EENA Conference 2025 - Programme

Day 1 | Wednesday 09 April 2025

Time	Track 1	Track 2	Track 3	Track 4
09.00 - 09.20	**Conference Opening**			
	Demetrios Pyrros, President, EENA **Mari Rantanen**, Minister of the Interior of the Republic of Finland			
09.20 - 10.00	**Saving Lives Under Bombs: A Journey of Courage, Survival, and Advocacy**			
	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. *Moderated by **Emily Hough**, Board Member, EENA* **Hamza Al-Kateab** and **Waad Al-Kateab**, Action for Sama			
10.00 - 11.30	*Coffee Break and Visit of the Exhibition*			
11.30 - 12.30	**Update on the implementation of EU law on emergency communications**	**Third-Party Service Providers**	**Handling emergency communications in other languages**	**Projects for Public Safety**
	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. *Chaired by **Benoit Vivier**, Public Affairs Director, EENA*	In this session, experts will explain the technical integration and operational procedures that allow smooth communication between Third-Party Service Providers (TPSPs) and Public Safety Answering Points (PSAPs), discussing standardisation needs, interoperability challenges, and best practices for routing both	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.	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 four projects are leveraging technology to enhance public safety for all. *Chaired by **Alexis Gizikis**,*

EENA Conference 2025 - Programme

Day 1 | Wednesday 09 April 2025

Time	Track 1	Track 2	Track 3	Track 4
	Regulating Emergency Communications **Johannes Vallesverd,** Senior Advisor**,** Nkom, Norway *Accessibility to 112: the perspective of end-users* **Sari V Hirvonen-Skarbo,** Vice-chairman, European Association of Cochlear Implant Users *The European Commission's 112 Implementation Report & the Digital Networks Act* **Peter Lonergan,** Policy Officer, EENA	voice and vital data. *Chaired by* **Thor Nielsen***, vice-chair, EENA Tech & Ops Committee* *Human verification enabled by technology for stronger Emergency Collaboration* **Michael Sanchez**, Group Business Improvement Director, Verisure *TPSP in Public Safety: Bridging Gaps or Creating Risks?* **Marcio Oliveira**, VP of Business Development, Intrado Life & Safety, Intrado *TPSP eCall - a PSAP Perspective* **Tadas Maroščikas**, Deputy Director, Emergency Response Centre, Lithuania	*Chaired by* **Toufic Saad***, Head of ICT, Police Cantonale Valaisanne, Switzerland & Vice-Chair, EENA Tech & Ops Committee* *Proficiency in a foreign language: an essential competency for 112 call-takers in Romania* **Alexandru Vadana,** Operational Deputy 112, Special Telecommunications Service, Romania *Handling emergency calls in other languages: operational challenges and opportunities* **Gianluca Cembrani**, Operational Supervisor, 112 Emergency Response Centre of Autonomous Province of Trento, Civil Defence, Italy *Synchronous Translation in Emergency Calls by using AI* **Fred Blaschke,** Medical Director, Emergency Response Centre Agency 112 Ludwigshafen, Landau, Germany	*Project Director, EENA* *Feel Safe IVR Experience* **Francesco Graziani**, Projects Manager & DRR Specialist, Save the Children Italy *AWARE: Supporting Crisis Management with Satellite-based solutions* **Mathieu Cros**, Benchmark, Partnerships and R&D management, Telespazio France *Enhancing Public Safety: The X_HeERO & AI-PREMSET-MCX projects* **Annita Elissaiou**, Project Officer, EENA
12.30 - 13.45	*Lunch Break and Visit of the Exhibition*			
13.45 - 14.45	**Emergency Satellite Communication Services**	**Artificial Intelligence for Quality Assurance**	**Learnings from the handling of emergency communications in Finland**	**(13.45 - 14.15)** **Call Recording and Analytics**

