



## CONFERENCE PROGRAMME

24 - 26 APRIL 2024  
VALENCIA, SPAIN

# WELCOME TO eena

EUROPEAN EMERGENCY NUMBER ASSOCIATION

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 1700+ emergency services representatives from over 80 countries worldwide, 100+ solution providers and 100+ researchers. 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 : Improve people's safety and security!**

For more info: [eenaconference.org](https://eenaconference.org)

# The Conference

## Event Overview

From 24-26 April 2024, professionals from across the public safety field meet at the EENA Conference & Exhibition in Valencia for 3 jam-packed days of inspiring sessions, insightful presentations and innovative exhibitions.

With over 800 participants expected in 2024, 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.

## The venue

The Palacio de Congresos is located near the centre of Valencia, at within walking distance from the EENA recommended hotels and with excellent connections to the centre and airport.

 Av. de les Corts Valencianes, 60 - 46015 Valencia

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



**100+**  
speakers



**35+**  
exhibitors



**800+**  
participants



**50+**  
countries

## Who should attend?

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

# 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.**

For more info: [eenaconference.org](https://eenaconference.org)

## EENA Event Office Contacts

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## Testimonials

What is said?

“The EENA team is great, professional, very well organised. Each year the event just keeps getting better and better. I know it's hard work, but it was at the next level. My appreciation for the event organisers as everything was spot on. Thank you for driving us forward.”

“The EENA conference is a great opportunity to get in touch with knowledgeable people from emergency services and private companies. I've won a lot of valuable insights.”

“Always well organised, so nice to catch up with old friends and meet new people. Always a pleasure to attend the conference and learn many things on the emergency world issues and advances.”

## 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

## Exhibitors

## Diamond Sponsor

10 -

## Platinum Sponsors

11-

## 19 - Omda Emergency AB

25 -

## Gold & Silver Sponsors

1-

2-

3-

4-

5-

6-

7-

8-

12-

## 13- Rescuetrack

## 14- Eviden

## 15- Everbridge

## 16- Motorola Solutions

## 17- Priority Dispatch

## 18-Opencode Systems

20- SS8

## 21- Esri

22-

## 23- Intersec

24-

26-

27- Beta80

## 28- Frequentis

29-

### 30- Hexagon

31-

## Others

## 9- Start up : Augmented Hearing





# EENA CONFERENCE 2024 - DRAFT PROGRAMME

## Wednesday - 24 April



### Opening Session

### Late Breakfast powered by SPONSOR & Visit of the Exhibition

Industry  
session

Artificial  
intelligence  
1/4

Staff  
retention in  
PSAPs

NG112 func-  
tionalities and  
implementa-  
tion

Industry  
session

### Lunch & Visit of the exhibition

Industry  
session

Artificial  
intelligence  
2/4

Next  
Generation  
eCall

Multi-agency  
coordination

Industry  
session

Artificial  
intelligence  
3/4

Call-takers  
perception in  
the migration  
to newer  
technologies

Accessibility  
of 112

Industry  
session

### Coffee break & Visit of the exhibition

Industry  
session

Artificial  
intelligence  
4/4

What makes  
an efficient  
public warning  
message?

Responses to  
Challenges  
in Latin  
American  
PSAPs

Industry  
session

### Social Event (powered by sponsor)

## Thursday - 25 April



Transmitting  
medical data  
from the phone to  
PSAPs

Unleashing  
the power of  
NG112 for  
critical com-  
munications

PSAPs as  
critical  
infrastructure

Industry  
session

112:  
Enhancing  
emergency  
response

Denmark's  
success  
in OHCA  
survival

Use of drones  
by emergency  
services

Industry  
session

### Topic-based networking Coffee break & Visit of the exhibition

Defining your  
Next Gen  
project

Training of  
call-takers

EU Projects  
Funding

Industry  
session

### Lunch & Visit of the exhibition

Use location  
data to  
enhance  
situational  
awareness

Conveyance  
of emergency  
communi-  
cations via  
TPSPs

PSAPs  
around the  
World

Research  
Corner

NG112 In-  
teroperability  
& Testing

Women in  
emergency  
services

Public Warn-  
ing Systems  
Implementa-  
tions

Industry  
session

### Coffee break & Visit of the exhibition

Native Real  
time text in  
the world

Developments  
in caller loca-  
tion technol-  
ogies

### EENA Social Event

## Friday - 26 April



Protecting the Protectors: Safeguarding the Emotional and Psychological Well-being of Emergency Call Takers

