EENA CONFERENCE 2024 - PROGRAMME

DAY 1: Wednesday 24 April

	Track 1 *Presentations in English, with text captions in Spanish*	Track 2 *Presentations in English, with text captions in Spanish*	Track 3 *Presentations in Spanish, with text captions in English*	Track 4 *Presentations in English*

09:00 - 09:10   **Conference Opening**

Demetrios Pyrros, President, EENA

09:10 - 09:40   **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*

Leonid Tymchenko, CDTO (deputy Minister) of the Ministry of Internal Affairs of Ukraine

09:40 - 10:00   **Presentation of EENA2024's Emergency Services Delegations from around the world**

Demetrios Pyrros, President, EENA
Mladen Vratonjic, Vice President, EENA

10:00 - 11:30   **Visit of the exhibition & Coffee break**

10:45 - 11:15
Research Corner

Deep continual multitask classification of out-of-hospital medical emergencies in the Valencian Region
Pablo Ferri, Senior Researcher, PhD in Technologies for Health and Wellbeing, Polytechnic University of Valencia

Supporting emergency services in Germany with OR and AI-based approaches
Melanie Reuter-Oppermann, Senior Research Fellow, University of Maastricht

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11:30 - 12:30	**Artificial intelligence** 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 Mușat**, 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* *The Possibilities of Staff Retention through Remote Work and other Initiatives* **Sophia Gebath-Wicho**, Chatservice, Lower Austria Emergency Command and Control Center, Austria *Staff retention in 112 Brussels PSAP* **Spencer Smolders**, Major, Brussels Fire and Rescue Department, Belgium	**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 Break**			
13:45 - 14:45	**Artificial intelligence** *Chaired by **Monica Million**, Owner,*	**Next Generation eCall** The Commission has released an updated regulation on Next	**Multi-agency coordination** Good cooperation between emergency services organisations	**Industry session / Addressing challenges in PSAPs**

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	Million Consulting Services *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 - added *CAD Automation* **Anders Sandell**, CTO, OMDA Emergency *5 ways AI is revolutionizing emergency response.* **Alex Dizengof,** Founder and CTO, Carbyne, -	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* *An overview of the amended regulatory framework for eCall* **Freddie McBride**, Director, Policy & Regulation, EENA *eCall standards* **Matthias Moerbe**, CEN TC 278/WG 15 Convenor, European Committee for Standardization (CEN) *Implementation of NG eCall* **Erica in't Veld**, 112 Advisor, Netherlands Police	is crucial for an effective response to an emergency. In this session, we will learn how different agencies work together and coordinate their actions. *Chaired by* **Fidel Liberal**, *full professor, University of the Basque Country* *Multi-Agency Coordination Platform of the Valencian Autonomous Community* **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	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 *Protecting call-takers' mental health* **Joe Crocker**, Technical Product Manager, Motorola Solutions
15:00 - 15:45	**Artificial intelligence** *Chaired by* **Ross Venhuizen**, *Vice-Chair, EENA Tech & Ops Committee (confirmed)* *Deep Learning model to predict the severity in health emergencies*	**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	**Communication in large-scale emergencies** In the face of large-scale emergencies, effective communication is crucial. This panel will address the challenges and strategies in emergency	**Industry session / Cloud-based solutions** Focus on cloud-based solutions available in the market *The multi-tenant, multi-agency, cloud-ready CAD*