EENA Conference 2025 - Programme

Day 1 | Wednesday 09 April 2025

Time	Track 1	Track 2	Track 3	Track 4
	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. *Chaired by **Toufic Saad**, Head of ICT, Police Cantonale Valaisanne, Switzerland & Vice-Chair, EENA Tech & Ops Committee* *End-user needs for Emergency Satellite Communications* **Peter Lonergan**, Policy Officer, EENA *Presentation title to be announced* **Marcio Oliveira**, VP Business Development, Intrado *Transnational Aspects of Emergency Satellite Communications* **Pedro Borges,** Research Fellow, ATHENE	This session explores how Artificial Intelligence 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. *Chaired by **Melanie Reuter-Oppermann**, Senior Research Fellow, Maastricht University, ILS Mannheim gGmbH, DGRe* *Clear Communication: Ensuring Employee Health, Service Excellence, and Safety* **Mette L V Carstensen**, CEO & Cofounder, Augmented Hearing & **Àrmann Gestsson**, Center Manager, Neyðarlínan ohf - 112 Iceland *Enhancing Emergency Response: AI Integration for Smarter, Faster, and More Accurate ERC Operations* **Aapo Koski**, Research Lead, Principal Consultant, Tampere University, Finland *Securing Truth with AI: Content Authenticity and Public Safety Innovation* **Chris Bennett,** Director of AI	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. *Chaired by **Kaili Tamm**, Board Member, EENA* *Emergency Rescue Operations in changing security environment* **Kimmo Kohvakka**, Director General, Ministry of the Interior *Emergency Response Centre Agency* **Taito Vainio**, Director General, Emergency Response Centre Agency, Finland *Preparedness and readiness in ERC services* **Marko Nieminen**, Director of Preparedness, Emergency Response Centre Agency, Finland	This session will explore how communication recording services and speech analytics solutions help PSAPs to save costs and effectively modernise their analytics by adding AI-based transcription services to the NG112 network. *Net-centric call recording fuels transcription services and advances analytics* **Johannes Beck**, Senior Product Manager CreaLog **(14.15 - 14.45) Non-emergency medical numbers: Reducing Pressure on Emergency Services and Enhancing Patient Care** 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 appropriate care. *1450 - implementation of a health advice hotline in a PSAP*

EENA Conference 2025 - Programme

Day 1 | Wednesday 09 April 2025

Time	Track 1	Track 2	Track 3	Track 4
		Transparency and Education, Motorola Solutions		**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
14.50 - 15.35	**NG112 Roadmaps and Financing**	**Certifying excellence in PSAPs and TPSPs**	**Learnings from the handling of emergency communications in Finland (continuation)**	**Why specialised blue light routing is crucial for dispatch**
	Want to learn more about the implementation of Next Generation 112 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. *Chaired by* **Giuseppe Lelow**, *PhD Candidate, Università Politecnica delle Marche* Discussion panel with: ● **Brandon Abley**, Chief Technology Officer, NENA: the 9-1-1 Association ● **Florin Feticu**, Head of Department 112, Special Telecommunications Service, Romania ● **Stiliyan Velchev**, Head of System administration and	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. *PSAP & TPSP Certificate of Quality Programmes* **Cristina Lumbreras**, Technical Director, EENA Followed by a panel discussion with: ● **Monica Million**, Auditor ● **Fiona Lee**, Auditor ● **Rokas Kvedaras**, Auditor ● **Uberto Delprato**, Auditor	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. *Training of ERC operators in Finland* **Toni Alatalo**, Instructor, Emergency Services Academy Finland *Best practises from 112 Finland – How to implement a nationwide multiauthority emergency response centre system successfully?*	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. **Daniel Korn**, CEO, rescuetrack

EENA Conference 2025 - Programme

Day 1 | Wednesday 09 April 2025

Time	Track 1	Track 2	Track 3	Track 4
	coordination, Directorate National 112 System, Bulgaria • **Vítor Judícibus,** Head of Critical Communications Multidisciplinary Team, Portugal		**Moni Banerjee,** Business Director and **Raine Ronni,** Senior Programme Manager, Cinia	
15.35 - 16.15	*Coffee Break and Visit of the Exhibition*			
16.15 - 17.15	**Evolution of eCall**	**Enhancements in Public Warning Systems**	**Best practices in dealing with mental health in PSAPs**	**AI-based solutions to support triage**
	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. *Chaired by **Ciaran Moynihan**, vice-chair, EENA Tech & Ops Committee* *Driving the Future: Unlocking the Power of Global Numbering Resources for eCall BMW, Stellantis and Renault Case Study* **Didier Lahay**, Director of Product Management, Airnity & **Donald Connor**, Head of	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. *Chaired by **Amélie Grangeat**, Disaster Preparedness Specialist, International Telecommunications Union* *Implementation of Device-Based Geofencing for Cell Broadcast in the Netherlands* **Patrick van der Linden**, Service Manager NL-Alert, National Dutch Police *Sending Location-Based SMS*	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. *Chaired by **Fabrice Dami**, Medical Director, Lausanne Medical Dispatch, Switzerland* *Strategies to improve the mental health of emergency call-takers* **Alexandra Badita**, Psychological Support and Monitoring Office, Special Telecommunications Service, Romania *Wellbeing of teams within our Emergency Services Control*	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. *Using AI and Data to Improve & Scale Patient Triage in the 112 Center* **Reinhard Ekl**, SVP of Product, ESO *AI in Emergency Response - the way forward*