Implementing and going beyond Delegated Regulation 2023/444

### Coffee break & Visit of the exhibition

Discussion panel - A mobile network perspective on the future of emergency communications

U.S. Department of Homeland Security's Cybersecurity & Infrastructure Security Agency: Perspectives on Emergency Communications Cybersecurity

Thoughtful design and testing of devices capable of initiating emergency communications automatically

### Conference closing

### Lunch & Visit of the exhibition

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



EUROPEAN EMERGENCY NUMBER ASSOCIATION

\* Track in English, captions in Spanish

\* Track in Spanish, captions in English

# DAY 1 - Wednesday, 24 April

Auditorium 1



Auditorium 2



Auditorium 3



Multipurpose room



09:00

Opening Session

10:00

Late Breakfast powered by SPONSOR  
& Visit of the Exhibition

Industry session

11:30

## Artificial intelligence 1/4

Today's track 1 will be entirely dedicated to the AI revolution and what it can offer to PSAPs. Join this session to hear about the use of chatbots, speech-to-text, language detection and translation, and how AI can help Quality Assurance, triage, staffing and support mental health. We will also take the time to hear more about what AI is, and how it is regulated at EU level. You will also hear about EENA's Special Project on AI.

## Staff retention in PSAPs

The Great Resignation, low staffing, how to deal with Gen Z, and shifts unadapted to family and personal life. These are very hot topics across the world right now, with PSAPs facing increased pressure with more and more limited resources. In this session you will hear from PSAPs that have succeeded in keeping their staff and how they are doing it.

## NG112 functionalities and implementation

The time for migrating to NG112 has come. In this session we will speak about IP-based multimedia communications, enhanced routing capabilities and other functionalities enabled by NG112 and how to implement them.

Industry session

12:30

Lunch & Visit of the exhibition

Industry session

13:45

## Artificial intelligence 2/4

continued

## Next Generation eCall

The Commission is expected to release an updated regulation on Next Generation eCall by the end of 2023. Join this session to hear about this regulation and what it entails for public authorities and providers in the eCall chain.

## Multi-agency coordination

Good cooperation between emergency services organisations is crucial for an effective response to an emergency. In this session, we will learn how different agencies work together and coordinate their actions.

Industry session

14:45

## DAY 1 - Wednesday, 24 April

Auditorium 1



Auditorium 2



Auditorium 3



Multipurpose room



15:00

### Artificial intelligence 3/4

continued

### Call-takers perception in the migration to newer technologies

Yes, surely there's a need to update our technologies. But what does this process mean for call-takers? How are their voices considered during change? How are they feeling when they have to deal with these migrations? Join this session to hear honest reports and feedback from call-takers who have gone through technical migrations in the last years.

### Accessibility of 112: where are we and where are we going?

Equivalent access to 112 for all is progressing but there are still some challenges to be faced. In this session we will speak about the current situation and its near future evolution.

Industry session

15:45

Coffee Break & Visit of the exhibition

Industry session

16:30

### Artificial intelligence 4/4

continued

### What makes an efficient public warning message?

Implementing a public warning technology is easy compared to the definition of a strategy and understanding how the population will receive the alert. In this session, researchers will discuss the reception and the perception of the alert by the recipients and provide key recommendations on how to write and send a public warning message.

### Responses to Challenges in Latin American PSAPs

As in other parts of the World, PSAPs in Latin America are dealing with numerous challenges. In this session, we will hear about these and the measures that have been taken to respond to these.

