</b></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	Kosovel Hall	Stih Hall
09:00 - 10:00	<p><b>Ensuring seamless emergency communications during 2G/3G shutdown</b></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 <b>Greg Rohde</b>, President, eCopernicus</i></p> <p>Discussion panel with:</p> <ul style="list-style-type: none"> <li>• <b>Ian Pannell</b>, Chief Engineer, GSMA Association (GSMA)</li> <li>• <b>Boštjan Pintar</b> Project Manager, Sintesis and Leader, ETSI Testing Taskforce 10</li> <li>• <b>Freddie McBride</b>, Director - Digital Communications Policy &amp; Regulation, EENA</li> </ul>	<p><b>Ensuring continuity of emergency communications and public warning with satellite applications</b></p> <p>From navigation to search and rescue, satellite solutions have already had a major impact on the work of emergency services. In this session, we will hear how satellite can also be used as a mean to ensure the continuity of communication between emergency services and people, especially when the telecommunication networks are down.</p> <p><i>Introduced and chaired by <b>Manuel Lopez Martinez</b>, Senior Technology Officer, EU Agency for the Space Programme (EUSPA)</i></p> <p><i>Apple's Emergency SOS via satellite</i></p> <p><b>Tony O'Brien</b>, Safety and Location team, Apple</p> <p><i>Alerting the population via satellite - update from the Stellar project</i></p> <p><b>Laurent Arzel</b>, Project Leader, Navigation Downstream Department, Telespazio France &amp; <b>Dr. Amélie Grangeat</b>, Senior Product Manager - Public Warning Systems, F24</p>	<p><b>"Sorry companies, we made our own software"</b></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 <b>Gregor Jänin</b>, Owner, DispoNet</i></p> <p><i>Pros, cons and potential pitfalls when developing your own software</i></p> <p><b>Bernhard Wintersperger</b>, Head of Quality Management for Operations and Training, Austrian Red Cross, Styrian Branch (Austria)</p> <p><i>MDA journey to build a tailor made Command and Control System</i></p> <p><b>Chaim Rafalowski</b>, Disaster Management Coordinator, Magen David Adom (Israel)</p> <p><i>Followed by an open discussion</i></p>	<p><b>Industry session / Data Platforms</b></p> <p>Focus on solutions available in the market</p> <p><i>NG-SOS. Ecosystem for effective two-way communication between caller and PSAP with cross-border functionality</i></p> <p><b>Ing. Filip Maleňák</b>, Managing Director, Záchranka</p> <p><i>Emy: All for emergency services within one solution</i></p> <p><b>Egils Trumpe</b>, Managing Director, Emy</p> <p><i>How to launch your emergency app system in 90 days</i></p> <p><b>Andreas Matthies</b>, Captain, bevuta IT GmbH</p>

# EENA CONFERENCE 2023 - PROGRAMME

## DAY 2: Thursday 20 April

	Gallus Hall	Linhart Hall	Kosovel Hall	Stih Hall
			with the speakers.	
10:05 - 11:05	<p><b>Implementing Real-Time Text in the framework of the European Accessibility Act (EAA)</b>  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 <b>Wolfgang Kampichler</b>, co-chair of the EENA Tech &amp; Ops Committee</i></p> <p><i>Towards accessible Emergency Communications: sharing the views of persons with disabilities</i>  <b>Daniel Casas</b>, Accessibility Policy Officer, European Disability Forum</p> <p><i>Implementing RTT in the Core Network</i>  <b>Thor Nielsen</b>, VP Global sales, nWise</p> <p><i>Challenges for PSAPs in implementing RTT and beyond</i></p>	<p><b>Diversification of Public Warning channels</b>  With the increasing frequency and severity of natural disasters, pandemics, and other emergencies, the need for efficient and effective public warning systems has never been greater. Technological advancements have enabled multiple channels for public warning delivery, but selecting the appropriate channels for a specific country remains a challenge. In this session, we will explore how to use different channels in a coherent manner based in the country's risk exposure, topology, crisis situations, population density, technical and legal limitations... using different practical examples, including the Public Warning System of the Netherlands.</p> <p><i>Chaired by <b>Laurent Arzel</b>, Project Leader, Navigation Downstream Department, Telespazio France</i></p> <p><i>NL-Alert: Yesterday, Today, and Tomorrow</i>  <b>Patrick van der Linden</b>, NL-Alert Service Manager, Police (Netherlands)</p>	<p><b>Should Interactive Voice Response be used to answer emergency communications?</b>  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>Chaired by <b>Gregor Jänin</b>, Owner, DispoNet</i></p> <p><i>Interactive Voice Response (IVR): Does it work for emergency calling?</i>  <b>Jörg Rieder</b>, Head Product Management Communication and Emergency Products, Atos</p> <p><i>The Interactive Voice Response (IVR) Unit for Belgian PSAPs: setup and results</i>  <b>Roger Cornelis</b>, Project Manager NCU112, Federal Ministry for Home Affairs (Belgium)</p>	<p><b>Industry session</b>  Focus on solutions available in the market.</p> <p><i>Unique Huawei storage solution for greater Command &amp; Control efficiency</i>  <b>Małgorzata Pawłowicz</b>, European Region Government Industry Expert, Huawei</p> <p><i>Saving time with new technology</i>  <b>Pia Haddeland</b>, Product Manager, CSAM Public Safety</p> <p><i>Realtime Coverage Analysis and to ensure emergency response times</i>  <b>Daniel Korn</b>, General Director, RescueTrack</p>