EENA Conference 2025 - Programme

Day 1 | Wednesday 09 April 2025

Time	Track 1	Track 2	Track 3	Track 4
	Regulation and Policy, Transatel & **Andreea-Roxana Calin**, Product Owner eCall, Renault Group *NGeCall is Here: 112 Agencies Must Prepare for the Packet-Switched Transition* **Jorge Forcada**, Product Manager, Cestel *How DT introduced NG eCall in Germany and what we learned along the way* **Philipp Schoening**, Solution Designer, Deutsche Telekom	*public warning alerts in the receiver's preferred language* **Kadi Luht-Kallas**, Advisor, Ministry of the Interior, Estonia and **Antti Turmann**, Radio Network Expert / Service Manager, State Infocommunication Foundation, Estonia	*Room & PSAP Environments* **Jules Lockett,** General Manager, London Ambulance Services, United Kingdom	**Shafir Botner,** Director of Paramedic Education Center, Magen David Adom, Israel
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. 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,			

Day 1 | Wednesday 09 April 2025

Time	Track 1	Track 2	Track 3	Track 4
	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)	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. Departing from: 19.00 until 20.30. Duration of tour: 1h. Departure point address: Kansalaistori Square (by Eero Erkon street), Right next to the main library – look out for EENA's beach flag on site! 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.			

EENA Conference 2025 - Programme

Day 2 | Thursday 10 April 2025

Time	Track 1	Track 2	Track 3	Track 4
09.00 - 10.00	**Improving Accessibility to 112**	**Airborne Rescue**	**Funding emergency communications: funding models and opportunities**	**Solutions for Stage-2 PSAPs**
	Equivalent access to 112 does not exist for many people in the EU with hearing disabilities. This session will discuss the upcoming integration of Real-Time Text (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. *Chaired by* **Tadas Maroščikas**, *Deputy Director, Emergency Response Centre, Lithuania* *Real-World Examples of RTT Bridge Integrations* **Thor Nielsen**, VP Global Sales, nWise AB *How to Serve Different Needs for Accessibility* **Berra Hüner**, Business Development Manager, bevuta IT *Transforming Emergency Services: Estonia's Path to Video Call and RTT in 112* **Rein Olesk**, Advisor, Ministry of the Interior of Estonia	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. *Chaired by* **Henning Schmidtpott**, *Vice-Chair, EENA Tech & Ops Committee* *Drones in Emergency Services: How Are They Changing the Landscape in the United States* **Chris Carnahan,** Emergency Communications Manager, South Metro Fire Rescue, Colorado, United States *Flood disaster in Austria - 120 people rescued by helicopter* **Bernhard Eisenbock**, Head of Training, Notruf Niederoesterreich, Austria	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. *Chaired by* **Rokas Kvedaras**, *CEO, Innoseven Technologies* *Funding emergency communications through call handling fees in Ireland* **Richard O'Carroll,** Head of Retail Compliance and ECAS, ComReg, Ireland *Funding opportunities for developing the 112 service* **Maria Toma**, Procurement Expert in Critical Projects, Special Telecommunications Service, Romania *European Space Agency: Funding Satellite-Based Solutions for Emergency Response* **Christopher Frost-Tesfaye,**	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. *The Power of Holistic Control Room Solution Thinking* **Marco Parigi**, International Business Development Manager and **Bernd Lässig**, Senior Solution Consultant, Frequentis *Proven Control Room Solution for Fire and Health Care* **Toofan Otaredian**, Vice President, Enghouse Transportation and Public Safety

