

Tuesday 14 April 2026 | Pre-conference Workshop

Tech Track

14.00 - 17.30

Cooperation between PSAPs and Third-Party Services / Organised with Verisure

This workshop provides a strategic forum for PSAPs and third-party services to examine how cooperation models are evolving in today's emergency response environment. Building on operational experience and cross-country perspectives, the session explores current challenges, emerging practices and the conditions needed for effective, trusted collaboration in support of public safety.

Participation open to emergency services' and public authorities' staff only. Seats are limited to 30 participants and are subject to vetting to ensure eligibility.

Tuesday 14 April 2026 | Informal Gathering

Skyline Bar, Radisson Blu Latvija Conference & Spa Hotel, Elizabetes iela 55, Centra rajons, Rīga, LV-1010

19.30 - ...

Informal gathering

All attendees arriving the night before the conference are warmly invited to join us for an informal welcome drink - a great opportunity to kick off EENA2026, reconnect with familiar faces, and meet new ones at the conference venue.

Venue: Skyline Bar, Radisson Blu Latvija Conference & Spa Hotel, Elizabetes iela 55, Centra rajons, Rīga, LV-1010

Drinks on your own / no registration required

Day 1 | Wednesday 15 April 2026

Time	Track 2 - Beta room
08.00 - 08.45	First-time attendees welcome reception This special welcome reception is dedicated to first-time attendees. Taking place before the conference is officially kicked, this session will help you get oriented, introduce you to our organisation, and include a warm welcome from our President Demetrios Pyrros . <i>This special reception is reserved only to those who attend the EENA Conference for the first time.</i>
Time	Track 1 / Plenary Room
09.00 - 09.15	Conference opening Demetrios Pyrros , President, EENA Dimitrijs Trofimovs , State Secretary, Ministry of the Interior, Latvia
09.15 - 09.30	Satellite Direct-to-Device connectivity: What is at stake for European emergency communications? Satellite Direct-to-Device (D2D) connectivity has the potential to complement existing emergency communication systems, particularly in areas with limited or no terrestrial network coverage. In this presentation, the European Space Agency will address the importance of strengthening Europe's strategic autonomy in space-based communications to ensure resilient, secure, and sovereign emergency connectivity across the continent.

Day 1 | Wednesday 15 April 2026

Time	Track 1 / Plenary Room
	<p>Chaired by Demetrios Pyrros, President, EENA</p> <p>Teodora Secara, Strategic Partnerships Development Officer, Connectivity and Secure Communications, European Space Agency Click HERE to access presentation slides</p>
09.30 - 09.50	<p>Emergency calling in the post-2G/3G era: Empirical evidence and lessons from Australia</p> <p>As global telecommunications move toward a purely IP-based 4G/5G landscape, the decommissioning of legacy 2G and 3G circuit-switched networks has revealed a new and complex failure surface for emergency services. Recent large-scale incidents in Australia and internationally have demonstrated that traditional assumptions of "network redundancy" are no longer sufficient to guarantee access to emergency numbers like 000 or 112.</p> <p>Commissioned by the Australian Government, this presentation shares initial findings from the National Telecom Resilience Centre's independent Controlled Test Facility (CTF). The data highlights a significant "conformance gap" in device-specific logic, where implementation-dependent behaviours and the fragility of sovereign network functions can lead to inconsistent call completion rates during deep network failures. We will discuss why "signal bars" can be misleading in an all-IP environment and advocate for a harmonised, cross-network testing regime that must precede the final sunset of legacy infrastructure to ensure public safety remains resilient.</p> <p>Chaired by Demetrios Pyrros, President, EENA</p> <p>Prof. Raymond Owen, Head, National Telecom Resilience Centre, Telecom Research Unit, University of Technology, Sydney</p> <p>Clare Chapple, First Assistant Secretary (Triple Zero Custodian Division), Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (DITRDCA)</p> <p>Kathleen Silleri, Assistant Secretary, Consumer Safeguards, Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (DITRDCA)</p> <p>Click HERE to access presentation slides</p>

Day 1 | Wednesday 15 April 2026

Time **Track 1 / Plenary Room**

09.50 - 10.00 **EENA Certification Award**

The EENA Quality Certification Programme recognises organisations that have demonstrated a strong commitment to quality in emergency services. During this session, certificates are awarded to Public Safety Answering Points and Third Party Service organisations that have successfully completed the certification process.

10.00 - 11.30 *Coffee break and visit of the exhibition*

Time	Track 1	Track 2	Track 3	Tech Track
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11.30 - 12.30	Addressing challenges in 4G/5G transition	112 Artificial Intelligence - Applying AI where it matters: From readiness to operational impact	Call-takers' wellbeing	(11.30 - 12.00) AI-Powered dispatch: Live product demonstration
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As mobile networks transition from 2G/3G to 4G and 5G, new challenges are emerging for emergency communications. In this session, regulators, industry representatives and emergency services will share practical experiences and approaches to maintaining reliable access to 112 during this transformation.

Chaired by Cristina Lumbreras, Technical Director, EENA

This session offers a pragmatic, end-to-end look at how PSAPs can prepare for change, deploy AI where it delivers value in incident management and build a roadmap for scalable and sustainable adoption.

Chaired by Dr. Aapo Koski, Research Lead, Principal Consultant, Tampere University and 61N Solutions Oy, Finland

Behind every emergency tool and technology is a call-taker carrying immense responsibility. In this session we'll explore practical strategies to support call-takers wellbeing and we'll learn about new approaches and their results.

