



## 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.**

## EENA Event Office Contacts

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

# 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

## Top Sponsors

19 - Omda Emergency AB  
 Skyview Terrace - Intrado  
 Social Event Sponsor - RapidSOS

## Gold & Silver Sponsors

5- Huawei  
 6- TCCA  
 7-  
 8- Bliksund  
 12- Hytera  
 13- Rescuetrack

14- Eviden  
 15- Everbridge  
 16- Motorola Solutions  
 17- Priority Dispatch  
 18- Opencode Systems  
 20- SS8  
 21- Esri  
 22- Pulsiam  
 23- Intersec  
 24- Sorenson  
 26- Cestel  
 27-

28- Frequentis  
 29- Enghouse Networks  
 30- Hexagon  
 31- Telefonica  
 32- NGA  
 33- Beta80  
 34- Nuuk Technologies  
 35- LiveReader  
 36- Logis Solutions  
 37- Carbyne

## Start-up & EU funded projects

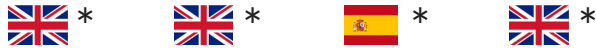
9- Augmented Hearing  
 9- AWARE project  
 9- Everdrone





# EENA CONFERENCE 2024 - PROGRAMME

## Wednesday - 24 April



**112 in Ukraine:  
Maintaining an Emergency Response  
during War Time**

**Coffee break  
& Visit of the Exhibition**

Research  
Corner

Artificial  
intelligence  
1/4

Staff  
retention in  
PSAPs

Accessibility  
of 112

Industry  
session

**Lunch & Visit of the exhibition**

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

Commu-  
nication in  
large-scale  
emergencies

Industry  
session /  
Cloud based  
solutions

**Coffee break &  
Visit of the exhibition**

Artificial  
intelligence  
4/4

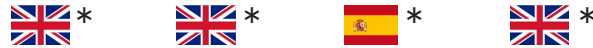
What makes  
an efficient  
public warning  
message?

PSAPs as  
critical  
infrastructure

Industry  
session /  
Real-time Text  
solutions

**Walking tour of Valencia**

## Thursday - 25 April



Transmitting  
medical data  
from the  
phone to  
PSAPs

NG112 &  
MCX: A Con-  
vergence of  
Innovation for  
Public Safety

Responses to  
Challenges  
in Latin  
American  
PSAPs

Industry  
session

Italy's Unified  
Approach to  
Emergency  
Response

Denmark's  
success  
in OHCA  
survival

Use of drones  
by emergency  
services

Industry  
session /  
AI based  
solutions

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

Defining your  
Next Gen  
project

Training of  
call-takers

Funding  
Opportunities  
in Security  
Research

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

Industry  
session

NG112 In-  
teroperability  
& Testing

Women in  
emergency  
services

Public Warn-  
ing Systems  
Implementa-  
tions

Industry  
session /  
Innovations  
in Crisis  
Management

**Coffee break & Visit of the exhibition**

Native Real  
time text in  
the world

Developments  
in caller loca-  
tion technol-  
ogies

**EENA Social Event sponsored by RapidSOS**

## 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

## Conference Opening Demetrios Pyrros - President, EENA

09:10

### 112 in Ukraine: Maintaining an Emergency Response during War Time

In this keynote presentation, Ukrainian emergency service representatives will present their efforts to maintain and even improve emergency response in the face of Russia's invasion. From establishing remote working for call-takers to the preservation of their technical infrastructure and the launch of new 112 centres, join us for a demonstration of exceptional resilience.

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

Speakers: **Leonid Tymchenko** - CDTO (deputy Minister) of the Ministry of Internal Affairs of Ukraine  
**Igor Sukaylo** - Technical leader of the 112-Ukraine project

09:40

### Presentation of EENA2024's agenda Demetrios Pyrros - President, EENA Mladen Vratonjic - Vice President, EENA

10:00

Visit of the Exhibition & Coffee break

10:45 - 11:15  
Research Corner

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.