EENA Conference 2025 - Programme

Day 2 | Thursday 10 April 2025

Time	Track 1	Track 2	Track 3	Track 4
			Technical Officer, Business Applications Programme, European Space Agency	
10.00 - 10.45	**Ensuring Accurate Caller Location with SIP/PIDF-LO**	**Expanding Public Warning: New Channels for Reaching Citizens**	**Training of call-takers**	**Communicating to emergency services via Rich Communication Services**
	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.	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.	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.	In this session, we'll explore the key capabilities of Rich Communication Services (RCS) beyond SMS/MMS – including reliable rich media sharing and delivery confirmations – and discuss the tangible benefits for both citizens contacting emergency services. Google will also be demo-ing a recent pilot feature developed in partnership with RapidSOS that showcases emergency messaging over RCS.
	*Chaired by **Wolfgang Kampichler**, co-chair, EENA Tech & Ops Committee*		*Chaired by **Kadi Luht-Kallas**, Adviser, Ministry of the Interior of Estonia*	**David Yuan**, Software Engineer, Google
	United States NG9-1-1 Regulatory Actions and Their Impact on the Entire Emergency Response Lifecycle **Brooks Shanon**, Director of Emergency Communications Solutions, ESRI	*Chaired by **Kai Roddeck**, Business Development Manager, Mecom*		
	Deploying Nomadic VOIP 112 Now **Sarah Krawiec**, Director Product Management, Global Emergency Services, Bandwidth	*Alerting travellers with TPEG2-EAW Emergency Alerts and Warnings* **Stéphanie Chaufton**, Senior Coordinator, TISA - Traveller Information Services Association	*Training of 112 telecommunicators in Iceland* **Hjördís Garðarsdóttir,** HR and education representative, Neyðarlínan ohf - 112 Iceland	
		Bolstering Population Warning with Satellites **Charly Faradji,** EWSS Projects	*Training of call-takers in Estonia* **Jane Peiponen,** Teacher-head of Studies of Emergency Call Dispatchers, The Estonian Academy of Security Sciences	

EENA Conference 2025 - Programme

Day 2 | Thursday 10 April 2025

Time	Track 1	Track 2	Track 3	Track 4
		Manager, Telespazio		
10.45 - 11.30	*Coffee Break and Visit of the Exhibition*			
11.30 - 12.30	**Routing in NG112**	**Mission Critical Communications**	**Sending pictures and videos to 112**	**(11.30-12.00) Optimising emergency control rooms**
	This session will explore how Next Generation 112 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.

*Chaired by **Iratxe Gomez**, EENA Tech & Ops Committee co-chair*

Routing in NG112 – practical use cases
Wolfgang Kampichler and **Michael Pröstler,** Chairs, EENA Tech & Ops Committee

Motorola: State of Utah, Case Study: Applying the NENA i3 Architecture to Reduce Misrouted Calls
Sam Bard, Director Product Management, Next Generation Core Services, Motorola Solutions

Routing emergency communications in IP and ISDN
Andrei Vladoiu, Technical Coordinator, Special | 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.

*Chaired by **Paul Bremner**, Principal Research Analyst, OMDIA*

Success In Cooperation – Finnish ecosystem for national critical communications
Tero Pesonen, Chair CCBG, TCCA, **& Jarmo Vinkvist**, COO, Virve, Erillisverkot, Finland

Mission Critical Communications for Emergency Services: MCX and Opportunities for Integration
Alejandro Vázquez Marino, Telecommunications Engineer, & **Ramón López Perpiña,** Security and Emergency Technology Consultant, IDOM

NGX and MCX: Two Sides of the | 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 Public Safety Answering Points.

*Chaired by **Monica Million**, Founder, Million Consulting Services, LLC*

Image sharing between alarm centres and PSAPs
Antti Saikkonen, Quality Manager, Verisure

Emergency SOS Live Video
Tony O'Brien, Safety & Location, Apple

Enhancing Emergency Response with Live Video Technology
Karin Marquez, Chief Marketing | 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.

