

Wednesday - 15 April

TRACK 1

TRACK 2

TRACK 3

TRACK 4

Conference opening

When Nations and Networks Are Tested, 112 Must Stand

**Coffee break
& Visit of the Exhibition**

Tackling
problems in
emergency
communications
over IMS

Artificial
Intelligence
- Applying AI
where it matters

Call-takers
wellbeing

To be
announced

Lunch & Visit of the exhibition

Keeping 112
Operational - A
multi-channel
approach

Artificial
Intelligence - AI
applications in
North American
PSAPs

Best practices
for emergency
callbacks

To be
announced

Keeping 112
Operational
- Building
Resilience in
PSAPs

Artificial
Intelligence - AI
for call taking and
handling

Responding to
suicidal calls

To be
announced

**Coffee break &
Visit of the exhibition**

Keeping 112
Operational -
Using satellites to
improve resilience

Artificial
Intelligence -
Panel / AI in
PSAPs: Is Europe
lagging behind?

Overview of
emergency
communications
in Latvia

To be
announced

Riga walking tour

Informal drinks

Thursday - 16 April

TRACK 1

TRACK 2

TRACK 3

TRACK 4

Next Generation
eCall

Use of Data for
Statistics
in PSAP
Operations

Public Warning
- Latest
developments
on PWS

To be
announced

Enhancing
Caller Location

Handling Third
Party Service
providers and
automatic
alarms

Public Warning
- Technology
Evolutions in
PWS

To be announced

Coffee break & Visit of the exhibition

Video
Communications
to 112

Evolutions in
Mission Critical
Communications

Public Warning
- Strategies in
Alerting

To be
announced

Lunch & Visit of the exhibition

Ensuring
equivalent
access to
emergency
services

Real-Time
Incident Sharing

Public Warning
- Ensuring
an effective
message

To be
announced

Next Generation
112

PSAPs around
the World

Panel on Public
Warning

To be
announced

Coffee break & Visit of the exhibition

Next Generation
112

Frequent callers:
Ways to improve
response and
reduce burden

Empowering
citizens before
the alert: how to
build a prepared
community

To be
announced

EENA Social Event

Friday - 17 April

TRACK 1

AI and EU Regulations

Future EU legislation on 112
- the Digital Networks Act

Coffee break & Visit of the exhibition

Main trends in public safety

Maintaining emergency
communications during wartime

Conference Closing