Industry session

17:30

Social Event (powered by sponsor)

## DAY 2 - Thursday, 25 April

### Auditorium 1



### Auditorium 2



### Auditorium 3



### Multipurpose room



09:00

#### Transmitting medical data from the phone to PSAPs

In this session you will hear from Apple and Google representatives on what they are doing, in North-America or in Europe, to have medical data automatically sent from devices to PSAPs with the user's agreement. You will also hear how medical data can be shared with and used by PSAPs in a self-sovereign identity framework as tested in a recent EU funded research project.

#### Unleashing the power of NG112 for critical communications

The transition to next generation emergency communications (NG112) will introduce a rich suite of multimedia capabilities. This enhanced functionality will empower emergency responders to gather critical information rapidly, make informed decisions promptly, and coordinate effectively during crisis situations. In this session, we will explore the enhancements and benefits NG112 will bring to critical communications.

#### PSAPs as critical infrastructure

PSAPs are considered critical infrastructure in Spain, which means that they need to fulfil requirements on key aspects such as security. In this session, we will hear about how Spanish organisations are facing this challenge.

**Industry session**

10:00

10:05

#### 112: Enhancing emergency response through a single emergency number

Join this session to explore the experiences of countries in Europe and beyond as they share insights into the implementation of 112 as a single emergency number, enabling citizens to reach all emergency services. Gain valuable perspectives on the advantages and challenges of consolidating emergency numbers.

#### Best practice: Denmark's success in out-of-hospital cardiac arrest (OHCA) survival

Every year, over 300,000 people suffer from out-of-hospital cardiac arrest (OHCA) in Europe. Only 8-10% survive. Join this session to hear from Danish representatives and what they are - successfully - doing to increase chances of survival.

#### Use of drones by emergency services

Assessing quickly the emergency situation, transporting more tools or medical devices, searching missing people... There are many use cases where drones can considerably help emergency services. In this session, emergency services will present how they use this technology, from the control rooms to the field.

**Industry session**

10:50

Topic-based networking  
Coffee break & Visit of the exhibition

11:45

#### Defining your Next Gen project & Managing Contracts

A successful project is based on writing a good Request For Proposal (RFP), selecting the best vendor, and managing a well-written contract. During this interactive discussion you will learn the key parts of a good RFP, key steps to selecting a vendor, and collaborative ways to manage a contract.

#### Training of call-takers

Join us in this session to explore crucial aspects of training for emergency call-takers and dispatchers, discover how investing in robust training programmes is key.

#### EU Projects Funding

In this session, a European Commission representative will be presenting EU funding opportunities and guidance applicable to 112 PSAPs but also to emergency services, private companies and researchers.

**Industry session**



## DAY 2 - Thursday, 25 April

Auditorium 1



Auditorium 2



Auditorium 3



Multipurpose room



12:30

Lunch & Visit of the exhibition

13:45

### How can we use location data to enhance situational awareness?

Location data is a crucial information linked to handling a crisis. In the past years, technologies have been introduced to improve the accuracy of the location information obtained by emergency services. In this session, we will also see how location data obtained through different techniques can also help getting more situational awareness about the emergency.

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

In 2023, EENA embarked on a groundbreaking initiative to explore the evolving role of third-party service providers (TPSPs) in the emergency communications supply chain. In this session, the key findings of the project will be presented followed by a thought-provoking discussion on those findings by a panel of esteemed participants representing both PSAPs and TPSPs.

### PSAPs around the World

Join this session to hear from 2-3 presentations by countries in South-America, how they run their emergency calling systems and their current and future projects.

Research corner

14:45

15:00

### NG112 Interoperability & Testing

Cross-border interoperability and continuity are becoming essential features of emergency communications. This requires compatibility between devices and networks, interoperability between emergency communications networks and cooperation on operating processes and procedures between emergency response organisations. This session will cover next generation interoperability and testing, steps already taken and plans for the future.

### Women in emergency services

There is strength in a diverse and well-represented workforce: yet women are typically underrepresented in emergency services across the world. In this session, we will hear from women working in various 112 positions across Europe, who will share their own experiences on staff retention, recruitment, and the barriers facing women in emergency services.