Optimizing Emergency Control Centers: The Future of Multi-Source Visualization and Decision-Making
Tero Haahti, International Sales Manager, Gesab

(12.00 - 12.30) Caller Location technologies

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 |

EENA Conference 2025 - Programme

Day 2 | Thursday 10 April 2025

Time	Track 1	Track 2	Track 3	Track 4
	Telecommunications Service, Romania	*Same Coin* **Reinard van Loo**, Senior Advisor, New Business Development Public Safety, & **Wolfgang Kampichler**, Principal Scientist Corporate Research, Frequentis	Officer, RapidSOS	support emergency services in identifying caller locations more efficiently. *NG112 - so many caller locations! How do you make the right choice?* **Martin Holleufer-Sorensen**, Consultant, Hexagon
12.30 - 13.45	*Lunch Break and Visit of the Exhibition*			
13.45 - 14.45	**Using PSAP Directory**	**Emergency Communications across Asia/Pacific**	**Receiving pictures and videos in PSAPs**	**No session**
	A PSAP directory allows a Public Safety Answering Point (PSAP) located in a country A to contact another PSAP in a country B to inform them of an emergency happening in their area. 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. *Chaired by* **Stephen Hines, Paramedic** *Facilitating Cross-Border PSAP Communication: The ECO Directory for European PSAPs* **Vassil Krastev**, Expert in Numbering and Networks,	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". *Chaired by* **David Fredman**, *Vice-Chair, Tech & Ops Committee, EENA* *Migration to NG999 in Malaysia* **Kamarudin Abdul Rani**, Under Secretary, Control and Compliance Section, Ministry of Communication, Malaysia & **Mohd Norazhar Sulaiman**, Deputy Project Director NG999, Senior Solution Consultant, Public	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. *Chaired by* **Monica Million**, *Founder, Million Consulting Services, LLC* A picture says a thousand words **Hjördís Garðarsdóttir**, HR- and educational representative, Neyðarlínan ohf - 112 Iceland	

Day 2 | Thursday 10 April 2025

Time	Track 1	Track 2	Track 3	Track 4
	European Communications Office, European Conference of Postal and Telecommunications Administrations *Saving lives knows no borders* **Alexandru Vadana**, Operational 112 Deputy, Special Telecommunications Service, Romania *The Crucial Role of a PSAP Registry in Improving Emergency Response* **April Heinze**, VP, Chief of 9-1-1 Operations, NENA: The 9-1-1 Association	Safety & Emergency Solution, Telekom Malaysia *Emergency Communications in the Oceania Region* **Austin Whiteside**, Senior Manager, State Control Centre, St John Ambulance, Western Australia & **Mike Higgie**, National Operations Manager, Emergency Communications and Dispatch, New Zealand Police	*Video Communications into Emergency Response Centers: Operator Impacts* **Chris Carnahan,** Emergency Communications Manager, South Metro Fire Rescue, Colorado, United States	
15.00 - 15.45	**Using Artificial Intelligence in PSAPs for decision making & real time intelligence**	**Ensuring healthcare in conflict zones**	**Computer-Aided Dispatch systems developed by PSAPs**	**No session**
	This session explores how AI is transforming emergency response operations, from optimising Emergency Medical Services (EMS) fleet management and real-time electrocardiogram (ECG) analysis to enhancing situational awareness and crisis management through AI-driven intelligence. *Chaired by* **Thomas Gouritin**, *AI Expert, Smart Tribune* *Harnessing AI for enhanced EMS: innovations in Fleet Management*	Attacks on healthcare have become a tragic and persistent feature of modern conflict, threatening not only the lives of medical personnel but also the fundamental right to health. Looking at experiences of recent conflicts, this session will explore the challenges of protecting healthcare in war zones, from legal frameworks to practical measures on the ground. *Chaired by* **Demetrios Pyrros**, *President, EENA* **Hamza Al-Kateab**, Action for	During this session, representatives from BT UK and Denmark's Greater Copenhagen Fire Department will outline the triumphs, pitfalls and overall experiences which they had while developing their own Computer-Aided Dispatch systems inhouse. *Chaired by* **Henning Schmidtpott**, *IT Head of ILS Freiburg* *Are you ready? A few perspectives from the frontier*	