Chaired by Patrick Tiainen, Stakeholder Specialist, 112 Finland

USUAL-UNUSUAL: How do we

Speaker:

Clement Christensen, Director of Product Management, Logis by ESO Solutions

(12.00 - 12.30) Locus Excellence in public safety, an intelligent control room solution saving lives across

Day 1 | Wednesday 15 April 2026

Time	Track 1	Track 2	Track 3	Tech Track
	<p>Packet-Switched Emergency calling issues Wayne Cutler, Technical Director, GSMA Click HERE to access presentation slides</p> <p>Presentation title to be confirmed Lessons learned from 2G/3G Sunset in Sweden Anna Hildebrand, Head of Professional Services, Tele2 IoT Click HERE to access presentation slides</p> <p>Ensuring 112 continuity in the 4G/5G era: Reliability measures during the 2G/3G sunset and NG112 transition Andrei Vlădoiu, Emergency Communications Technical Coordinator, Special Telecommunications Service, Romania Click HERE to access presentation slides</p>	<p>AI in PSAPs: Turning call transcriptions into faster decisions Loïc Marquet, DevOps Architect & Christophe Huet, Fire department emergency call centre manager, Etablissement Cantonal d'Assurance, Vaud, Switzerland Click HERE to access presentation slides</p> <p>AI in the control room: Let's get real... Reinard van Loo, Domain Sales Manager Public Safety, Frequentis AG Click HERE to access presentation slides</p> <p>AI in emergency communications: A vendor-neutral map and guidelines for PSAP leaders Alejandro Vázquez Marino, Public Safety Technology Consultant, Ramon López Perpiñá, Public Safety Technology Consultant, IDOM Click HERE to access presentation slides</p>	<p>care about the call-takers? Jakub Gejda, Deputy Manager, Emergency Call Centre in Olsztyn, Poland Click HERE to access presentation slides</p> <p>Follow up staff by real time listening Björn Johansson, Head of Production Support, SOS Alarm, Sweden Click HERE to access presentation slides</p> <p>Wellness is a journey we choose every day! Hjördís Garðarsdóttir, Human Resources and educational representative, 112 Iceland Click HERE to access presentation slides</p>	<p>sectors</p> <p><u>Speaker:</u> Toofan Otaredian, Managing Director, Enghouse Transportation and Public Safety Click HERE to access presentation slides</p>

12.30 - 13.45 Lunch break and visit of the exhibition

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Time	Track 1	Track 2	Track 3	Tech Track
13.45 - 14.45	Future EU rules on emergency communications in the Digital Networks Act	Artificial Intelligence - AI applications in North American PSAPs	Overview of emergency communications in Latvia	Activating Real-Time Text & NG eCall (13.45 - 14.15)

This interactive session will look at the most important new EU legislation on emergency communications which will be negotiated during 2026: the Digital Networks Act. It will also look at the different legal and technological trends that the Digital Networks Act will need to address. In this session, you'll get the opportunity to understand the proposal and how this can shape emergency communications in the future, ask questions and provide your opinion on how you want the rules to be in the future.

Interactive session on the Digital Networks Act
Peter Lonergan, Senior Policy Officer, **Benoît Vivier**, Public Affairs Director and **Maxime Mialon**, Advocacy Intern, EENA
[Click HERE to access the workshop slides](#)

Join this session to discover how AI is being used in PSAPs across North America. Reflecting a different regulatory environment and strong innovation ecosystem, AI solutions are currently more widely deployed in North American PSAPs. Through practical examples, the session will highlight current AI applications supporting emergency communications and operations.

Chaired by Fiona Lee, Principal, CTRL-F Consulting

Assistive AI: Impact in North America
Andre Williams, Senior Director, Product and Engineering, Emergency Call Management, Motorola Solutions
[Click HERE to access presentation slides](#)

AI in US Communications Centers - From Quality

Delivering effective emergency response and public warning requires strong coordination, clear structures and reliable technology. This session will present the Latvian emergency services system, including its organisation and cooperation between services, alongside an overview of how 112 calls are handled on the unified platform and how dispatchers are trained. It will also explore the development and implementation of cell broadcast for nationwide alerting, as well as practical experience from building national information systems and tools.

Chaired by Kaili Tamm, Board Member, EENA

Insights from emergency communications in Latvia
Kitija Arbetere, State Fire and rescue service of Latvia, Unified Contact Center Department,

Omda were early to market with an NG112 compliant Real-Time Text (RTT) solution, now included in our PSAP offering CoordCom. At the same time, many PSAPs are struggling with the technical and operational complexities of implementing RTT. In response to this, Omda has developed a purpose-built solution that enables PSAPs to integrate RTT and NG eCall with little to no disruption to their existing technical environment. This approach leverages the robustness and flexibility of the CoordCom platform, making next-generation communication both achievable and sustainable. Omda calls this solution NG112-in-a-Box.