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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 *- added* *The cutting-edge Speech-To-Text and audio intelligence solution* **Jean-Louis Queguiner**, Chief Executive Officer & **Constant Dacbert**, Head of Sales, Gladia	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 and dispatchers who have gone through technical migrations in the last years. *Panel discussion moderated by* **Alfonso Zamarro**, *Vice-Chair, Technical and Operations Committee, EENA* <u>Discussion panel with:</u> • **Carsten Vick**, Call-taker, Greater Copenhagen Fire Department, Denmark • **Patrick Tiainen**, Call-taker, Emergency Response Centre Agency, Finland • **Alexandra-Maria Rouă-Simion**, 112 Call-taker and operational analysis officer, Special Telecommunications Service, Romania • **Daniel-Alexandru Nuță**, Coordinator, Operational Coordination and Monitoring Office, Special Telecommunications Service, Romania	communications, from integrating new technologies to ensuring timely and accurate public information. We'll explore the perspectives of different professionals on navigating these critical scenarios, highlighting the importance of collaboration and adaptability in emergency response. *Panel discussion moderated by* **Iratxe Gómez Susaeta,** *Co-chair, Technical and Operations Committee, EENA* <u>Discussion panel with:</u> • **Serafín Doblado Moreno**, Technical Coordinator of the Technological Platform,1.1.2 Extremadura Emergency and Urgent Handling Center "Cabo primero Alberto Guisado Majano", Spain • **Feliciano Ortiz García-Vaso**, journalist, 112 Murcia, Spain • **Josep Lluís Pouy**, Head of Civil Protection of Blanes and VOST Catalonia coordinator, Spain	**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

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15:45 - 16:30	**Coffee Break**			
16:30 - 17:30	**Artificial intelligence** *Chaired by **Ronnie Riedl**, Control Centre Manager, Emergency Communication & Coordination 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. *Chaired by **Amélie Grangeat**, Disaster preparedness specialist, International Telecommunications Union* **Johnny Douvinet,** PhD, Professor, Avignon University (France) **Esteban Bopp,** Professor, Lille University (France)	**PSAPs as strategic infrastructure** PSAPs in Spain, like elsewhere globally, must confront various security challenges. In this session, we will explore how Spanish organisations are addressing these issues, ranging from physical to cybersecurity concerns. *Panel Discussion moderated by **Carlos Rosa**, Head ICT Unit, 112 Canary Islands, Spain* Discussion panel with: ● **Alexis Moreno**, Head of the Operations Room in Las Palmas, 112 Canary Islands, Spain ● **Leandro Gobierno López**, Head of department, Cybersecurity Coordination Office, Ministry of the Interior, Spain ● **Rosa Tourís**, Head of Regulatory Services, 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 & **Björn Skoglund,** 112 Operations Specialist, SOS Alarm, Sweden *Presentation title to be added* **Filip Malenak**, Managing Director, NG-SOS, Zachranka *Real-Time Text now with nWise RTT Bridge* **Thor Nielsen,** VP Global Sales, nWise

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Time to be announced	**Walking tour of Valencia**			

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09:00 - 10:00	**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	**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, Omdia* *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 Hutchison	**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 geolocation technologies in Latin America* **Guillermo Del Rio**, Vice-President of Public Safety & **Karin Marquez**, Chief Public Safety Brand Officer, RapidSOS *From Burnout to Empowerment: Improving Staff Experience in the 9-1-1 System* **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	**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 *Title to be announced* Intrado

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		Discussion panel with: • **Duncan Swan**, Chief Operating Officer, BAPCO • **Mladen Vratonjic,** *TCCA Board Chair and Director & EENA Vice-President* • **Javier Sendin,** Technical Director, GSMA		
10:05 - 10:50	**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. *Chaired by* **Uberto Delprato**, *R&D Manager, Webgenesys* **Walter Occelli**, Director, Single	**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**, *EENA Technical and Operations Committee vice-chair* **Grethe Thomas**, Project Director, TrygFonden	**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. *Chaired by* **Alfonso Zamarro**, *vice-chair of the EENA Technical and Operations Committee* *Utility of UAVs in emergencies from the point of view of the Axega's Drone Unit,* **Marcos Araújo**, Manager of the Galician Agency for Emergencies (AXEGA), Galicia, Spain	**Industry session / AI-based solutions** Focus on solutions available in the market. *Strategy and roadmap for AI adoption* **Iñaki Peña**, Global Head of Emergency Management Solutions & **Stéphane Delaye**, Chief Technology Officer for Command, Control & Intelligence, Eviden *ALTERNIS – From overcoming a speech-barrier up to Natural Language Understanding* **Dr Eric Rietzke**, CEO, LiveReader GmbH & Senior Researcher, German Research Center for Artificial Intelligence (DFKI)