EENA Conference 2025 - Programme

Day 2 | Thursday 10 April 2025

Time	Track 1	Track 2	Track 3	Track 4
	and ECG analysis **Mattia G. Bergomi**, Chief Scientific Officer, Beta 80 *The use of AI to drive Real-Time Open Source Information within the PSAPs* **Tim Evans**, Senior Account Executive, EMEA Public Sector, Dataminr & **Mark Morgan**, Strategic Policing Advisor	Sama	**Michael Lykke**, Area manager - Development, Infrastructure and Support, Greater Copenhagen Fire Department, Denmark *Building your own PSAP* **Pasquale Giuseppe Exius-Genco,** Distinguished Engineer & Principal Solution Designer, All IP Networks, BT UK, United Kingdom	
15.45 - 16.30	*Coffee Break and Visit of the Exhibition*			
16.30 - 17.30	**Case Study: Real-Time Text Implementation in Ireland**	**Artificial Intelligence in PSAPs: From Risks to Real-World Implementation**	**No session**	**No session**
	In early 2025, Ireland became the first country to implement Real-Time Text for emergency communications. This session will discuss this process from a regulatory, MNO and PSAP perspective. *Chaired by **Goran Baotić**, CIO / Head of ICT Department, Croatian Automobile Club - HAK* Joint presentation by: • **Ciaran Moynihan**, Solutions Architect, BT ECAS Service, Ireland • **Andrew Corcoran**,	This session will explore key aspects of integrating Artificial Intelligence, 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. *Chaired by **Aapo Koski**, Research Lead, Principal Consultant, Tampere University, Finland*		

EENA Conference 2025 - Programme

Day 2 | Thursday 10 April 2025

Time	Track 1	Track 2	Track 3	Track 4
	Regulation & Public Affairs, Vodafone Ireland • **Mick Fox**, Advisor, ComReg, Ireland	*Generative AI: Understanding Risks to Seize Opportunities in Emergency Services* **Thomas Gouritin**, AI Expert, Smart Tribune *Concrete, full-scale implementation of a single emergency call number powered by artificial intelligence* **Christophe Guyeux**, Full Professor, University of Franche-Comté, France *Towards design guidelines for PSAP decision support systems* **Melanie Reuter-Oppermann**, Senior Research Fellow, Maastricht University, ILS Mannheim gGmbH, DGRe		
19.30	**Social Event** Venue: Sofiankatu 4 C 00170 Helsinki (look for EENA flag for the entrance)			

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.

EENA Conference 2025 - Programme

Day 3 | Friday 11 April 2025

Time	Track 1
09.00 - 10.00	**Discussion panel / Who should provide access to 112 in the future?**
	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. *Moderated by **Ciaran Moynihan**, Solutions Architect, BT ECAS Service* **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
10.00 - 10.20	**Control room industry trends: A Market Analyst's Perspective**
	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. *Chaired by **Mladen Vratonjic**, Vice-President, EENA* **Paul Bremner**, Principal Research Analyst, Public Safety & Critical Communications, Omdia
10.20 - 11.00	*Coffee Break and Visit of the Exhibition*
11.00 - 11.20	**Proactive crisis management: Lessons from Sweden's command and control centre**
	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. *Chaired by **Mladen Vratonjic**, Vice-President, EENA* **Björn Skoglund**, Operations Specialist 112 & Crisis Preparedness, SOS Alarm

EENA Conference 2025 - Programme

Day 3 | Friday 11 April 2025

11.20 - 12.05	**Public Warning: Deployments, Perceptions, and Trust**

Effective public warning systems are essential to managing crises, but deploying them is only part of the challenge. To truly reach people, alerts must be trusted, timely, and adapted to local realities. This session explores how public warning systems are being implemented across different countries, drawing on diverse experiences and best practices. It also looks at global insights into how people perceive and respond to warnings, based on large-scale survey data from over 120 countries. From technical deployments to public trust and behavioural responses, the session offers a broad perspective on what makes warning systems effective in practice.

*Chaired by **Mladen Vratonjic**, Vice-President, EENA*

Perceptions of warning information sources from a global dataset
George Karagiannis, *Risk and Resilience Director, International Coalition for Sustainable Infrastructure*

Best practices in using Public Warning Systems in Europe
Benoît Vivier, Public Affairs Director, EENA

12.05 - 12.40	**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, fuelled 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 the Board of Directors, EU DisinfoLab

12.40 - 12.45	**Conference Closing**

Demetrios Pyrros, President, EENA