

First 2021 Virtual Discussion STG-ESS

Effective strategies, tools and actions implemented by Emergency and Security Services in the Region to face COVID-19

GENERAL EVENT INFORMATION

Day: Thursday, July 1st
Time: 3:00 pm (Washington, DC, time)
Place: Zoom platform
Link to access the event: <https://zoom.us/j/91626991211>
Duration: 2 hours (120 minutes)
Participation: Closed (by invitation)
Language: English/Spanish interpretation

AGENDA

Welcome remarks: Guillermo Moncayo, Director, OAS Department of Public Security [2 minutes]

Introduction: Juan Zapata, Director, Ecuador's Integrated Emergency Service ECU 911 [3 minutes]

Moderation: Karen Bozicovich, OAS/DPS Information and Knowledge Section Chief [1 minute]

Panelists: [10 minutes each]

- Juan Zapata, Director, Ecuador's Integrated Emergency Service ECU 911
- Elena Amuy Jiménez, Director, Costa Rica's 91-1- Emergency System
- Juan Carlos Degrandez, Deputy Director, Honduras' National Emergency System
- Oscar Laguna Maqueda, Area Deputy Director, Mexico's National Information Center
- Omar Smith, Director, Panama's 9-1-1 National Emergency System
- Carlos Fuentes, Head of Dispatch, Panama's SUME 9-1-1

Comments & Conclusions: [10 minutes each]

- April Heinz, 9-1-1 and PSAP Operations Director, NENA: The 9-1-1 Association
- Bonnie Maney, Enterprise Client Manager, Mission Critical Partners