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	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		*The drone in emergencies: operational use in the Military Emergency Unit* **Amador Alcalde Vaquero**, Commander, Military Emergency Unit, Spain	

10:50 - 11:45 **Topic-based networking and coffee break**
To facilitate networking on specific topics, large tents will be installed in front of the conference area and each tent will correspond to a topic. Participants willing to meet other experts or enthusiasts about a certain topic will gather under the appropriate tent and can start the discussion. Discussion topics will be:

1. NextGeneration 112 (including Accessibility/RTT and NGeCall)
2. Additional Data (including caller location and medical data)
3. Public Warning
4. Artificial Intelligence

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	5. Human Resources in PSAPs (including staff wellbeing, training of call-takers, recruitment and retention…) Coffee will also be served in the exhibition area.			
11:45 - 12:30	**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. *Chaired by* ***Gregor Jänin****, Owner, DispoNet* **Budge Currier**, 9-1-1 Emergency Communications Branch Manager, Governor's Office of Emergency Services, State of California & Past President of NASNA, United States	**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 Bădiță**, Psychologist, Psychological Support and Monitoring Office, Special Telecommunications Service, Romania *Simulation pedagogy in ERC operators training* **Toni Alatalo**, Instructor, Emergency Response, Emergency Services Academy, Finland	**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. *Chaired by* ***Cristina Lumbreras****, Technical Director, EENA* **Philippe Quevauviller**, Research Programming and Policy Officer, European Commission	**Industry session** Focus on solutions available in the market. *Enhancing Community Safety with Mass Alerting and RTT solutions* **Erik Pras**, Director Pre-Sales EMEAA, Enghouse Networks *Title to be announced* Rescue Track
12:30 - 13:45	**Lunch break**			
13:45 - 14:45	**NG112 Interoperability & Testing** Cross-border interoperability and continuity are becoming essential	**Conveyance of emergency communications via Third Party Service Providers**	**PSAPs around the World** Join this session to hear from presentations by countries around the world, how they run their	**Industry session / Innovations in Crisis Management** This session brings together two

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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. *Chaired by **Wolfgang Kampichler**, Principal Scientist, Frequentis & Co-Chair, Tech & Ops Committee, EENA* *Ensuring Interoperability and Different Test Approaches* **Michael Pröstler**, Chief Executive Officer, GridGears & Vice-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	**(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* *The Integral Role of Third-Party Service Providers in the Emergency Communications Ecosystem* **Freddie McBride**, Director, Policy & Regulation, EENA *TPSPs: Allies, not foes!* **Marcio Oliveira**, Vice-President Business Development, Intrado <u>Discussion panel with:</u> • **Ana Tyssen**, Global Product and Partner Management, Bosch Service Solutions • **Martin Welp**, Program Manager, bevuta IT GmbH • **Sophia Gebath-Wicho**,	emergency calling systems and their current and future projects. *Chaired by **Cristina Lumbreras**, Technical Director, EENA* *Coordination, empowerment, and modernisation of emergency systems in the Americas from a multilateral and collaborative perspective. The role of the OAS.* **Karen Bozicovich**, Organisation of American States *Emergency Management System - Principality of Andorra* **Cristian Pons Tatjer**, Director of Civil Protection and Emergency Management Department, Ministry of Justice and Interior, Principality of Andorra *Organisation of Emergency Services in Response to Emergencies and Disasters* **Omar Smith**, Director General, National Emergency System 9-1-1, Panama	presentations from EU projects covering the role of technological innovation in evolving in crisis management and emergency response. Chaired by **Laurent Arzel**, Navigation Project Leader at Telespazio France. AWARE - *Why and how to protect emergency warning messages against a spoofing attack* **Alexandre Allien**, FDC NIGHTINGALE – *the next generation of pre-hospital triage* **Chaim Rafalowski**, Disaster Management Coordinator, Magen David Adom, Israel