Discover how PSAPs can activate Real-Time Text and NG eCall quickly and seamlessly—without impacting existing operations.
Steve Watson, Account

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Time	Track 1	Track 2	Track 3	Tech Track
		<p>Assurance to Quality Improvement</p> <p>Scott MacDonald, Chief Executive Officer/Co-Founder, GovWorx & Lee Ann Magoski, Emergency Communications Director, Monterey County ECD, United States</p> <p>Click HERE to access presentation slides</p> <p>Voice AI for the control room: Real World Results from Non-Emergency Call Automation in North America</p> <p>Reinhard Ekl, Chief Operating Officer & Co-Founder, Hyper</p> <p>Click HERE to access presentation slides</p>	<p>Senior inspector of Quality Control Department</p> <p>Click HERE to access presentations</p> <p>Insights from Building Information Systems for Latvia's Emergency Services</p> <p>Gunārs Dūzens, Project Manager, Emy Solutions</p> <p>Click HERE to access presentation slides</p> <p>Safety in every pocket: The story of Cell Broadcast in Latvia</p> <p>Inguna Sutra, Senior Inspector, Resource Management Division, Civil Protection Department, State Fire and Rescue Service of Latvia</p> <p>Click HERE to access presentations slides</p>	<p>Manager, Omda</p> <p>Click HERE to access presentation slides</p>
14.50 - 15.35	Keeping 112 operational - Building resilience in PSAPs	Artificial Intelligence - AI powered call taking and PSAPs in simulation	Responding to suicidal calls	

PSAPs must remain operational during any crisis. This session

This session connects operational AI in the control

Handling suicidal calls requires sensitivity, clear judgement and

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	<p>will explore some of the best practices in ensuring that PSAPs are always able to receive emergency communications.</p> <p>Chaired by Demetrios Pyrros, President, EENA</p> <p>On-site command: Why mobile dispatch units are a force multiplier for control centers Ronnie Riedl, Chief Operating Officer, Notruf Niederösterreich, Austria Click HERE to access presentation slides</p> <p>Contingency to recovery - when it becomes reality Chaim Rafalowski, Director of Disaster Management and International Cooperation, Magen David Adom, Israel</p>	<p>room for call handling with the emerging concept of a PSAP digital twin, demonstrating how AI can enhance both immediate PSAP performance and long-term PSAP design.</p> <p>Chaired by Mladen Vratonjic, Vice-President, EENA</p> <p>Human Limits in Emergency Response: Using AI to Prevent Performance Degradation in Call-Taking Dr. Aapo Koski, Research Lead, Principal Consultant, Tampere University, Finland Click HERE to access presentation slides</p> <p>Towards the design of a PSAP digital twin Melanie Reuter-Oppermann, Researcher/Professor, Integrierte Leitstelle Mannheim/ Technical University of Applied Sciences Würzburg-Schweinfurt, Germany Click HERE to access presentation slides</p>	<p>strong emotional resilience. This session will combine practical insights from the implementation of a triage protocol for suicidal calls, alongside approaches to supporting and protecting call-takers. It will explore how structured response frameworks can assist in managing these complex situations, while also highlighting practices and support mechanisms needed to safeguard call-takers' wellbeing.</p> <p>Chaired by Liana Muşat, Knowledge Officer, EENA</p> <p>Implementation and effectiveness evaluation of telephone triage protocol GGT08 for suicidal behaviour emergencies: A 26,044-case operational analysis Susana de Castro-García, Pre-hospital Emergency Nurse, Andalusian Emergency Health Centre 061, Spain Click HERE to access presentation slides</p> <p>Staying well while doing difficult work: Protecting call-takers responding to suicidal crises</p>	

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			<p>Patrick Tiainen, Stakeholder Specialist, 112 Finland Click HERE to access presentation slides</p>	
15.35 - 16.15	Coffee break and visit of the exhibition			
16.15 - 17.15	<p>Keeping 112 operational - Multi-channel 112</p> <p>It is not enough for PSAPs to remain operational during crises. People must also have the connectivity necessary to place an emergency communication. This session will explore means to improve this access during telecommunications outages, including the use of apps as an alternative to contact 112 during crises, and using satellites when terrestrial telecommunications fail. Chaired by Emily Hough, Board Member, EENA</p> <p>How can emergency communication systems be prepared for the future? A</p>	<p>Artificial Intelligence - Panel on AI in PSAPs: Is Europe lagging behind?</p> <p>Artificial Intelligence is rapidly entering emergency communications, with several examples suggesting faster adoption of AI in North America. But the debate goes beyond speed. In Europe, the deployment of AI in PSAPs raises important questions about data protection, technological sovereignty, and the risks of automated decision-making in life-critical environments. European developers also face stricter data protection rules that can limit the availability of training datasets for AI systems. In the current geopolitical context, questions of dependence on foreign</p>	<p>Frequent callers: Ways to improve response and reduce burden</p> <p>This session brings together practitioners to share real-world experiences, highlight challenges and discuss methods and tools that help PSAPs balance caller support with operational efficiency.</p> <p>Chaired by Kaili Tamm, Board Member, EENA</p> <p>When emergency becomes the norm Kari Colling Westerbø, Senior Consultant, AMK Oslo, Prehospital Clinic, Oslo Click HERE to access presentation slides</p>	<p>(16.15 - 16.45) Naturally integrating AI capabilities in PSAPs</p> <p><u>Speakers:</u> Radu Polexa, Head of MCS Romania & Iratxe Gomez Susaeta, GEMMA presales manager – MCS HSN, Eviden Click HERE to access presentation slides</p>

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scenario-based approach

Berra Hüner, Business Development Manager, bevuta IT

[Click HERE to access presentation slides](#)

SOS Emergency via satellite: Safety and coordination in remote areas

Walter Adriano Ocelli, 112 Piedmont, Italy

[Click HERE to access presentation slides](#)

Presentation title to be announced

Teodora Secara Partnerships and Business Development Officer, European Space Agency

technologies and control over critical digital infrastructure further shape the discussion. This panel will explore whether Europe is truly falling behind or whether it is taking a more cautious and responsible path to integrating AI into emergency response systems.

