

Day 1 | Wednesday 09 April 2025

Time	Track 1	Track 2	Track 3	Track 4
09.00 - 09.20	<p>Conference Opening</p> <p>Demetrios Pyrros, President, EENA Mari Rantanen, Minister of the Interior of the Republic of Finland</p>			
09.20 - 10.00	<p>Saving Lives Under Bombs: A Journey of Courage, Survival, and Advocacy</p> <p>Dr Hamza al-Kateab is celebrated for his extraordinary leadership at Al-Quds Hospital in eastern Aleppo during the Battle of Aleppo, where he maintained critical healthcare services under relentless airstrikes. After the hospital's destruction in 2016, he led its reconstruction and has continued supporting healthcare initiatives in Syria through NGOs. His wife, Waad al-Kateab, reported on the Syrian war as a citizen journalist, documenting her life during the conflict and transforming her powerful footage into For Sama, the internationally acclaimed, award-winning documentary. Since leaving Aleppo, they founded Action For Sama and have worked to advocate for human rights, justice, and awareness of the ongoing humanitarian crisis in Syria. Together, they will share their inspiring story of resilience and hope.</p> <p><i>Moderated by Emily Hough, Board Member, EENA</i></p> <p>Hamza Al-Kateab and Waad Al-Kateab, Action for Sama</p>			
10.00 - 11.30	<p><i>Coffee Break and Visit of the Exhibition</i></p>			
11.30 - 12.30	<p>Update on the implementation of EU law on emergency communications</p> <p>In this session, experts will discuss recent developments in EU law, and ongoing progress by EU Member States in implementing and complying with EU laws on emergency communications.</p> <p><i>Presentation to be announced</i> Johannes Vallesverd, Senior</p>	<p>Third-Party Service Providers</p> <p>In this session, experts will explain the technical integration and operational procedures that allow smooth communication between TPSPs and PSAPs, discussing standardisation needs, interoperability challenges, and best practices for routing both voice and vital data.</p>	<p>Handling emergency communications in other languages</p> <p>What happens if you have an emergency abroad, and don't speak the language? No need to panic! In this session, representatives from emergency services talk about how they overcome language barriers to ensure that everyone has access to help.</p>	<p>Projects for Public Safety</p> <p>In a dangerous situation, knowledge is power. Being prepared, having the right information, and knowing what to do can make a huge difference. In this session, discover how these two projects are leveraging technology to enhance public safety for all.</p> <p><i>Chaired by Alexis Gizikis,</i></p>

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	<p>Advisor, Nkom, Norway</p> <p><i>Accessibility to 112: the perspective of end-users</i> Sari V Hirvonen-Skarbo, Vice-chairman, European Association of Cochlear Implant Users</p> <p><i>Presentation to be announced</i> Peter Lonergan, Policy Officer, EENA</p>	<p>Chaired by Thor Nielsen, vice-chair, EENA Tech & Ops Committee</p> <p><i>Human verification enabled by technology for stronger Emergency Collaboration</i> Michael Sanchez, Group business improvement director, Verisure</p> <p><i>Presentation title to be announced</i> Marcio Oliveira, VP of Business Development at Intrado Life & Safety Intrado</p> <p><i>TPSP eCall - a PSAP Perspective</i> Tadas Marošćikas, Deputy Director, Emergency Response Centre Lithuania</p>	<p>Chaired by Toufic Saad, Head of ICT, Police Cantonale Valaisanne, Switzerland</p> <p><i>Proficiency in a foreign language: an essential competency for 112 call-takers in Romania</i> Alexandru Vadana, Operational Deputy 112, Special Telecommunications Service, Romania</p> <p><i>Handling emergency calls in other languages: operational challenges and opportunities</i> Gianluca Cembrani, Operational Supervisor, 112 Emergency Response Centre of Autonomous Province of Trento, Civil Defence, Italy</p> <p><i>Synchronous Translation in Emergency Calls by using AI</i> Fred Blaschke, Medical Director, Emergency Response Centre Agency 112 Ludwigshafen, Landau, Germany</p>	<p><i>Project Director, EENA</i></p> <p><i>Feel Safe IVR Experience</i> Francesco Graziani, Projects Manager & DRR Specialist, Save the Children Italy</p> <p><i>AWARE: Supporting Crisis Management with Satellite-based solutions</i> Mathieu Cros, Benchmark, Partnerships and R&D management, Telespazio France</p> <p><i>Presentation on X_HeERO & AI-PREMSET-MCX</i> Annita Elissaïou, Project Officer, EENA</p>
12.30 - 13.45	Lunch Break and Visit of the Exhibition			
13.45 - 14.45	Emergency Satellite Communication Services	AI for Quality Assurance	Learnings from the handling of emergency communications in Finland	(13.45 - 14.15) Call Recording and Analytics