Chaired by **Liana-Emilia Musat** - 112 Development Policies Office coordinator, Special Telecommunications Service, Romania

What AI can bring to PSAPs & EENA's AI Special Project - **Alexis Gizikis** - Project Manager, EENA

Main provisions of the EU Artificial Intelligence Act - **Benoit Vivier** - Public Affairs Director, EENA

#### Staff retention in PSAPs

The Great Resignation, low staffing, 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.

Chaired by **Cindy Sparrow** - CEO & Founder, Cindy Sparrow International

Staff retention in 112 Brussels PSAP - **Spencer Smolders** - Brussels Fire and Rescue Department, Belgium

The Possibilities of Staff Retention through Remote Work and other Initiatives - **Sophia Gebath-Wicho** - Lower Austria Emergency Command and Control Center, Austria

#### 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.

Chaired by **Carlos Rosa** - Head ICT Unit, 112 Canary Islands, Spain

Accessibility of 112: European legislation requirements and end-user perspective - **Daniel Casas** - Accessibility Policy Officer, European Disability Forum

All about Real-Time-Text (RTT) - **Luca Bergonzi** - Sales Executive - International Business Development, Beta80

Harmonized Standard for Emergency Communications: Accessibility, Interoperability, and PSAP - **Cristina Lumbreras** - Chair, ETSI Technical Committee on Emergency Communications

#### Industry session

Focus on solutions available in the market.

Control Room Applications as a Service  
**Bernat Elias** - LXaaS Business Manager, Frequentis

Public Safety and Benefits of High Accuracy Location - **Stuart Walsh** - Field Product Director, SS8

Unlocking Public Safety's Future - The Dynamic Symphony of Physical Security and Public Safety Integration - **Adlan Hussain** - Solutions Marketing Manager, Public Safety, Everbridge

12:30

13:45

Lunch & Visit of the exhibition

## Auditorium 1



## Auditorium 2



## Auditorium 3



## Multipurpose room



13:45

### Artificial intelligence 2/4 continued

Chaired by Monica Million, Owner, Million Consulting Services - added

Delivering 24/7 Public Warning alerts with Chatbot technology - the future is here now!  
**Menno Bot** - Solutions Architect, Public Warning and **Solange van der Kolff** - Software Engineer, Everbridge

CAD Automation - **Anders Sandell** - CTO, OMDA Emergency

5 ways AI is revolutionizing emergency response. - **Alex Dizengof** - Founder and CTO, Carbyne

### Next Generation eCall

The Commission has released an updated regulation on Next Generation eCall in early 2024. Join this session to hear about this regulation and what it entails for public authorities and providers in the eCall chain.

Chaired by **Ciaran Moynihan** - EENA Technical and Operations Committee vice-chair

eCall standards  
**Matthias Moerbe** - CEN TC 278/WG 15 Convenor

Implementation of NG eCall  
**Erica in't Veld** - 112 Advisor, Netherlands Police

### 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.

Valencia IP network  
**Miguel Mollá** - Responsible of Technologies, 112 Valencia, Spain

Multisectoral Collaboration: The 9-1-1 Emergency System in Costa Rica  
**Ingrid Priscila Solano Camacho** - Quality of Service Monitoring Process Officer, 9-1-1 Costa Rica

Multi-agency integration - Madrid 112  
**Magaceda López** - Head of Information Technology, Security and Emergency Agency, Madrid 112, Spain

### Industry session

Focus on solutions available in the market

Top 8 Global Trends in Public Safety  
**Nick Chorley** - Director EMEA Public Safety & Security, Hexagon

Huawei Solution for PSAPs Ransomware Protection  
**Małgorzata Pawłowicz** - Government Industry Expert, Huawei

Presentation title to be announced  
**Joe Crocker**, Technical Product Manager, Motorola

14:45

15:00

### Artificial intelligence 3/4 continued

Chaired by Ross Venhuizen, Vice-Chair, EENA Tech & Ops Committee (confirmed)