Chaired by Melanie Reuter-Oppermann, Researcher/Professor, Integrierte Leitstelle Mannheim/Technical University of Applied Sciences Würzburg-Schweinfurt, Germany

Panellists:

- **Fiona Lee**, Principal, CTRL-F Consulting
- **Christof Chwojka**, Chief Executive Officer, Björn Steiger Foundation
- **Pasquale Exius-Genco**, 999/112 Network Lead, BT Plc, United Kingdom
- **Reinard van Loo**, Domain Sales Manager Public Safety, Frequentis AG

Frequent callers to 112 - the problem and (one) solution

Björn Skoglund, Service Portfolio Manager for 112 & Crisis Management & **Fredrik Jonsson**, Chief Medical Officer, SOS Alarm, Sweden

[Click HERE to access presentation slides](#)

Using AI to reduce misuse of 112

Erica in't Veld, 112 Advisor, Netherlands Police

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Track 1

17.30 - 19.00 **Movie screening: The Voice of Hind Rajab**

The film follows Red Crescent volunteers who receive an emergency call about a six-year-old girl trapped in a car under IDF fire in Gaza, desperately pleading for rescue. While trying to keep her on the line, the volunteers work against time and extreme danger to dispatch an ambulance and reach her. The entire film takes place within the emergency call centre. The movie features real recordings of the conversations between the call-takers in the Ramallah Red Crescent emergency call centre and Hind Rajab. The Voice of Hind Rajab has received international acclaim, winning 17 awards and receiving 18 nominations, including a nomination for an Academy Award.

From 19.00 **Riga Walking Tour - Sponsored by NGA**

Free of charge / no registration required

Meeting Point: Radisson Blu Latvia Conference & Spa Hotel Lobby, Ground floor (Level 0)

Join us for an enchanting evening as we explore the vibrant streets of Riga. Embark on a guided tour led by local experts, uncovering the rich tapestry of history, culture and architecture that shapes Latvia's capital.

Join when it suits you – tours will depart every 10 minutes between 19.00 and 19.30, and will last about 1 hour and 15 min. Small groups will ensure a more personalised experience. The tour concludes at Cartel Bar, where you're welcome to stay for the evening.

From 20.15 **Informal drinks in the city centre - Sponsored by NGA**

Drinks on your own / no registration required

Venue: Cartel Bar, Torņa street 4, Riga, Latvia

After a full day of sessions, city explorations and storytelling, unwind with us at Cartel Bar for an evening with good company and conversations – food & drinks available for purchase. Whether you joined the city walking tour, attended the movie 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.

Day 2 | Thursday 16 April 2026

Time	Track 1	Track 2	Track 3	Tech Track
09.00 - 10.00	<p>The road to Next Generation eCall deployment</p> <p>As Europe moves towards NG eCall, the focus is shifting from planning to practical implementation. This session will explore the transition to NG eCall from different angles, combining insights from implementation efforts and ongoing standardisation activities at European level.</p> <p>Chaired by Antoine Trarieux, Director Public Affairs, IMA Group</p> <p>X_HeERO - Implementing and development of NG eCall Steve Schneider, ITS Mobilily, X_HeERO project coordinator Click HERE to access presentation slides</p> <p>NG eCall - Requirements and challenges for standardisation in CEN TC278/WG15 Matthias Moerbe, Bosch, CEN</p>	<p>Ensuring equivalent access to emergency services</p> <p>This session will take a look at recent trends in improving accessibility, including the implementation of Real Time Text, relay services and the work of PSAPs in improving accessibility during emergencies.</p> <p>Chaired by Gunta Anca, Vice President of The Latvian Umbrella Body for disability organisations (SUSTENTO) and Board Member of the European Disability Forum</p> <p>The hidden secrets of RTT for PSAPs Luca Bergonzi, Senior Business Advisor-Emergency Management Division, Beta80 Click HERE to access presentation slides</p> <p>Total conversation must be our goal Alf Lindberg, Board Member of the European Federation for the</p>	<p>Public Warning - Latest developments on PWS</p> <p>In this first session on public warning, presenters will outline the latest developments in ways to alert the population. The updates will explain latest developments in Europe, as well as in the global stage, through the UN Early Warning for All initiative. The session will also explore the development of the Galileo Emergency Warning Satellite Service (EWSS) and how satellite technology could support the future dissemination of public warning alerts.</p> <p>Chaired and introduced by Benoît Vivier, Public Affairs Director, EENA Click HERE to access presentation slides</p> <p>Update on the UN Early Warning for All Initiative Vanessa Gray, Head of Climate Change and Emergency</p>	<p>(09.00 - 09.30) ENGAGE 112 - The Next Generation emergency communications system of Greece</p> <p>Speaker: Antonis Kostaridis, Chief Technology Officer, Satways</p> <p>(09.30 - 10.00) Secure AI & sovereign connectivity for emergency communications</p> <p>Speakers: Aymeric Senechal, Head of Strategic Vertical Services, Alcatel Lucent Enterprise</p>