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	<p>People in emergencies might soon be able to use satellite networks to contact 112 even if the terrestrial network fails, or if they are in an area without cellular connection. This session will discuss the needs of emergency communications for this new technology, how to resolve certain issues such as routing, and what risks as well as opportunities this technology brings for public safety.</p> <p>Chaired by Toufic Saad, Head of ICT, Police Cantonale Valaisanne, Switzerland</p> <p><i>Presentation title to be announced</i> Peter Lonergan, Policy Officer, EENA</p> <p><i>Presentation title to be announced</i> Marcio Oliveira, VP Business Development, Intrado</p> <p><i>Presentation title to be announced</i> Pedro Borges, Research Fellow, ATHENE</p>	<p>This session explores how AI enhances quality assurance in emergency communications by improving call accuracy, reducing errors, and protecting call-takers' well-being. Experts will share real-world applications of AI in noise reduction, call triage, and content authenticity, showcasing its impact on public safety operations.</p> <p>Chaired by Thomas Gouritin, AI Expert, Smart Tribune</p> <p><i>Clear Communication: Ensuring Employee Health, Service Excellence, and Safety</i> Mette L V Carstensen, CEO & Cofounder, Augmented Hearing</p> <p><i>Enhancing Emergency Response: AI Integration for Smarter, Faster, and More Accurate ERC Operations</i> Aapo Koski, Research Lead, Principal Consultant, Tampere University</p> <p><i>Securing Truth with AI: Content Authenticity and Public Safety Innovation</i> Chris Bennett, Director of AI Transparency and Education, Motorola Solutions</p>	<p>Finland has a well-established emergency communications system designed to ensure swift and effective response in critical situations. In this session, we will explore how the system operates, how preparedness and contingency planning help manage exceptional situations, and how emergency response centre operators are trained. We will also hear about the technology behind the system and how it supports emergency response.</p> <p><i>Presentation title to be announced</i> Kimmo Kohvakka, Director General, Ministry of the Interior</p> <p><i>Presentation title to be announced</i> Taito Vainio, Director General Emergency Response Centre Agency</p> <p><i>Presentation title to be announced</i> Marko Nieminen, Director of Preparedness, Emergency Response Centre Agency, Finland</p>	<p>Emergency call recording and analytics play a crucial role in improving response efficiency, training, compliance, and quality assurance. In this session, industry representatives will showcase cutting-edge solutions for call recording, transcription, and analytics, demonstrating how they enhance operational insights, incident reviews, and decision-making.</p> <p><i>Net-centric call recording fuels transcription services and advances analytics</i> Johannes Beck, Senior Product Manager CreaLog</p> <div style="background-color: #fff9c4; padding: 10px; text-align: center;"> <p>(14.15 - 14.45) Non-emergency medical numbers: Reducing Pressure on Emergency Services and Enhancing Patient Care</p> </div> <p>In many countries, emergency services are overwhelmed by calls that do not require urgent intervention. Medical non-emergency numbers provide an alternative for people seeking medical advice or assistance without straining emergency resources. But how effective are these systems? How do they integrate with PSAPs and healthcare services? This session will explore the role of medical non-emergency numbers in reducing unnecessary 112 calls while ensuring that citizens receive timely and</p>