Deep Learning model to predict the severity in health emergencies during the 112 call - **Antonio Félix de Castro** - Physician and Biomedical Engineer, Valencian Regional Government & **Pablo Ferri** - Senior Researcher, PhD in Technologies for Health and Wellbeing, Polytechnic University of Valencia

Gladia - The cutting-edge Speech-To-Text and audio intelligence solution - **Jean-Louis Queguiner**, CEO & **Constant Dacbert**, Head of Sales, Gladia

### 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.

Panel discussion moderated by **Alfonso Zamorro** - Vice-Chair, Tech & Ops Committee, EENA

Panelists:  
**Carsten Vick** - Call-taker, Greater Copenhagen Fire Department, Denmark

**Patrick Tiainen** - Call-taker, Emergency Response Centre Agency, Finland

**Alexandra-Maria Roua-Simion** - 112 Call-taker and operational analysis officer, Special Telecommunications Service, Romania

**Daniel-Alexandru Nuta** - Coordinator, Operational Coordination and Monitoring Office, Special Telecommunications Service, Romania

### Communication in large-scale emergencies

Session description and speakers to be announced

### Industry session / Cloud-based solutions

Focus on cloud-based solutions available in the market

The multi-tenant, multi-agency, cloud-ready CAD  
**Margherita Di Mezza** - Associate Sales Executive, Beta80

Leverage the Benefits of the Cloud for Your 112 Call Handling  
**Eric Caddy** - Executive Vice President, Corporate Strategy, NGA

15:45

# DAY 1 - Wednesday, 24 April

Auditorium 1



Auditorium 2



Auditorium 3



Multipurpose room



15:45

Coffee Break & Visit of the exhibition

16:30

## Artificial intelligence 4/4 continued

Chaired by **Ronnie Riedl** - Control Centre Manager, Emergency Communication & Co-ordination Centre of Lower Austria, Austria

AI for efficient communication and protection of PSAP operator's mental health - **Mette Carstensen** - Augmented Hearing & **Christian Falberg** - Head of IT & Digitalisation, Greater Copenhagen Fire Department, Denmark

Reducing Non-Emergent Call Volume with AI and Other Initiatives - **Matthew Hibler** - Charleston County Consolidated Emergency Communications Center (United States)

The Future of AI in the Emergency Control Room - **Brian Dale** - President, Priority Dispatch.

## 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.

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

**Esteban Bopp** - Professor, Lille University (France)

## 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.

Panel Discussion moderated by **Carlos Rosa** - Head ICT Unit, 112 Canary Islands, Spain

Panelists:

**Alexis Moreno** - 112 Canary Islands, Spain

**Álvaro de Lossada Torres-Quevedo** - Head of the Cybersecurity Coordination Office, Cybersecurity Coordination Office, Ministry of the Interior, Spain

Speaker to be announced, National Center for Critical Infrastructure Protection, Ministry of the Interior, Spain

## Industry session / Real-Time Text solutions

Focus on Real-Time Text solutions available in the market

Implementation of over the top solutions for accessibility on PSAP with current infrastructure Real-time-Text at PSAPs

**Anders Sandell**, CTO, OMDA Emergency

**Filip Malenak** - Managing Director, NG-SOS, Zachranka - added

Real-Time Text now with nWise RTT Bridge  
**Thor Nielsen** - VP Global Sales, nWise

17:30

18:30

## Walking tour of Valencia

Join us for an enchanting evening as we explore the vibrant streets of Valencia. Dive into the heart of the city with our expert-guided tour, designed to uncover the rich tapestry of history, culture, and breathtaking architecture that defines Valencia.

Our tour will culminate in the city's main square, setting the stage for an evening of camaraderie. Join the EENA team and fellow guests for a refreshing drink, sharing your experiences and laughter under the starlit Valencia sky.

Don't miss out on this unique experience to see Valencia through the eyes of a local, all while making new connections along the way.



## Auditorium 1



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.