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	<p><i>CENELEC TC 278/WG15 convenor</i> Click HERE to access presentation slides</p> <p>Implementation of NG eCall in the Czech Republic Jan Bessa Urbánek, <i>Technical expert for emergency communication, General Directorate of Fire and Rescue Service, Czech Republic</i> Click HERE to access presentation slides</p>	<p><i>Hard of Hearing</i> Click HERE to access presentation slides</p> <p>112 stands for humanity and responds to all types of emergencies Cornelia Alexandru, <i>112 Quality Analysis Coordinator, Special Telecommunications Service, Romania</i> Click HERE to access presentation slides</p>	<p><i>Telecommunications, Development Bureau, International Telecommunication Union</i> Click HERE to access presentation slides</p> <p>Update on Galileo Emergency Warning Satellite Service Manuel López Martínez, <i>Senior Technology Officer, EU Agency for the Space Programme</i> Click HERE to access presentation slides</p>	
10.00 - 10.45	<p>Enhancing caller location</p> <p>Accurate caller location remains one of the most critical components of effective emergency response. This session will examine advancements and best practices for improving caller location across technologies and networks, ensuring responders get the right information when every second counts.</p>	<p>Lessons learned from Real-Time Text deployment</p> <p>This session will look at the recent implementations of Real-Time Text in Sweden and Croatia, from both PSAP and solution provider perspectives.</p> <p>Chaired by Alf Lindberg, Board Member of the European Federation for Hard of Hearing</p> <p>Implementation of RTT in Sweden</p>	<p>Public Warning - Best practices in alerting the population</p> <p>Effective public warning depends not only on technology, but also on how alerts are designed and delivered to the population. This session will explore best practices in public warning, discussing how clear, trusted, and well-designed messages can improve public response during emergencies.</p> <p>Chaired by Nikolaus Tittler, Chief Information Officer,</p>	<p>Command, control, and clarity: Rethinking disaster response with ICS + CAD</p> <p>Discover how integrating ICS into CAD creates a unified command-and-control environment for modern emergency response. This session shows how agencies can activate EOCs, coordinate multi-agency incidents, and manage resources in real time—enhancing situational awareness, interoperability, and resilience across diverse emergency</p>

Day 2 | Thursday 16 April 2026

Time	Track 1	Track 2	Track 3	Tech Track
	<p>Chaired by Michael Pröstler, Vice-Chair, EENA Technical and Operations Committee</p>	<p>Björn Skoglund, <i>Service Portfolio Manager for 112 & Crisis Management, SOS Alarm, Sweden</i></p>	<p>Landessicherheitszentrale Burgenland, Austria</p>	<p>services and operations.</p>
	<p>Implementation of advanced network-based location in Romania George Denciu, <i>Emergency Systems Technical Coordinator, Special Telecommunications Service, Romania</i> Click HERE to access presentation slides</p>	<p>Real-Time Text: Findings while implementing RTT in CAD software Jonas Reinfeldt, <i>Product Manager, OMDA</i> Click HERE to access presentation slides</p>	<p>Strengthening Public Warning Worldwide: Contributions of the ITU Technical Experts Group Amélie Grangeat, <i>Disaster Preparedness Specialist, International Telecommunications Union</i> Click HERE to access presentation slides</p>	<p><u>Speakers:</u> Isaac Blanks, <i>Global Business Development Manager and</i> Mahari Blanks, <i>Global PR & Event Marketing Coordinator, Pulsiam</i> Click HERE to access presentation slides</p>
	<p>Bringing the blue dot inside: How indoor location improves emergency response Brooks Shannon, <i>Director of Emergency Communications Solutions, Esri</i> Click HERE to access presentation slides</p>	<p>From voice to text: RTT integration in the Croatian Automobile Club Goran Baotić, <i>Chief Information Officer, Croatian Automobile Club (HAK)</i> Click HERE to access presentations</p>	<p>Overview of the research on tailoring an effective public warning message Benoît Vivier, <i>Public Affairs Director, EENA</i> Click HERE to access presentation slides</p>	

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Time	Track 1	Track 2	Track 3	Tech Track
10.45 - 11.30	<i>Coffee break and visit of the exhibition</i>			
11.30 - 12.30	<p>Using Satellite Direct to Device to improve connectivity and resilience</p> <p>For the first time, people across Europe can now access 112 or receive public warnings using satellite connections. This could be particularly useful in situations where terrestrial networks fail, such as during a crisis, or if people are in an isolated area. This session will explore how this technology can improve access to 112, and the steps needed to route and process these communications effectively.</p> <p>Chaired by Peter Lonergan, Senior Policy Officer, EENA</p> <p>Enabling Generational Mobile Transition John Baker, Executive Advisor to MDA Space Leadership, MDA Satellites</p>	<p>Use of data for statistics in PSAP operations</p> <p>Public Safety Answering Points generate large amounts of operational data every day. When properly analysed, this data can provide valuable insights into call volumes, response times, operational performance, and resource allocation. This session will explore how PSAPs use data and statistics to better understand their operations, support decision-making, and improve the efficiency and quality of emergency response services.</p> <p>Chaired by Xandra Maan, 112 advisor, Netherlands Police</p> <p>Discrete-event simulation model for staff planning and process improvements in PSAPs Melanie Reuter-Oppermann, Researcher/Professor, Integrierte Leitstelle Mannheim/Technical</p>	<p>Public Warning - National strategies in alerting the population</p> <p>Countries across Europe are developing different approaches to warning the population during emergencies, combining technologies, governance models and communication strategies. This session will explore how national public warning systems are implemented in practice, highlighting experiences and strategic choices made in different countries. Speakers will share insights into how their systems are designed, operated, and integrated into broader crisis management frameworks.</p> <p>Chaired by Björn Skoglund, Service Portfolio Manager for 112 & Crisis Management, SOS Alarm, Sweden</p> <p>BE-Alert: practical use cases of public warning</p>	<p>(11.30 - 12.00) Technologies enabled by bluelight routing</p> <p>Bluelight routing helps vehicles to find the best way to get to the incident site but enables many other technologies: Open lift gates automatically and remote control traffic lights as well as warning of other vehicles participating in traffic. We show with real-world examples how we can make driving for emergency vehicles faster and safer.</p> <p><u>Speaker:</u> Daniel Korn, Chief Executive Officer, rescuetrack Click HERE to access presentation slides</p> <p>(12.00 - 12.30) Can AI support real time</p>

