EENA Conference 2025 Programme

Tuesday 08 April | Pre-Conference Workshops

14:00 – 17:00 | Cutting-Edge Emergency Response Technology with Google / Workshop with Google

For staff of emergency services and public authorities only!

Workshop Highlights:

Led by Google's expert team, the workshop will cover:

- Emergency Automation: How Android devices can automatically call for help during emergencies, such as car crashes or falls.

- Enhanced Emergency Location Service (ELS): Discover how ELS provides vital context (e.g., device language, medical information, incident type) to assist emergency responders, and discuss strategies to implement these advanced features.

- Reducing Abandoned Emergency Calls: Brainstorm innovative solutions to minimise abandoned calls from Android devices.

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Day long |Study trip to Kerava's 112 Emergency Response Centre

For staff of emergency services and public authorities only!

EENA, in collaboration with the 112 Emergency Response Centre (ERC) Finland and CINIA, invites you to a pre-vent study trip. This full day trip offers an in-depth look at Finland's public safety systems and emergency response innovations.

Agenda Highlights:

- Guided visit to the 112 Centre;
- Presentation on Finland's emergency response systems;
- Presentation or small workshop by 112 ERC's provider CINIA on public safety innovations
- Lunch included.

All costs are covered by 112 Finland and CINIA.

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EENA Conference 2025 Programme

Wednesday 09 April | Day 1

Time	Track 1	Track 2	Track 3	Technology Track
09.00 – 09.20	Conference Opening by **Mari Rantanen**, Minister of the Interior of the Republic of Finland			
09.20 – 10.00	Keynote presentation of **Hamza Al-Kateab** and **Waad Al-Kateab**, Action for Sama			
10.00 – 11.30	*Coffee Break + Visit of the exhibition*			
11.30 – 12.30	Update on the implementation of EU legislation on emergency communications	Emergency communications through Third-Party Service Providers	Handling emergency communications in other languages	AI-based solutions for triage
12.30 – 13.45	*Lunch Break + Visit of the exhibition*			
13.45 – 14.45	NG112 Roadmaps and financing	Non-emergency medical numbers	Learnings from the handling of emergency communications in Finland	Call recording and analytics
15.00 – 15.45	Satellite communication services	Certifying excellence in PSAPs		NG112 as a Service
15.45 – 16.30	*Coffee Break + Visit of the exhibition*			
16.30 – 17.30	NG eCall	Enhancements in Public Warning Systems	Training of call-takers	EU Projects
17.40 – 19.30 (timing to be confirmed)	Movie screening: For Sama			
From 18.30 (timing to be confirmed)	Helsinki Walking Tour			
From 20.00 (timing to be confirmed)	Informal drinks at the city centre			

EENA Conference 2025 Programme

Thursday 10 April | Day 2

	Track 1	Track 2	Track 3	Technology Track
09.00 – 10.00	Enhancing accessibility to 112	Emergency Communications in the Asia/Pacific region	Sending pictures and videos to 112	CAD solutions for Stage-2 PSAPs
10.00 – 10.45	SIP / PIDF-LO	Airborne Rescue	Receiving pictures and videos in PSAPs	CAD solutions for Stage-2 PSAPs
10.45 – 11.30	Coffee Break + Visit of the exhibition			
11.30 – 12.30	Routing in NG112	Public Warning Systems implementations	Funding of 112 & PSAPs projects	Caller Location technologies
12.30 – 13.45	Lunch Break + Visit of the exhibition			
13.45 – 14.45	Using PSAP Directory	Integrating AI in PSAPs	Best practices in dealing with mental health of call-takers	GIS / Satellite imagery innovations
15.00 – 15.45	Mission critical communications	Use of AI in PSAPs	Computer-Aided Dispatch systems developed by PSAPs	Rich Communications Services
15.45 – 16.30	Coffee Break + Visit of the exhibition			
16.30 – 17.30	Public Warning Systems	AI & Quality Assurance		
19.00 – 0:00 (Timing to be confirmed)	EENA Social Event (registration required)			

EENA Conference 2025 Programme

Friday 11 April | Day 3

09.30 – 10.10	*Session to be announced*
10.10 – 10.30	Control room industry trends: the market analyst view
10.00 – 11.15	*Coffee Break + Visit of the exhibition*
11.15 – 11.35	The bridge between 112 Crisis Prepardness in Sweden since 2009 (to be confirmed)
11.35 – 11.55	Disinformation in the US during the 2024 Atlantic hurricane season
11.55 – 12.40	Discussion panel / Who should provide access to 112 in the future?
12.40 – 12.45	Conference closing