### Public Warning Systems Implementations

In this session, speakers will present the implementation of public warning systems in their countries and discuss the technology which was deployed, how this is being used and by which actors.

Industry session

15:45

Coffee Break & visit of the exhibition

Auditorium 1



Auditorium 2



Auditorium 3



Multipurpose room



16:30

## Native Real-Time Text (RTT): lessons learnt from the first end-to-end Native RTT to PSAP deployment in the world

The European Accessibility Act demands that Member States deploy Real-Time Text (RTT) by 2025. Join this session to hear from the first PSAP organisation in the US (and probably in the world!) that has received native-RTT from mainstream end-users' devices, over SIP and with the active collaboration of Mobile Network Operators (MNOs).

## Harnessing the potential of Developments in caller location technologies

In the critical world of emergency response, accurate and timely caller location information is paramount to ensuring swift and effective assistance. Join this session to hear about the latest advancements in caller location technologies.

17:30

19:00

EENA Social Event

Hour to be confirmed

Information coming soon



EUROPEAN EMERGENCY NUMBER ASSOCIATION



09:00

### Protecting the Protectors: Safeguarding the Emotional and Psychological Well-being of Emergency Call Takers

Emergency call takers serve as the frontline heroes of public safety, providing a vital lifeline to those in distress. However, the nature of their work, which often involves exposure to traumatic events and emotional turmoil, can take a significant toll on their emotional and psychological well-being. This conference session aims to shed light on the unique challenges faced by emergency call takers and explore strategies for promoting their mental health and resilience.

09:45

### Implementing and going beyond Delegated Regulation 2023/444

The delegated regulation 2023/444 entered into force in early 2023 to supplement the European Electronic Communications Code with additional measures on caller location, accessibility for people with disabilities and the transition to packet-switched technologies. In this session, panellists will exchange on their implementations of the provisions but also show how it is possible to go beyond the legislation mandate and deploy additional technologies.

10:30

Coffee break & Visit of the exhibition

11:00

### Discussion panel - A mobile network perspective on the future of emergency communications

Mobile network operators (MNOs) play a critical role in enabling emergency communications. With the transition to IMS-based networks ongoing, the introduction of VoLTE emergency calling and the need to support services mandated by regulation such as real time text, total conversation and next generation eCall, MNOs are poised to play an even more important role in the future of emergency communications. In this session, a panel of experts representing the mobile network industry will share their insights and perspectives on the future of emergency communications.

11:40

### U.S. Department of Homeland Security's Cybersecurity & Infrastructure Security Agency: Perspectives on Emergency Communications Cybersecurity

In this session you will hear from the Cybersecurity & Infrastructure Security Agency (CISA), the United States' cyber and critical infrastructure agency. CISA helps ensure the public safety, national security, and emergency preparedness communities can seamlessly and securely communicate during steady state and emergency operations to keep America safe, secure, and resilient. The work of CISA should help reflect on your own cybersecurity practices and have a better understanding of the work needed to protect emergency services communications.

12:05

### Thoughtful design and testing of devices capable of initiating emergency communications automatically

In 2023, PSAPs around the world were inundated with false emergency calls. This was due to a design issue with a feature on some handsets to automatically initiate an emergency call. The resource impact on PSAPs was significant. In this session, a recap of the false calls issue will be provided. A panel discussion will follow that will explore the critical considerations for designing and regulating devices capable of initiating emergency communications automatically. The discussion will focus on the importance of user-centered design and robust testing frameworks.

12:45

Conference closing

13:00

Lunch & Visit of the exhibition

# We are waiting for you

join us!

“

It was an incredible experience for me to meet such a large community of wonderful people devoted to the noble goals of helping as many people in emergency situations as possible. I want to thank all the organizers, sponsors, moderators, participants, and the whole team, who did everything to make everything go perfectly! I was very impressed by the presentations of the representatives from Israel, Turkey, Romania, Finland, Germany, Italy, Estonia, Sweden, USA, and other countries, who came with useful and interesting information, which aroused increased interest in the room. I hope to have the opportunity to participate in such events again!

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