# EENA CONFERENCE 2023 - PROGRAMME

## DAY 2: Thursday 20 April

Gallus Hall	Linhart Hall	Kosovel Hall	Stih Hall
<p><b>Michael Kelly</b>, Head of Operations - Emergency Calls Answering Service, BT Ireland</p>	<p><i>Customizing Public Warning Systems for Maximum Effectiveness: A Country-Specific Approach</i></p> <p><b>Vincent Geffray</b>, Head of Global Product Marketing, Everbridge</p> <p><i>Common Alerting Protocol : A Best practice to promote</i></p> <p><b>Amélie Grangeat</b>, Expert, International Telecommunications Union</p>	<p><i>IVR as a solution in case of emergency service overloading and non-critical emergencies</i></p> <p><b>Daniel Rata</b>, Technical Department Coordinator and <b>Liana-Emilia Muşat</b>, 112 Development Policies Office coordinator, Special Telecommunications Service (Romania)</p> <p><i>Followed by an open discussion with the speakers</i></p>	
11:05 - 11:30 Coffee break & visit of the exhibition			
<p>11:30 - 12:30</p> <p><b>An international perspective on next generation implementation and operation</b></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><b>Exchange of data between emergency services organisations</b></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 <b>Kaili Tamm</b>, Board Member, EENA</i></p> <p><i>Early activation: experimentation and results in Piedmont Region's</i></p>	<p><b>Involving citizens in disaster management</b></p> <p>The Horizon 2020 funding mechanism has fostered the development and utilization 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>Chaired by <b>Jan Woerlein</b>, Postdoctoral researcher, Ecole Normale Supérieure</i></p>	<p><b>Industry session</b></p> <p>Focus on solutions available in the market.</p> <p><i>From Reactive to Proactive Emergency Response with Real-time Situational Insights</i></p> <p><b>Kirsty Grant</b>, Marketing Director Public Safety, Everbridge</p> <p><i>AI creating the next generation connected control room</i></p> <p><b>Jenn Parry</b>, Technology Evangelist, AI Services, Motorola Solutions</p> <p><i>Presentation to be announced</i></p> <p><b>Marcio Oliveira</b>, Intrado</p>