Chaired by **Fabrice Dami** - Medical director, Medical dispatch centre, Lausanne, Switzerland

Utilising Enhanced Emergency Data (EED) to share medical ID on iOS devices, **Tony O'Brien** - Senior Manager, Safety & Location team, Apple

Medical data transmission from smartphones to the PSAPs, **Salvatore Baglieri** - Global Head of Operations, Google & Henning Schmidtpott, IT Manager, 112 PSAP of Freiburg, Germany,

Verifiable Credentials for Data Exchange **Dr. Christoph Fabianek** - MBA, Vice-President, DEC112, Austria

10:00

10:05

### One Number, Several Missions: Italy's Unified Approach to Emergency Response

Discover Italy's journey in transforming emergency response through a reform leading to the implementation of 112 as a common emergency number. This session will delve into the strategic reforms undertaken to streamline access to all emergency services. It will offer insights into the benefits and hurdles encountered in conducting this significant shift towards a common approach to handle emergency calls and ultimately a more efficient emergency support system.

...

## Auditorium 2



### NG112 & MCX: A Convergence of Innovation for Public Safety

Next Generation 112 (NG112) & Mission Critical Communications (MCX) are becoming inextricably linked as critical components of the evolving public safety landscape and share common goals in terms of enhancing situational awareness, improving response time & communications interoperability. In this session, we will explore recent developments from the NG112 & MCX perspectives with a particular focus on cross-border interoperability & coordination.

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

GIS in Next-Generation Emergency Calling: A Foundation For Interoperability - **Brooks Shannon** - Director, Emergency Communications Solutions, ESRI

Mission critical communications in a roaming environment - **Manuela Montagna** - Quality of Service and Customer Experience Manager, CK

Panellists:

**Duncan Swan** - Chief Operating Officer, BAPCO

**Mladen Vratonjic** - TCCA Board Chair and Director & EENA Vice-President

**Javier Sendin** - Technical Director, GSMA

### 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.

Chaired by **David Fredman** - Operations manager, Heartrunner Sweden AB

**Grethe Thomas** - Project Director, TrygFonden

## Auditorium 3



### 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.

Chaired by **Karen Bozicovich** - Organisation of American States

The challenges in the implementation of geo-location technologies in Latin America - **Guillermo Del Rio** - Vice-President of Public Safety & **Karin Marquez** - Chief Public Safety Brand Officer, RapidSOS

Del Desgaste al Empoderamiento: Mejorando la Experiencia del Personal en el Sistema 9-1-1 **Marvin Palma Siles** - Head of Operations, 9-1-1 Costa Rica

Dominican Republic Facing the Challenge of the New Generation of Emergency Systems **Randolfo Rijo Gómez** - Executive Director, National System for Emergency and Security Attention 9-1-1, Dominican Republic

### 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.

Speakers to be announced

## Multipurpose room



### Industry session

Focus on solutions available in the market.

Data driven optimization of EMS dispatching **Dennis Bang Andersen** - Chief Commercial Officer (CCO) and **Clement Gram Christensen** - Chief Product Officer (CPO), Logis Solutions, Dynamic Deployment

CESTEL: Revolutionizing Emergency Response and Accessibility across Europe **Jorge Forcada** - Product Manager Emergency Solutions, Cestel

### Industry session / AI-based solutions

Focus on solutions available in the market.

Strategy and roadmap for AI adoption - **Iñaki Peña** - Head of Global Emergency Management Solutions & **Stéphane Delaye** - Chief Technology Officer for Command, Control & Intelligence, Eviden

Title to be announced  
LiveReader

## DAY 2 - Thursday, 25 April

### Auditorium 1



#### One Number, Several Missions: Italy's Unified Approach to Emergency Response

...