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				<p>appropriate care.</p> <p><i>1450 - implementation of a health advice hotline in a PSAP</i> Markus Neudlinger, Coordinator / Project Manager Emergency Medical Dispatch Centres, Austrian Red Cross, Regional Branch Upper Austria & Miguel Coelho, Technical Advisor to the Austrian Red Cross</p>
14.50 - 15.35	<p>NG112 Roadmaps and Financing</p> <p>Want to learn more about the implementation of NG112 in Europe and the United States? Our panel will bring perspectives on implementing NG112 from European countries and the United States to discuss challenges, benefits and experiences in implementing NG112.</p> <p>Chaired by Giuseppe Lelow, PhD Candidate, Università Politecnica delle Marche</p> <p>Brandon Abley, Chief Technology Officer, NENA: the 9-1-1 Association</p> <p>Florin Feticiu, Head of Department 112, Special Telecommunications Service,</p>	<p>Certifying excellence in PSAPs and TPSPs</p> <p>Interested to learn more about EENA's PSAP and TPSP Certification Programmes? Join our session to follow the discussion with our auditors on the process and the benefits of receiving your certification.</p> <p><i>PSAP & TPSP Certificate of Quality Programmes</i> Cristina Lumbreras, Technical Director, EENA</p> <p>Followed by a panel discussion with:</p> <ul style="list-style-type: none"> • Monica Million, Auditor • Fiona Lee, Auditor • Andy Heward, Auditor • Rokas Kvedaras, Auditor • Uberto Delprato, Auditor 	<p>Learnings from the handling of emergency communications in Finland (continuation)</p> <p>Finland has a well-established emergency communications system designed to ensure swift and effective response in critical situations. In this session, we will explore how the system operates, how preparedness and contingency planning help manage exceptional situations, and how emergency response centre operators are trained. We will also hear about the technology behind the system and how it supports emergency response.</p> <p><i>Presentation title to be announced</i> Toni Alatalo, Instructor, Emergency Services Academy Finland</p> <p><i>Presentation title to be</i></p>	<p>Why specialised blue light routing is crucial for dispatch</p> <p>This presentation aims at discussing how to reduce the arrival time of emergency services at the scene of the incident, in particular through specialised routing for blue light emergency services. This can be done through the integration of many data sources and analysis of big data in tested and real scenarios. The industry's collective focus on improving ambulance arrival times through improved routing will improve the ambulance service through better information alone and without additional training or resources.</p> <p>Daniel Korn, CEO, rescuetrack</p>

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	<p>Romania</p> <p>Stiliyan Velchev, Head of System administration and coordination, Directorate National 112 System, Bulgaria</p> <p>Vítor Judícibus, Head of Critical Communications Multidisciplinary Team, Portugal</p>		<p><i>announced</i></p> <p>Speaker to be announced, Cinia</p>	
15.35 - 16.15	<i>Coffee Break and Visit of the Exhibition</i>			
16.15 - 17.15	<p>Evolution of eCall</p> <p>This session will explore the implementation of Next Generation eCall (NG eCall), the role of PSAP testing and readiness, and how connected vehicles use mobile networks for emergency calls. Speakers will share insights on challenges, lessons learned, and best practices. Attendees will gain a deeper understanding of the future of emergency call systems and vehicle connectivity.</p> <p>Chaired by Ciaran Moynihan, vice-chair, EENA Tech & Ops Committee</p>	<p>Enhancements in Public Warning Systems</p> <p>Most EU Member States have now implemented Cell Broadcast or Location-Based SMS or are in the process of deploying these technologies. In this session, we will hear about the evolution of these technologies and how new features aim at enhancing the impacts of such technologies.</p> <p>Chaired by Amélie Grangeat, Disaster Preparedness Specialist, International Telecommunications Union</p> <p><i>Implementation of Device-Based</i></p>	<p>Best practices in dealing with mental health in PSAPs</p> <p>Working in a PSAP can be emotionally demanding, requiring call-takers to balance empathy with resilience to handle crisis situations effectively. In this session, we will explore strategies to support mental well-being, from developing emotional resilience to fostering a culture of care and appreciation within teams.</p> <p>Chaired by Fabrice Dami, Medical Director, Lausanne Medical Dispatch, Switzerland</p> <p><i>Strategies to improve the mental health of emergency call-takers</i></p>	<p>AI-based solutions to support triage</p> <p>Artificial Intelligence is transforming emergency call triage, helping PSAPs assess situations faster and more accurately. From AI-powered speech analysis to real-time risk assessment and automated decision support, these innovations are improving call prioritisation and reducing response times. In this session, industry leaders will showcase AI-driven triage solutions, exploring their impact on emergency call handling, efficiency, and caller outcomes. Join us to see how AI is shaping the future of emergency response.</p> <p><i>Using AI and Data to Improve &</i></p>