# EENA CONFERENCE 2023 - PROGRAMME

## DAY 2: Thursday 20 April

Gallus Hall	Linhart Hall	Kosovel Hall	Stih Hall
<p>Chaired by <b>Michael Pröstler</b>, CEO, GridGears &amp; Vice-Chair, Tech &amp; Ops Committee, EENA</p> <p><i>Ensuring Secure, Interoperable Communications with the NG9-1-1 PSAP Credentialing Agency and Forest Guide</i></p> <p><b>Brooks T. Shannon</b>, Interoperability Program Manager, NENA 9-1-1</p> <p><i>Operating a Next Generation Emergency Services Network (ESInet)</i></p> <p><b>John Snapp</b>, Vice-President of Technology, Intrado Life and Safety Inc.</p>	<p>NUE 1.1.2</p> <p><b>Walter Ocelli</b>, Regional Director, &amp; <b>Giacchino Santocono Russo</b>, 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><b>Toufic Saad</b>, Head of ICT for emergency response center, 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><b>Liana-Emilia Muşat</b>, 112 Development Policies Office coordinator, Special Telecommunications Service, (Romania)</p>	<p><i>LastQuake: The role of citizens in rapid earthquake impact assessment</i></p> <p><b>Remy Bossu</b>, Secretary General at European-Mediterranean Seismological Centre, presenting on behalf of the CORE project</p> <p><i>PEMEA App for citizens and volunteers for multi-case incident scenarios</i></p> <p><b>Jorge Forcada</b>, Product Manager, Flandrin IT (Chapsvision)- Presentation on behalf of the NIGHTINGALE project.</p> <p><i>Enhancing the disaster preparedness of children through digital education</i></p> <p><b>Francesco Graziani</b>, Programme Manager, Save the Children- presenting on behalf of the LINKS project</p> <p><i>A citizen perspective of communication in a crisis</i></p> <p><b>David Wales</b>, Crisis communication policy, Presenting on behalf of the ENGAGE project</p>	
12:30 - 14:00	Lunch break & visit of the exhibition		



# 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)

Third Party Service Providers (TPSPs) offer 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.

*Chaired by* **Luca Bergonzi**, Co-Chair, EENA Ops and Tech Committee

*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)

### 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?

*Chaired by* **Demetrios Pyrros**, President, EENA

*Don't be afraid of electricity*  
**Andre Baumann**, Deputy Chief, EMS Organisation and Planning Division (acting), Berlin Fire Department (Germany)

*Experiences with electric emergency vehicles in the Norwegian ambulance service*

**Sven Bruun**, Senior Advisor, Department of preparedness & emergency medical services, Directorate of Health (Norway)

*Training Public Safety to dealing*

### Research Corner In partnership with ISCRAM

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.

*Chaired by* **Rob Grace**, Vice President, & **Olivier Galichet**, Board Member, Information Systems for Crisis Response and Management (ISCRAM) Association

*NO FEAR lessons observed – we need to bring health care and crisis management closer!*

**Chaim Rafalowski**, Disaster Management Coordinator, Magen David Adom, Israel

*Collaborative Information Seeking during a 911 Call Surge: A Case Study*

**Rob Grace**, Vice President, Information Systems for Crisis Response and Management (ISCRAM) Association

*The age as a surprising factor when people receive CB alert notifications*

**Johnny Douvinet**, PhD, Professor, Avignon University (France)

*Development and operation of early warning systems for weather related hazards at regional and local level in Greece*