**Walter Occelli** - Director, Single Emergency Number 112, Azienda Zero Piemonte & Member of the Advisory Commission of the Ministry of the Interior for the implementation of the European Emergency Number 112, Italy

**Gioacchino Santocono Russo** - Shift Supervisor, Single Emergency Number 112 Emergency Response Centre of Saluzzo, Piedmont Region, Italy

**Andrea Fazi** - Director, Single Emergency Number 112 Emergency Response Centre of Marche-Umbria, Regional Health Agency of Marche, Italy

**Fabrizio Giusti & Matteo Martella** - Ministry of Enterprises and Made in Italy, Members of the Advisory Commission of the Ministry of the Interior for the implementation of the European Emergency Number 112, Italy

### Auditorium 2



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

### Auditorium 3



#### Use of drones by emergency services

### Multipurpose room



#### Industry session / AI-based solutions

10:50

Topic-based networking  
Coffee break & visit 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.

Chaired by **Kaili Tamm** - Board Member, EENA

Developing resilience in Romanian 112 call-takers - **Alexandra-Teodora Badita** - Psychologist, Psychological Support and Monitoring Office, Special Telecommunications Service, Romania

'''

#### Funding Opportunities in Security Research

A European Commission representative will guide us through the EU funding opportunities for 112 PSAPs, emergency services, private companies and researchers. Join this session to find out how you can participate in the research activities funded under the Secure Societies (Cluster 3) Horizon Europe programme.

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#### Industry session

Focus on solutions available in the market.

Title to be announced  
Enghouse

Title to be announced  
Rescue Track

## DAY 2 - Thursday, 25 April

Auditorium 1



### Defining your Next Gen project & Managing Contracts

Chaired by **Gregor Jänin** - Owner, DispoNet  
**Budge Currier** - 9-1-1 Emergency Communications Branch Manager, Governor's Office of Emergency Services, State of California, United States

Auditorium 2



### Training of call-takers

Simulation pedagogy in ERC operators training  
**Toni Alatalo** - Instructor, Emergency Response, Emergency Services Academy, Finland

Auditorium 3



### Funding Opportunities in Security Research

Chaired by **Cristina Lumbreras** - Technical Director, EENA

**Philippe Quevauviller** - Research Programming and Policy Officer, European Commission

Multipurpose room



### Industry session

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.

Location Centricity Integrated into the Workflow - **Marcio Oliveira** - Vice-President Business Development, Intrado  
 Next-level Situational Awareness with Network Location Data  
 speaker to be announced, Intersec

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

In 2023, EENA embarked on an initiative to explore the evolving role of TPSPs in the emergency communications supply chain. In this session, the key findings of the project will be presented followed by a discussion on how to progress on those findings by a panel of participants representing both PSAPs and TPSPs.

Chaired by **Freddie McBride** - Director - Policy & Regulation, EENA

Speakers to be announced

### PSAPs around the World

Join this session to hear from presentations by countries around the world, how they run their emergency calling systems and their current and future projects.

Presentation Title to be announced

**Karen Bozicovich** - Organisation of American States

Presentation title to be announced

**Cristian Pons Tatjer** - Ministry of Justice and Interior, Andorra

### Industry session

Focus on solutions available in the market.

Title to be announced  
 Hytera

Title to be announced  
 Pulsiam

14:45

### 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

15:00

### 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 and beyond, 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.

Presentation title to be announced

**Fernando Prieto Fernández** - Advisory Member - IT and Communications Coordinator, Directorate General for Civil Protection and Emergencies, Ministry of the Interior, Spain

### Industry session / Innovations in Crisis Management

This session brings together two presentations covering the role of strategic networking in collaborative research activities and the role of technological innovation in evolving emergency response.

NIGHTINGALE - the next generation of pre-hospital triage, **Chaim Rafalowski** - Disaster Management Coordinator, Magen David Adom (Israel)

## DAY 2 - Thursday, 25 April

### Auditorium 1



#### NG112 Interoperability & Testing

.. interoperability and testing, steps already taken and plans for the future.