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	<p><i>Driving the Future: Unlocking the Power of Global Numbering Resources for eCall BMW, Stellantis and Renault Case Study</i> Didier Lahay, Director of Product Management, Airnity & Donald Connor, Head of Regulation and Policy, Transatel</p> <p><i>NGeCall is Here: 112 Agencies Must Prepare for the Packet-Switched Transition</i> Jorge Forcada, Product Manager, Cestel</p> <p><i>How DT introduced NG eCall in Germany and what we learned along the way</i> Philipp Schoening, Deutsche Telekom</p>	<p><i>Geofencing for Cell Broadcast in the Netherlands</i> Patrick van der Linden, Service Manager NL-Alert, National Dutch Police</p> <p><i>Sending Location-Based SMS public warning alerts in the receiver's preferred language</i> Kadi Luht-Kallas, Advisor, Ministry of the Interior, Estonia and Antti Turmann, Radio Network Expert / Service Manager, State Infocommunication Foundation, Estonia</p>	<p>Alexandra Badita, Psychological Support and Monitoring Office, Special Telecommunications Service, Romania</p> <p><i>Presentation title to be announced</i> Jules Lockett, General Manager, London Ambulance Services</p>	<p><i>Scale Patient Triage in the 112 Center</i> Reinhard Ekl, Sales Director, ESO</p> <p><i>AI in Emergency response - the way forward</i> Chaim Rafalowski, Disaster Management Coordinator, Magen David Adom, Israel</p>

17.30 - 19.20

Movie screening: [For Sama](#)

Join us for a special screening of FOR SAMA.

Dr Hamza al-Kateab is celebrated for his leadership at Al-Quds Hospital in eastern Aleppo during the Battle of Aleppo, where he maintained critical healthcare services under relentless airstrikes. After the hospital's destruction in 2016, he led its reconstruction and has continued supporting healthcare initiatives in Syria through NGOs.

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His wife, Waad al-Kateab, reported on the Syrian war as a citizen journalist, documenting her life during the conflict and transforming her powerful footage into *For Sama*, the internationally acclaimed, award-winning documentary.

Movie will be followed by a short Q&A session with Hamza and Waad.

From 19.00

Helsinki Walking Tour

Meeting Point: Kansalaistori (Citizens' Square)

(tours departing by waves until 20.30)

Departing from: 19.00 until 20.30. Duration of tour: 1h 15min

Join us to explore the vibrant streets of Helsinki. Embark on a guided tour led by local experts, uncovering the rich history, culture, and architecture that shapes Finland's capital.

For your convenience, multiple departure times between 19:00 and 20:30 and smaller groups will ensure a more personalized experience. The walking tour is free of charge and does not require any prior registration.

From 20.30

Informal drinks in the city centre

Venue: Henry's Music Bar, Narinkka 2, Helsinki

After a full day of sessions, city explorations, and storytelling, unwind with us at Henry's Music Bar for an informal evening of drinks, food, and conversations.

Whether you joined the city walking tour, attended the *For Sama* screening, or spent your evening your own way, everyone is welcome! This is the perfect chance to network and mingle in a relaxed, friendly atmosphere.

Join us at Henry's Music Bar! The drinks are open to everyone, without the need to register. Food and drinks will be available for purchase.