**Vassiliki Kotroni**, Research Director, Institute of Environmental

### Industry session

Focus on solutions available in the market

*Mitigating Disasters: Public Warning and Event Management*

**Ronen Daniel**, Head of Warning Solutions, Utimaco

*Video communication with PSAPs: an overview and vision for the future*

**Reinard van Loo (MSc)**, Senior Advisor / Public Safety Solution Consultant, Frequentis

*Situational awareness for a 360° emergency response*

**Charlotte Thomas**, Cloud Offering Director & **Arnaud Westphal**, Vice-President Sales Europe, Intersec

# EENA CONFERENCE 2023 - PROGRAMME

## DAY 2: Thursday 20 April

	Gallus Hall	Linhart Hall	Kosovel Hall	Stih Hall
	<p><i>Lessons learnt and recommendations from an eCall TPS provider</i></p> <p><b>Dr. Ana Tyssen</b>, Global Product and Partner Management, Bosch Service Solutions</p>	<p><i>with Electric Vehicles</i></p> <p><b>Jim Lanier</b>, Public Safety Outreach, OnStar</p>	<p>Research, National Observatory of Athens (Greece)</p>	
15:05 - 16:05	<p><b>NextGeneration eCall</b> 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 <b>Cristina Lumbreras</b>, Technical Director, EENA</i></p> <p><i>NG112 impact on eCall and TPS eCall</i></p> <p><b>Luca Bergonzi</b>, Sales Executive, Beta80</p> <p><i>NG eCall - re-thinking the emergency communications, while maximising the societal value</i></p> <p><b>Oltion Xhezo</b>, Senior Policy Manager, Vodafone Group Senior Policy Manager</p> <p><i>ETSI NG eCall Plugtests</i></p> <p><b>Boštjan Pintar</b>, Project Manager, Sintesio &amp; Leader, ETSI Testing Taskforce 17</p>	<p><b>Additional data in emergency communications management</b> New information and communication technologies make it possible for PSAPs to receive not only the emergency communication but also additional data, which enable call-takers to better determine the nature of the emergency. In this session, speakers will explain how to receive and handle such data and how to transfer it to other emergency services organisations.</p> <p><i>Chaired by <b>Mladen Vratonjic</b>, Vice-President, EENA &amp; Board Chair and Director, The Critical Communications Association (TCCA)</i></p> <p><i>Big Open Data in PSAPs</i></p> <p><b>Daniel Korn</b>, General Director, RescueTrack</p> <p><i>Data Planning for Control Rooms</i></p> <p><b>Andrew Campbell Watson</b>,</p>	<p><b>Emergency communications handling around the World (part 1)</b> 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 <b>Henning Schmidtpott</b>, Dispatcher and System Administrator, Integrated Control Centre of Freiburg (Germany)</i></p> <p><i>Essential Services Buildings: Guaranteeing our citizens the provision of essential services</i></p> <p><b>Francisco Echeverria</b>, Technical coordinator of the development office of essential services buildings, Government of the Canary Islands (Spain)</p> <p><i>Emergency calls handling in</i></p>	<p><b>Masterclass - Artificial Intelligence and Chatbots: what are they and what should we consider when using them in critical services?</b> Chat-GPT, OpenAI, GPT-4, AI, Chatbots: every day, we hear about new developments in the field. In this masterclass, Thomas Gouritin will help the audience better understand what lies behind these words and behind concepts like machine-learning, deep-learning and generative AI. Thomas will also present the concerns around these developments, how to run a chatbot development programme in a critical environment, what to expect and what not to expect in such projects.</p> <p><b>Thomas Gouritin</b>, Artificial Intelligence Expert and Co-Founder, ASISPO</p>



# EENA CONFERENCE 2023 - PROGRAMME

## DAY 2: Thursday 20 April

Gallus Hall	Linhart Hall	Kosovel Hall	Stih Hall	
	<p>Global Government Industry Expert, Huawei</p> <p><i>Understanding California's Public Safety Data Integration Project</i> <b>Budge Currier</b>, Assistant Director, Public Safety Communications, Governor's Office of Emergency Services, State of California (United States) &amp; <b>Todd Pielt</b>, Vice-President, Rave Mobile Safety, A Motorola Solutions Company</p>	<p><i>Thailand: state of the art, ongoing projects and plans for the future</i> <b>Dr. Kriangsak Pintatham</b>, Chiangrai Prachanukroh Hospital, Ministry of Public Health (Thailand)</p> <p><i>Smart rescue and emergency calls handling in Hong Kong</i> <b>Mohammed Swalikh</b>, Head of Digital Policing Services Bureau, 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><b>Providing more data to first responders - the new era of Mission Critical Communications</b> As for emergency communications, mission critical communications are also benefiting from the digital transformation. While communication with first responders mostly relied on voice communication, it is now also possible to provide additional data and video feed. In this session, we will discuss the benefits of broadband technologies and the way forward.</p> <p><i>Chaired and introduced by <b>Mladen Vratonjic</b>, Board Chair and Director, The Critical Communications Association</i></p>	<p><b>Successes of PSAP communications</b> 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 <b>Iratxe Gomez</b>, EENA Tech &amp; Ops Committee Vice-Chair</i></p> <p><i>Addressing false 112 calls through active communications</i> <b>Staffan Ekengren</b>, Director of Communications, SOS Alarm (Sweden)</p>	<p><b>Emergency communications handling around the World (part 2)</b> 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 <b>Stephen Hines</b>, Clinical Tutor, London Ambulance Service NHS Trust (United Kingdom)</i></p> <p><i>Emergency calls handling in South Africa: state of the art, ongoing projects and plans for the future</i> <b>Shakira Cassim</b>, General</p>	<p><b>Guidance to Member States &amp; Industry Stakeholders on the scope of Delegated Regulation (EU) 2023/444</b> On 5 March 2023, Delegated Regulation (EU) 2023/444 entered into force. This regulation supplements the requirements of Article 109 of the EEC with regard to the establishment and provision of caller location information, equivalent access to emergency services, through emergency communications for end-users with disabilities and the routing of emergency communications to the most appropriate PSAP. The regulation also imposes reporting</p>