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	<p>Presentation title to be announced</p> <p>Marcio Oliveira, Vice-President Business Development, Intrado</p> <p>Click HERE to access presentation slides</p> <p>Europe's First Active Direct-To-Smart Phone Emergency Network</p> <p>Omar Qaise, Founder and Chief Executive Officer, OQ Technology</p>	<p>University of Applied Sciences Würzburg-Schweinfurt, Germany</p> <p>Click HERE to access presentation slides</p> <p>Making Metrics Matter: Applying NENA Call Processing Standard</p> <p>April Heinze, Vice-President of 9-1-1 Operations and Standards, NENA: The 9-1-1 Association</p> <p>Click HERE to access presentation slides</p>	<p>Michiel Scheerlinck, Project Officer, National Crisis Centre, Belgium</p> <p>Click HERE to access presentation slides</p> <p>MoWaS - Public Warning system in Germany</p> <p>Thelma Divry, Federal Office for Civil Protection and Disaster Relief, Germany</p> <p>Click HERE to access presentation slides</p> <p>Norway's Nødvarsel: implementation, use and lessons learned</p> <p>Trond Helland, Chief Engineer & Kristine Utheim, Project Manager, The Norwegian Directorate for Civil Protection (DSB)</p>	<p>a paramedic on the field? - Lessons from ESCORT project</p> <p><u>Speaker:</u></p> <p>Konstantia Kallara, Researcher, Aristotle University of Thessaloniki; Greece</p> <p>Click HERE to access presentation slides</p>
12.30 - 13.45	Lunch break and visit of the exhibition			
13.45 - 14.45	Video and multimedia to 112	Advancing caller location through PIDF-LO implementation	Public Warning Technology evolutions	(13.45 - 14.15) Omni-Channel & AI centrist next generation Call Taking Client

Day 2 | Thursday 16 April 2026

Time	Track 1	Track 2	Track 3	Tech Track
	<p>Emergency communications are evolving beyond voice, with PSAPs increasingly integrating live video, Real-Time Text, images, and location data to enhance situational awareness and improve response outcomes. This session explores practical deployments showing how multimedia can be seamlessly embedded into call-handling and CAD workflows, support accessibility and enable faster, more coordinated emergency response.</p> <p>Chaired by Mladen Vratonjic, Vice-President, EENA</p> <p>Adopting video and multimedia in 911 Sam Bennet, <i>Global Expansion Director, RapidSOS</i> Click HERE to access presentation slides</p> <p>From call to context - Shaping the future through 10 years of European experience Filip Malenak, <i>Chief Executive Officer, NG-SOS</i></p> <p>Android Emergency Live Video via ELS</p>	<p>As emergency communications move to SIP-based IP networks, countries are working to ensure reliable caller location through the implementation of PIDF-LO. This session will provide an update on national developments, regulatory drivers and operational experience.</p> <p>Chaired and introduced by Michael Pröstler, Vice-Chair, EENA Technical and Operations Committee</p> <p>Click HERE to access presentation slides</p> <p><u>Panellists:</u></p> <ul style="list-style-type: none"> • Björn Skoglund, <i>Service Portfolio Manager for 112 & Crisis Management, SOS Alarm, Sweden</i> • Ciaran Moynihan, <i>Solutions Architect, BT Emergency Call Answering Services (ECAS), Ireland</i> • Vasilis Kazoukas, <i>Fire Lieutenant, Head of IT, 112 & 112GR-Alert, Greece</i> • Jo Dewaele, <i>Marketing Strategy Team Leader,</i> 	<p>New technologies are expanding the possibilities for delivering timely and reliable alerts to the population. This session will explore recent technological developments in public warning and how they could enhance the reach, resilience and effectiveness of alerting systems. From advancements in network capabilities to satellite-based solutions, speakers will discuss how emerging technologies may shape the next generation of public warning.</p> <p>Chaired by Vanessa Gray, Head of Climate Change and Emergency Telecommunication, Development Bureau, International Telecommunications Union</p> <p>Apple Enhanced Safety Alerts Tony O'Brien, <i>Senior Manager - Safety & Location, Apple</i> Click HERE to access presentation slides</p> <p>EE ALARM and the 5G Broadcast 'Pocket Siren' pilot: Testing the future of public warning in Estonia</p>	<p><u>Speaker:</u> Dirk Engelbart, <i>Engelbart Software GmbH</i> Click HERE to access presentation slides</p> <div style="background-color: #f9e79f; padding: 10px; text-align: center;"> <p>(14.15 - 14.45) The power and speed of integral comms</p> </div> <p><u>Speaker:</u> Colin Harmer, <i>Consultant, Octave</i> Click HERE to access presentation slides</p>