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Time	Track 1	Track 2	Track 3	Track 4
09.00 - 10.00	<p>Improving Accessibility to 112</p> <p>Equivalent access to 112 does not exist for many people in the EU with hearing disabilities. This session will discuss the upcoming integration of RTT across Europe, provide examples of real world RTT bridge integrations, and discuss other means to ensure access for people with disabilities, such as through apps.</p> <p><i>Chaired by Tadas Maroscikas, Deputy Director ERC, Lithuania</i></p> <p><i>Real-World Examples of RTT Bridge Integrations</i> Thor Nielsen, VP Global Sales, nWise AB</p> <p><i>How to Serve Different Needs for Accessibility</i> Berra Hüner, Business Development Manager, bevuta IT</p> <p><i>Transforming Emergency Services: Estonia's Path to Video Call and RTT in 112</i> Rein Olesk, Advisor, Ministry of the Interior of Estonia</p>	<p>Airborne Rescue</p> <p>Natural disasters and especially dangerous situations can make land-based emergency operations impossible. In these cases, aerial means can really make a difference. Join the session where speakers discuss the latest innovations in drones and helicopter operations in a wide range of emergency situations.</p> <p><i>Unmanned Systems in Emergency Response: Enhancing Safety and Efficiency for First Responders</i> Robbert Heinecke, Program Manager Innovation & Development, Institute for Public Safety, The Netherlands</p> <p><i>Drones in Emergency Services: How Are They Changing the Landscape in the United States</i> Chris Carnahan, Emergency Communications Manager, South Metro Fire Rescue, Colorado, United States</p> <p><i>Flood disaster in Austria - 120 people rescued by helicopter</i> Bernhard Eisenbock, Head of Training, Notruf</p>	<p>Funding emergency communications: funding models and opportunities</p> <p>Securing financial support for innovation in public safety and emergency communications is a critical challenge. This session will explore different funding approaches, from European grants to alternative financing models, helping organisations identify opportunities to enhance emergency services and beyond.</p> <p><i>Chaired by Rokas Kvedaras, CEO, Innoseven Technologies</i></p> <p><i>PSAP funding methodologies</i> Liam Burke, Senior Regulatory Accountant, ComReg, Ireland</p> <p><i>Funding opportunities for developing the 112 service</i> Maria Toma, Procurement Expert in Critical Projects, Special Telecommunications Service, Romania</p> <p><i>European Space Agency: Funding Satellite-Based Solutions for Emergency Response</i> Christopher Frost-Tesfaye, Technical Officer, Business Applications Programme,</p>	<p>Solutions for Stage-2 PSAPs</p> <p>Efficient dispatching is at the core of emergency response, and Computer-Aided Dispatch (CAD) systems play a crucial role in streamlining operations at Stage-2 PSAPs. This session will showcase the latest CAD solutions designed to improve incident management, resource allocation, and inter-agency coordination.</p> <p><i>The power of Holistic control room solution thinking</i> Speaker to be announced, Frequentis</p> <p><i>Presentation to be announced</i> Speaker to be announced, Enghouse Networks</p>

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		Niederoesterreich, Austria	European Space Agency	
10.00 - 10.45	<p>Ensuring Accurate Caller Location with SIP/PIDF-LO</p> <p>Making sure emergency calls have the right location is very important. This session explores how SIP PIDF-LO helps emergency services get the correct location for VoIP calls. Speakers will explain how this technology ensures accurate caller location, even for nomadic users.</p> <p><i>Chaired by Michael Pröstler, vice-chair, EENA Tech & Ops Committee</i></p> <p>United States NG9-1-1 Regulatory Actions and Their Impact on the Entire Emergency Response Lifecycle, Brooks Shanon, Director of Emergency Communications Solutions, ESRI</p> <p><i>Deploying Nomadic VOIP 112 Now, Sarah Krawiec, Solutions Engineer, Bandwidth</i></p>	<p>Expanding Public Warning: New Channels for Reaching Citizens</p> <p>While Cell Broadcast or Location-Based SMS are the main channels to disseminate public warning alerts, the use of additional channels is essential to maximise the reach of citizens during emergencies. In this session, we will hear about new channels to reach people instantly and effectively: the first will explain how to send public warning alerts to car navigation systems, while the second presentation will explain how satellites can be used to disseminate alerts with the Galileo Emergency Warning Satellite Service.</p> <p><i>Chaired by Kai Roddeck, Business Development Manager, Mecom</i></p> <p><i>Alerting travellers with TPEG2-EAW Emergency Alerts and Warnings</i></p> <p>Stéphanie Chaufton, Senior Coordinator, TISA - Traveller Information Services Association</p> <p>Bolstering Population Warning with Satellites</p> <p>Charly Faradji, EWSS Projects Manager, Telepazio</p>	<p>Training of call-takers</p> <p>Effective training is key to preparing call-takers for the complex and high-pressure nature of emergency response. In this session, we will explore different approaches to training, from theoretical and practical learning to cross-discipline experiences that enhance understanding of the broader emergency system.</p> <p><i>Presentation title to be announced</i></p> <p>Hjördís Garðarsdóttir, HR and education representative, 112 Iceland</p> <p><i>Additional speakers to be announced</i></p>	<p>Communicating to emergency services via Rich Communication Services</p> <p>Session description to be added</p> <p>Speaker to be added, Google</p>