# EENA CONFERENCE 2023 - PROGRAMME

## DAY 2: Thursday 20 April

Gallus Hall	Linhart Hall	Kosovel Hall	Stih Hall
<p>(TCCA)</p> <p><i>Information centric broadband future - prepare yourself</i></p> <p><b>Tero Pesonen</b>, Vice-Chair, The Critical Communications Association (TCCA)</p> <p><i>Towards Pan-European Mission-Critical Broadband Communication</i></p> <p><b>Wolfgang Kampichler</b>, Principal Scientist, Frequentis</p> <p><i>Followed by an open discussion with the speakers</i></p>	<p><i>Challenges and opportunities in promoting the emergency service: tips to raise awareness of responsible calling</i></p> <p><b>Cătălin Nunu</b>, Communication Expert, 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><b>Boštjan Tavčar</b>, Head of 112 Centre, Administration of Civil Protection and Disaster Relief (Slovenia)</p>	<p>Manager, Contact Centre, ER24 (South Africa)</p> <p><i>Interconnecting 10 PSAPs into a single virtual emergency centre</i></p> <p><b>Roger Cornelis</b>, Project Manager NCU112, Federal Ministry for Home Affairs (Belgium)</p>	<p>deadlines for various matters related to location, equivalent access and PSA upgrades.</p> <p>In this session the European Commission will explain the objectives of the regulation and provide guidance that will help the Member States' competent authorities to implement its requirements. This session provides an excellent opportunity to put any questions you have on the delegated regulation to the Commission.</p> <p><b>Gyula Bara</b>, Team leader – emergency communications, European Commission, DG Communications Networks, Content and Technology Unit B1</p>

19:00 - 22:00

### Social event

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.



# 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.

*Chaired by **Emily Hough**, Editor Emeritus, Crisis Response Journal & EENA Board Member*

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

09:40 - 10:20

#### **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.

*Chaired by **Emily Hough**, Editor Emeritus, Crisis Response Journal & EENA Board Member*

**Dr. Michelle Lilly**, Associate Professor of Clinical Psychology, Northern Illinois University (United States)

10:20 - 10:50

Coffee break

10:50 - 11:20

#### **The UN Early Warnings for All Action Plan**

In 2022, the UN Secretary General announced an ambitious plan "to ensure that every person on Earth is protected by early warning systems within five years". Such systems should integrate ways to better predict natural hazards and their evolutions, develop preparedness and response capabilities but also alert the population of developing dangers. In this talk, a representative from the International Telecommunications Union (ITU), the United Nations agency in charge of digital technology, will explain the UN initiative, highlight the ITU's role as lead on the "warning dissemination and communication" component of the action plan, and point to opportunities of using digital technologies for reaching those at risk.

*Chaired by **Mladen Vratonjic**, Vice-President, EENA & Board Chair and Director, The Critical Communications Association (TCCA)*

**Vanessa Gray**, Head, Environment and Emergency Telecommunications Division, Telecommunications Development Bureau (BDT), International Telecommunications Union

# EENA CONFERENCE 2023 - PROGRAMME

## DAY 3: Friday 21 April

### Gallus Hall

11:20 - 12:00

#### 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.

*Chaired by **Mick Fox**, Telecoms Network Expert & Service Architect, Commission for Communications Regulation, Ireland*

Panellists:

- **Budge Currier**, 9-1-1 Emergency Communications Branch Manager, Governor's Office of Emergency Services, California, & incoming President of the National Association of State 911 Administrators (NASNA), United States
- **Darryl Keen**, British APCO & UK 999 Liaison Committee Member
- **Sorin Vasilca**, Deputy Director, Special Telecommunications Service (STS), Romania
- **Trey Forgety**, Emergency Systems Strategist, Apple

12:00 - 12:20

#### 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

12:20 - 12:30

#### Conclusion

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# We are waiting for you!

eena

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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