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	<p>Salvatore Baglieri, Global Head of Partnerships and Operations, Google</p> <p>Click HERE to access presentation slides</p>	<p>ASTRID, Belgium</p>	<p>Katerina Mudarissova, Civil Protection Advisor, Ministry of the Interior, Estonia & Kristo Kaasan, Chief Technology Information Officer, Levira</p> <p>Click HERE to access presentation slides</p> <p>Alerting through Galileo Emergency Warning Satellite Service on non-mobile devices</p> <p>Charly Faradji, EWSS Project Manager, Telespazio</p> <p>Click HERE to access presentation slides</p>	
15.00 - 15.45	<p>Integrating Third Party Service Providers into 112 systems through an Italian pilot</p> <p>As digital services increasingly interact with emergency systems, new models are needed to ensure secure and controlled connections between Third Party Service Providers and 112. This session will present an Italian pilot, showcasing a practical and collaborative approach to integrating TPSPs with public emergency infrastructures. It will highlight key aspects such as</p>	<p>Real-time incident sharing</p> <p>Timely information can change the course of an emergency. In this session we will look at real-time incident sharing through different lenses: focusing on both national and cross-border interconnection and coordination, we will explore possibilities for more connected and resilient emergency ecosystems.</p> <p>Chaired by Luca Bergonzi,</p>	<p>Evolutions in critical communications</p> <p>Critical communications are evolving rapidly, with new technologies offering opportunities to enhance reliability, interoperability and operational capabilities for emergency services. In this session, experts will present emerging technologies that could shape the future of critical and emergency communications and discuss how they may be applied</p>	<p>Reducing failure and accelerating recovery: Securing 000/112/999 in the IP era</p> <p>This presentation argues that the shift from legacy telecom networks to IP-based infrastructure has introduced critical vulnerabilities in Europe's 000/112 emergency calling systems, where even "99% uptime" networks can fail catastrophically during routine changes. It diagnoses the root causes — centralised architectural risk, economic pressures driving</p>

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	<p>interoperability, governance and operational implementation, drawing on real-world experience from multiple stakeholders involved in the pilot.</p> <p>Chaired by Andy Heward, London Ambulance Services NHS Trust, Governance and Performance Manager, United Kingdom</p> <p>Standardising TPSP Access to Emergency Services: a Regulated Interface Model for the Italian 112 System Fabrizio Giusti, Ministry of Enterprises and Made in Italy/Invitalia, Italy Click HERE to access presentation slides</p> <p>Relationships between PSAP1 (Public Safety Answering Point) NUE112 Piedmont and TPSP (Third Party Service Providers) – Activities and Agreements Walter Occelli, Director, Paolo Radosta, Coordinator, Numero Unico Emergenza 112, Piedmont, Italy Click HERE to access presentation slides</p>	<p>Co-Chair, EENA Technical and Operations Committee</p> <p>Multidiscipline coordination: Real-time incident sharing in Belgian PSAPs Christophe Grégoire, Director Technology & Operations, Chief Operating Officer, ASTRID, Belgium Click HERE to access presentation slides</p> <p>Location, location, location: We need maps of PSAPs Daniel Korn, Chief Executive Officer, rescuetrack Click HERE to access presentation slides</p>	<p>in public safety environments.</p> <p>Chaired by Paul Bremner, Practice Lead, Integrated Tech, Omdia</p> <p>How is technology innovation shaping the future delivery of mission critical services Robin Davis, Chair of the Future Technology Group, TCCA Click HERE to access presentation slides</p> <p>Evolutions in critical communications Onur Kasaba, Managing Director, Tele2 IoT Click HERE to access presentation slides</p>	<p>fragility, and a brain drain of skilled network operators – and frames the current trajectory as unsustainable for sovereign emergency services. The deck then introduces the Network Resilience Capability Framework (TAP) as an audit practice, shifting regulatory oversight from subjective promises to objective, repeatable benchmarking of network resilience. It closes with a 2026 mandate to redefine how telecom oversight works in the IP era, aiming to stop cascade failures before they start and recover quickly in the event of cascading failures</p> <p>Prof. Raymond Owen, Head, National Telecom Resilience Centre, Telecom Research Unit, University of Technology, Sydney</p> <p>Click HERE to access presentation slides</p>

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	<p>Smarteye, Seeing, Understanding & Protecting Critical Infrastructure Eleonora Lorenza Zich, Doctor, and Riccardo Zich, Professor, Polytechnic University of Milan, Italy Click HERE to access presentation slides</p>			
15.45 - 16.30	Coffee break and visit of the exhibition			
16.30 - 17.30	<p>Next Generation 112</p> <p>As Europe advances towards NG112, clarity on how this evolution can support the fulfilment of the existing legislative framework is essential. This session will examine key use cases and present technologies currently available to support the transition.</p> <p>Chaired by Iratxe Gómez Susaeta, Co-Chair, EENA Technical and Operations Committee</p>	<p>Best practices for emergency callbacks</p> <p>Successful callbacks rely on clear procedures, skilled call-takers and supportive technology. This session explores how combining these elements can strengthen response quality and ensure communication continuity.</p> <p>Chaired by Daniel Rață, International Business Development Director, Intrado Life&Safety</p> <p>The critical role of call-backs in</p>	<p>Empowering citizens before the alert: how to build a prepared community</p> <p>What are the best practices to strengthen and empower communities before a disaster strikes? How can authorities best equip their citizens with the skills, information and confidence to act swiftly in the face of an emergency?</p> <p>This session explores initiatives for awareness, preparedness and civil engagement for building disaster-resilient societies.</p> <p>Chaired by Panagiotis Alevantis,</p>	