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		Chatservice at Emergency Command and Control Center Lower Austria, Austria		
15:00 - 15:45	**How can we use location data to enhance situational awareness?** Location data is 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. *Chaired by* **Andrew Campbell Watson**, *Global Public Safety Advisor, Huawei* *Location Centricity Integrated into the Workflow* **Marcio Oliveira**, Vice-President Business Development, Intrado *Next-level Situational Awareness with Network Location Data* **Charlotte Thomas,** Product & Cloud Offering Director, Intersec	**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. *Chaired by* **Jules Lockett**, *General Manager EOC Newham - London Ambulance Service* Discussion panel with: ● **Liana-Emilia Mușat,** 112 Development Policies Office coordinator, Special Telecommunications Service Romania ● **Sophia Gebath-Wicho**, Chatservice, Lower Austria Emergency Command and	**Public Warning Systems Implementation and Use in Spain** Spain has been implementing Cell Broadcast in the past few years. This session will give interesting insights on how ES-Alert was implemented at the national level in a country with decentralised structure and how the system is being used today locally. *Chaired and introduced by* **Benoît Vivier**, *Public Affairs Director, EENA* *Implementation of the ES-Alert Public Warning system in Spain* **Fernando Prieto Fernández,** Advisory Member - IT and Communications Coordinator, Directorate General for Civil Protection and Emergencies, Ministry of the Interior, Spain *Deployment and use of the Public Warning system in Catalonia. Awareness campaigns and tests of the system.* **Immaculada Solé Colomé**, Vice-Director General for	**Industry session** Focus on solutions available in the market. *Title to be announced* Pulsiam *Title to be announced* Hytera

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		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	Coordination and Emergency Management, Directorate General of Civil Protection, Department of Interior, Catalonia, Spain	
15:45 – 16:30	**Coffee Break**			
16:30 - 17:30	**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,*	**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	*No session*	*No session*

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	Apple **Christy Williams**, Director, North Central Texas Emergency Communications District, United States **Toni Dunne**, NENA RTT Work Group Co-Chair **Tony Parrott**, VP Sales – Call Handling Solutions, Comtech	*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		
Time to be announced	**Social event**			

E E N A C O N F E R E N C E 2 0 2 4 - P R O G R A M M E

DAY 3: Friday 26 April

	Track 1

09:00 - 09:40   **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

09:40 - 10:20   **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 Feticu**, Head of 112 unit, Special Telecommunications Service, Romania
- **Tadas Maroščikas,** Deputy Director, Emergency Response Centre, Lithuania

10:20 - 10:30   **Handling of PSAP Certification of Quality to Dubai Police General Headquarters**
EENA awards the renewal of the PSAP Certification to Dubai Police, acknowledging their sustained excellence in emergency response. Established in 2014, the programme is set to continue shaping the future of public safety.

Presented and handled by **Demetrios Pyrros**, President, EENA and **Cristina Lumbreras**, Technical Director, EENA

10:30 - 11:00	**Coffee Break**

EENA CONFERENCE 2024 - PROGRAMME

DAY 3: Friday 26 April

Track 1

11:00 - 11:40

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)
- **Javier Sendin,** Technical Director, GSMA

11:40 - 12:05

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)

EENA CONFERENCE 2024 - PROGRAMME

DAY 3: Friday 26 April

Track 1

12:05 - 12:45

Thoughtful design and testing of devices and applications 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**, Chief Executive Officer, Benn Consulting Ltd
- **Björn Skoglund**, 112 Operations Specialist, SOS Alarm, Sweden

12:45 - 13:00

Conference closing

EENA CONFERENCE 2024 - PROGRAMME

DAY 3: Friday 26 April