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10.45 - 11.30	<i>Coffee Break and Visit of the Exhibition</i>			
11.30 - 12.30	<p>Routing in NG112</p> <p>This session will explore how NG112 routing improves the accuracy and efficiency of emergency call delivery. Experts will discuss key challenges and solutions for routing emergency communications in modern NG112 networks.</p> <p>Chaired by Iratxe Gomez, EENA Tech & Ops Committee co-chair</p> <p>Presentation title to be added Wolfgang Kampichler & Michael Pöstler, chairs, EENA Tech & Ops Committee</p> <p>Motorola: <i>State of Utah, Case Study: Applying the NENA i3 Architecture to Reduce Misrouted Calls</i> Sam Bard, Director Product Management, Next Generation Core Services, Motorola Solutions</p> <p>Routing emergency communications in IP and ISDN Andrei Vladoiu, Technical Coordinator, Special Telecommunications Service, Romania</p>	<p>Mission Critical Communications</p> <p>In this session, learn all there is to know about the latest innovations in Mission Critical Communications. Implementation successes, innovative projects and new tech opportunities for improved services will be the focus of the presentations.</p> <p>Chaired by Paul Bremner, Principal Research Analyst, OMDIA</p> <p>Success In Cooperation – Finnish ecosystem for national critical communications Tero Pesonen, Chair CCBG, TCCA, & Jarmo Vinkvist, COO, Virve, Erillisverkot, Finland</p> <p>Mission Critical Communications for Emergency Services: MCX and Opportunities for Integration Alejandro Vázquez Marino, Telecommunications Engineer, IDOM</p> <p>NGX and MCX: Two Sides of the Same Coin Reinard van Loo, Senior Advisor /Subject Matter Expert Public</p>	<p>Sending pictures and videos to 112</p> <p>There are many situations where lives can be saved by allowing people to send pictures and videos to PSAPs when they contact them, for instance by helping the call-taker determine the nature and gravity of the situation or by providing another channel of access for people with disabilities. In this session, we will hear real-life examples on how to send pictures and videos to PSAPs.</p> <p>Chaired by Monica Million, Founder, Million Consulting Services, LLC</p> <p>Presentation title to be added Antti Saikkonen, Quality Manager, Verisure</p> <p>Emergency SOS Live Video Tony O'Brien, Safety & Location, Apple</p> <p>Presentation title to be added Karin Marquez, Chief Marketing Officer, RapidSOS</p>	<p>(11.30-12.00) Optimising emergency control rooms</p> <p>In critical environments, the efficiency of emergency control centers hinges on effective data visualization and streamlined decision-making processes. This session will explore advancements in integrating multiple data sources to enhance situational awareness and response times.</p> <p>Optimizing Emergency Control Centers: The Future of Multi-Source Visualization and Decision-Making Tero Haahiti, International Sales Manager, Gesab</p>
				<p>(12.00 - 12.30) Caller Location technologies</p> <p>Accurate caller location is a key element of effective emergency response. This session will feature industry presentations on technologies designed to improve location accuracy and reliability in emergency communications. Companies will showcase their latest solutions and discuss how they support emergency services in</p>

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		Safety, Frequentis		identifying caller locations more efficiently. <i>NG112 - so many caller locations! How do you make the right choice?</i> Martin Holleufer-Sorensen , Consultant, Hexagon
12.30 - 13.45	<i>Lunch Break and Visit of the Exhibition</i>			
13.45 - 14.45	Using PSAP Directory	Emergency Communications across Asia/Pacific	Receiving pictures and videos in PSAPs	No session
	<p>A PSAP registry allows a PSAP located in a country A to contact another PSAP in a country B to inform them of an emergency happening in their PSAPs. In this session, we will first hear about Europe's PSAP-Directory hosted by the European Communications Office and how it is used in a specific country before hearing about North America's version of the PSAP Directory</p> <p><i>Chaired by Stephen Hines, Paramedic</i></p> <p><i>Facilitating Cross-Border PSAP Communication: The ECO Directory for European PSAPs</i> Vassil Krastev, Expert in Numbering and Networks, European Communications Office,</p>	<p>Join this session to explore how Australia, Malaysia, and New Zealand manage emergency communications. Speakers will share insights into their current systems, ongoing projects, and future developments in emergency "calling".</p> <p><i>Chaired by David Fredman, Vice-Chair, Tech & Ops Committee, EENA</i></p> <p><i>Migration to NG999 in Malaysia</i> Kamarudin Abdul Rani, Under Secretary, Control and Compliance Section, Ministry of Communication, Malaysia & Mohd Norazhar Sulaiman, Deputy Project Director NG999, Senior Solution Consultant Public Safety & Emergency Solution,</p>	<p>As discussed in the previous session: videos and pictures can facilitate the work of the call-taker when handling an emergency communication. However, we will hear in this session that this also comes with challenges in the PSAPs. Panelists will present the different protocols they had to implement to allow the reception of such content, while minimising the negative effects on the call-takers.</p> <p><i>Chaired by Monica Million, Founder, Million Consulting Services, LLC</i></p> <p>A picture says a thousand words <i>Hjördís Garðarsdóttir, HR- and educational representative, Neyðarlínan ohf - 112 Iceland</i></p>	