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	<p>Deploying an ESInet for all tastes Luca Bergonzi, Senior Business Advisor-Emergency Management Division, Beta80</p> <p>Click HERE to access presentation slides</p>	<p>emergency response Andrei Vlădoiu, Emergency Communications Coordinator, Telecommunications Romania</p> <p>Click HERE to access presentation slides</p>	<p>EENA Board Member</p> <p>Aware, not yet prepared: Insights from a survey on societal disaster preparedness Beatrice Carradorini, Project Officer, EENA</p> <p>Click HERE to access presentation slides</p>	
	<p>Is a dedicated emergency app really necessary? Making NG112 work across web and telecom Zoran Perak, Expert Software Engineer, Abysalto</p> <p>Click HERE to access presentation slides</p>	<p>Addressing staffing shortages and peak workload through intelligent automatic abandon callback Andre Williams, Senior Director, Product and Engineering, Emergency Call Management, Motorola Solutions</p> <p>Click HERE to access presentation slides</p>	<p>Presentation title to be announced Jill Dunlop, Minister, Ontario Ministry of Emergency Response and Preparedness, Canada</p> <p>Click HERE to access presentation slides</p>	
	<p>Simplifying access to emergency services: Single entry points in NG112 Wolfgang Kampichler, Co-Chair, EENA Technical and Operations Committee</p> <p>Click HERE to access presentation slides</p>	<p>Followed by a discussion panel with the presenters and Pasquale Exius-Genco, 999/112 Network Lead, BT Plc, United Kingdom & Ciaran Moynihan, Solutions Architect, BT Emergency Call Answering Services (ECAS), Ireland</p>	<p>Building Nationwide Preparedness: A Whole-of-Country Approach Before Crisis Gints Reinsons, Deputy Head, Crisis Management Centre, Latvia</p> <p>Click HERE to access presentation slides</p>	
20:00	<p>Social Event - Sponsored by Intrado Registration required - Sold out <u>Venue:</u> Digital Art House; Address: Skolas iela 2, Centra rajons, Rīga, LV-1010</p>			

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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 after-dinner event will include welcome drinks, as well as an open bar available for individual orders. As always, the night will feature our much-anticipated EENA Quiz, complete with a few surprise questions to keep things interesting. Additionally, evening entertainment will include a unique Digital Art Exhibition. Please note that the social event doesn't include dinner.

All registered participants for EENA2026 will receive an email shortly before the event with their social event ticket.

Please note that registration is required to attend this social event and that it is sold out.

Day 3 | Friday 17 April 2026

Time	Track 1/Plenary
09.00 - 9.50	<p>Understanding AI: How AI is built and how it is regulated in Europe</p> <p>Join this session to better understand how AI systems are built and why they are not neutral, as explained by Pulitzer Prize winner Christo Buschek. Kai Zenner, Digital Policy Adviser to MEP Axel Voss, will then present Europe's approach to AI and digital regulation, including governance and strategic autonomy.</p> <p>Chaired by Emily Hough, Board Member, EENA</p> <p>Unravelling the AI black box Christo Buschek, Award-winning programmer and investigative journalist, Austria</p> <p>Europe's AI Rules: Regulation in a changing geopolitical landscape Kai Zenner, Head of Office and Digital Policy Adviser for MEP Axel Voss, European Parliament</p>
09.50 - 10.35	<p>Discussion Panel / Towards a multichannel public warning system</p> <p>This discussion panel will aim at reflecting on the key insights shared throughout the public warning sessions. Panellists will discuss how authorities can maximise the effectiveness of public warning systems, including the role of multiple alerting channels, the importance of a clear and well-defined alerting strategy and the role of the citizens in disaster response. The discussion will explore how technology, policy and operational practices can work together to ensure warnings reach people quickly and effectively during emergencies.</p> <p>Chaired by Amélie Grangeat, Disaster Preparedness Specialist, International Telecommunication Union</p> <p><u>Panellists:</u></p> <ul style="list-style-type: none"> • Michiel Scheerlinck, Project Officer, National Crisis Centre, Belgium • Katerina Mudarissova, Civil protection adviser, Ministry of the Interior, Estonia • Vasilis Kazoukas, Fire Lieutenant, Head of IT, 112 & 112GR-Alert, National Operations Coordination and Crisis Management Center - Unit 5, 112, Greece • Charly Faradji, EWSS Project Manager, Telespazio

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10.35 - 11.10 *Coffee break and visit of the exhibition*

11.10 - 11.35 **Emerging critical technologies and the control room evolution**

Gain expert insights into the latest trends and key developments shaping the emergency control room industry. This session will provide an overview of the critical technologies that vendors and end-users are using in their organisations today and what emerging technologies they are planning to use in the next 3-5 years.

Chaired by Kaili Tamm, Board Member, EENA

Paul Bremner, Practice Lead, Integrated Tech, Omdia

[Click HERE to access presentation slides](#)

11.35 - 12.15 **Future EU rules on 112: the Digital Networks Act**

In this session, a representative of the European Commission will present the institution's proposal for a Digital Network Act. Once adopted, this legislation will be the main EU legislative framework around emergency communications in the European Union, replacing the European Electronic Communications Code. In his presentation, the speaker will highlight the main impacts the proposal can have on emergency services. Participants in the audience will get the chance to ask questions to the European Commission representative and get a full understanding on how the Digital Networks Act will shape emergency communications in the future.

Chaired by Kaili Tamm, Board Member, EENA

Moderated by Benoît Vivier, Public Affairs Director & Peter Lonergan, Senior Policy Officer, EENA

Gyula Bara, Directorate-General for Communications Networks, Content and Technology, European Commission

Day 3 | Friday 17 April 2026**12.15 - 12.45 Maintaining emergency communications during wartime**

At EENA 2024 in Valencia, Leonid Tymchenko shared how Ukraine's 112 emergency call centres continued operating during Russia's large-scale invasion.

This year, he returns to provide an update on the past two years and explain how Ukraine has managed to continue delivering emergency services to the population despite the challenges of war, including security threats, cyber risks, energy shortages and disruptions to telecommunications networks.

Chaired by Kaili Tamm, Board Member, EENA

Leonid Tymchenko, Deputy Minister of Internal Affairs of Ukraine

[Click HERE to access presentation slides](#)

12.45 - 13.00 Conference Closing and Reveal of the EENA 2027 host city

Demetrios Pyrros, President, EENA