Chaired by **Wolfgang Kampichler** - Principal Scientist, Frequentis & Co-Chair, Tech & Ops Committee, EENA

Next generation interoperability and testing for seamless continuity of emergency communications across borders

**Budge Currier** - 9-1-1 Emergency Communications Branch Manager, Governor's Office of Emergency Services, State of California & Past President of NASNA, United States

### Auditorium 2



#### Women in emergency services

Chaired by **Jules Lockett** - General Manager EOC Newham - London Ambulance Service

Discussion panel with:

**Liana-Emilia Musat**, 112 Development Policies Office coordinator, Special Telecommunications Service Romania

**Sophia Gebath-Wicho** - Lower Austria Emergency Command and Control Center - Austria

**Sara Weston** - Founder/Executive Director - 911der Women, Inc.

**Monica Million** - ENP - Million Consulting Services, LLC

**April Heinze** - Chief of 911 Operations - National Emergency Number Association, United States

### Auditorium 3



#### Public Warning Systems Implementations

additional speaker to be announced

### Multipurpose room



#### Industry session

additional speaker to be announced

15:45

Coffee Break & visit of the exhibition

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).

Chaired by **Tony O'Brien** - Senior Manager, Safety & Location team, Apple (to be confirmed)

**Christy Williams** - Director, North Central Texas Emergency Communications District, United States

**Toni Dunne** - NENA RTT Work Group Co-Chair

#### 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.

Chaired by **Fiona Lee** - Principal, CTRL-F Consulting

Accelerating Location-Based Services Deployments - **Stuart Walsh**, Field Product Director, SS8 Networks

112 for Nomadic VoIP: Crossing the NG112 Bridge Before it's Built - **Christian Militeau** - Senior Director, Product Management, Global Emergency Services, Bandwidth

Vertical Emergency Caller Location: Technical, Regulatory and Policy Context in North America - **Brandon Abley** - Chief Technology Officer, NENA 911 & **April Heinze** - Chief of 9-1-1 Operations, NENA 911

17:30

19:00 -  
01:00

EENA Social Event sponsored by RAPIDSOS



08:30

Welcome Coffee & Visit of the exhibition

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.

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

Panellists:

**Dr. Michelle Lilly** - Associate Professor of Clinical Psychology, Northern Illinois University

**Cindy Sparrow** - CEO & Founder of Cindy Sparrow International

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.

Chaired by **Benoît Vivier** - Public Affairs Director, EENA

Panellists:

**Gyula Bara** - Team Leader – emergency communications, Directorate-General for Communications, Networks, Content and Technology - Unit B1, European Commission

**Florin Feticiu** - Head of 112 unit, Special Telecommunications Service, Romania

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.

Chaired by **Elizabeth Greenberg** - Head of Numbering Management and Policy, Ofcom UK and chair of ECC Working Group on Numbering & Networks

Panellists:

**Koen Muysewinkel** - Core & Communication Solutions Architect, Proximus, Belgium

**Pinar Serdengecti** - Regulation and Competition Affairs Director, European Competitive Telecommunications Association (ECTA)

**Xhoana Shehu** - Policy Manager, European Telecommunications Network Operators' Association (ETNO)

11:40



## DAY 3 - Friday, 26 April

Auditorium 1



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.

Chaired by **Kaili Tamm** - Board Member, EENA

**Jennifer Lord** - International Telecommunications Portfolio Lead, Emergency Communications Division (ECD), Cybersecurity and Infrastructure Security Agency (CISA)

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 deploying devices, applications and features capable of initiating emergency communications automatically. The discussion will focus on the importance of user-centered design, robust testing frameworks and feature rollout strategies.

Chaired by **Erica in't Veld** - 112 Advisor, Netherlands Police

Case Study on the impacts of unintended emergency calls  
**Freddie McBride** - Director, Policy & Regulation, EENA

Panellists:

**Fiona Lee** - Principal, CTRL-F Consulting

**Howard Benn** - CEO, Benn Consulting Ltd

**Björn Skoglund** - 112, Operations Specialist, SOS Alarm, Sweden

12:45

Conference closing

13:00

Lunch & Visit of the exhibition

14:00

# 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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