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	<p>European Conference of Postal and Telecommunications Administrations</p> <p><i>Saving lives knows no borders</i> Alexandru Vadana, Operational 112 Deputy, Romania <i>Special Telecommunications Service, Romania</i></p> <p><i>The Crucial Role of a PSAP Registry in Improving Emergency Response</i> April Heinze, VP, Chief of 9-1-1 Operations, NENA: The 9-1-1 Association</p>	<p>Telekom Malaysia</p> <p><i>Emergency Communications in the Oceania Region</i> Austin Whiteside, St John Ambulance, Western Australia & Mike Higgie, New Zealand Police</p>	<p><i>Video Communications into Emergency Response Centers: Operator Impacts</i> Chris Carnahan, Emergency Communications Manager, South Metro Fire Rescue, Colorado, United States</p>	
15.00 - 15.45	<p>Using AI in PSAPs for decision making & real time intelligence</p> <p>This session explores how AI is transforming emergency response operations, from optimising EMS fleet management and real time ECG analysis to enhancing situational awareness and crisis management through AI-driven intelligence.</p> <p>Chaired by Melanie Reuter-Oppermann, Senior Research Fellow, Maastricht University, ILS Mannheim gGmbH, DGR</p> <p><i>Harnessing AI for enhanced EMS: innovations in Fleet Management and ECG analysis</i></p>	<p>Presentation to be announced</p> <p>Presentation to be announced</p>	<p>CADs developed by PSAPs</p> <p>During this session, representatives from BT UK and Denmark's Grater Copenhagen Fire Department will outline the triumphs, pitfalls and overall experiences which they had while developing their own CADs inhouse.</p> <p>Chaired by Henning Schmidt-pott, IT Head of ILS Freiburg</p> <p><i>Are you ready? A few perspectives from the frontier</i> Michael Lykke, Area manager - Development, Infrastructure and Support, Greater Copenhagen</p>	<p>No session</p>

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	<p>Mattia G. Bergomi, Chief Scientific Officer, Beta 80</p> <p><i>The use of AI to drive Real-Time Open Source Information within the PSAPs</i></p> <p>Dan Pearce, VP, EMEA Public Sector & Tim Evans, Senior Account Executive, EMEA Public Sector, Dataminr</p>		<p>Fire Department</p> <p><i>Building your own PSAP</i></p> <p>Pasquale Exius-Genco, Distinguished Engineer & Principal Solution Designer, All IP Networks, BT UK</p>	
15.45 - 16.30	<i>Coffee Break and Visit of the Exhibition</i>			
16.30 - 17.30	<p>Case Study: Implementation Ireland</p> <p>In Q1 2025, Ireland became the first country to implement RTT for emergency communications. This session will discuss this process from a regulatory, MNO and PSAP perspective.</p> <p>Ciaran Moynihan, Solutions Architect, BT ECAS Service</p> <p>Andrew Corcoran, Regulation & Public Affairs, Vodafone Ireland</p> <p>Mick Fox, Advisor, ComReg Ireland</p>	<p>RTT in AI in PSAPs: From Risks to Real-World Implementation</p> <p>This session will explore key aspects of integrating AI, from mitigating risks and ensuring responsible adoption to real-world, full-scale deployment and user-centric design. Speakers will share insights on empowering emergency professionals with AI tools, lessons from France's AI-assisted single emergency number pilot, and guidelines for designing decision support systems.</p> <p><i>Chaired by</i> Aapo Koski, Research Lead, Principal Consultant, Tampere University</p>	No session	No session

Day 2 | Thursday 10 April 2025

Time	Track 1	Track 2	Track 3	Track 4
		<p><i>Generative AI: Understanding Risks to Seize Opportunities in Emergency Services</i> Thomas Gouritin, AI Expert, Smart Tribune</p> <p><i>Concrete, full-scale implementation of a single emergency call number powered by artificial intelligence</i> Christophe Guyeux, Full Professor, University of Franche-Comté, France</p> <p><i>Towards design guidelines for PSAP decision support systems</i> Melanie Reuter-Oppermann, Senior Research Fellow, Maastricht University, ILS Mannheim gGmbH, DGR</p>		
19.30	<p>Social Event <u>Venue:</u> Sofiankatu 4 C 00170 Helsinki / Look for EENA flag for the entrance</p>			

Every year, the EENA Social Event serves as the beating heart of the EENA Conference—a perfect opportunity to unwind and enjoy a fun-filled evening with the EENA community.

This year’s event is proudly sponsored by Intrado! As always, the night will feature our much-anticipated EENA Quiz, complete with a few surprise questions to keep things interesting.

Registration is required ([on this link](#)) to participate in the social event for €89, which includes a buffet dinner and two welcome drinks.

Day 3 | Friday 11 April 2025

Time	Track 1
09.00 - 10.00	<p>Discussion panel / Who should provide access to 112 in the future?</p> <p>This session will take a step back and discuss broader questions over the future of 112, such as who should provide access to emergency services in the future, and the impact of recent technological trends and market developments on 112.</p> <p><i>Moderated by Ciaran Moynihan, Solutions Architect, BT ECAS Service</i></p> <p>Xhoana Shehu, Policy Manager, Connect Europe Indrė Jurgelionienė, Chief Adviser for RTT Lithuania and Co-Chair of BEREC End-User WG Taito Vainio, Director General Emergency Response Centre Agency Steve Seitz, Assistant General Counsel, CELA - Privacy & Regulatory Affairs (Telecom), Microsoft</p>
10.00 - 10.20	<p>Control room industry trends: A Market Analyst's Perspective</p> <p>Gain expert insights into the latest trends and key developments shaping the emergency control room industry. This session will provide a market analyst's perspective to help inform strategic decision-making.</p> <p>Paul Bremner, Principal Research Analyst, Public Safety & Critical Communications, Omdia</p>
10.20 - 11.00	<p><i>Coffee Break and Visit of the Exhibition</i></p>
11.00 - 11.20	<p>Proactive crisis management: Lessons from Sweden's command and control centre</p> <p>Since 2009, Sweden's PSAP organisation, SOS Alarm, has operated a dedicated Command and Control Centre (CCC) to detect and manage crises early. By monitoring emergency calls and global events, the CCC alerts authorities, coordinates joint responses, and helps protect Swedish citizens and interests. This session will explore how the CCC strengthens crisis preparedness and international cooperation.</p> <p>Björn Skoglund, Operations Specialist 112 & Crisis Preparedness, SOS Alarm</p>
11.20 - 12.05	<p>Public Warning Deployments</p>

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Session description to be added

Perceptions of warning information sources from a global dataset

George Karagiannis, Risk and Resilience Director, International Coalition for Sustainable Infrastructure

Overview of implementations of Public Warning systems in Europe

Benoît Vivier, Public Affairs Director, EENA

12.05 - 12.40

"Flood the Zone" - How Disinformation Disrupts Public Safety Deployments During Disasters

Disinformation is no longer a peripheral issue—during disasters, it can directly threaten lives, delay aid, and endanger first responders. This session will examine how false and misleading narratives, amplified by social media and state actors, disrupted the emergency response to Hurricane Helene in 2024. The speaker will explore the real-world consequences of disaster disinformation, including how it targeted public authorities in the US, fueled conspiracy theories, and led to threats against emergency personnel. The session will also reflect on the broader implications for public safety and democratic institutions, and what authorities can do to counteract these narratives in future crises.

*Chaired by **Brian Fontes**, CEO, NENA: The 9-1-1 Association*

Gregory Rohde, Member of Board of Directors, EU DisinfoLab

12.40 - 12.45

Conference Closing