



## OAS' Subsidiary Technical Group on Emergency and Security Systems (STG-ESS) Webinar Exchange on: Emergency Response to Situations of Violence Against Women and Domestic Violence

Wednesday, November 29<sup>th</sup> and Thursday, November 30<sup>th</sup>, 2023

### MODERATOR'S AND PANELISTS' PROFILES

#### PANEL 1: PROTOCOLS AND PROCESSES



##### MANUEL VILLAREAL (Moderator)

General Director of the State System of Coordination, Command, Control, Communications, Computing and Intelligence C5i of the State of Guanajuato, from 2012 to date.

He has more than 20 years of experience in the management of 9-1-1 Emergency Care Centers.

He headed the 9-1-1 Emergency Response Center of the Municipality of Leon from 2003 to 2009.

He has been an advisor in several states of the Mexican Republic and in states in the southern United States on operational and technological issues related to 9-1-1.

From 2018 to date, he has held the honorary position of Mexican Delegate Commissioner of the *Commission on Accreditation for Law Enforcement Agencies (CALEA)*, specializing in Communications Centers.

For 8 years he held the honorary position of ambassador of the National Association of Emergency Number (NENA) for Mexico and Latin America.

He is an Information Systems Engineer, and has two postgraduate degrees, one in Applied Public Management, and the other in Information Technology Administration. All his studies were carried out at the Tecnológico de Monterrey.

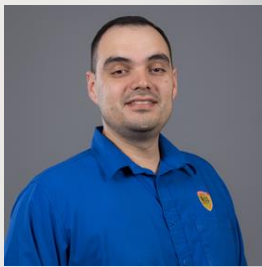


**MARCO GARNICA**

Deputy Director-General of the Integrated Security Service ECU 911 As part of his professional experience within the SIS ECU 911, he was Deputy Technical Director of Doctrine.

He is a Lieutenant Colonel of the General Staff Police on Passive Service. He was Ecuador's Liaison Officer in France, and a Graduate Instructor Officer, with a specialization in Chile.

She obtained a Bachelor's Degree in Education Sciences from the Private Technical University of Loja. He holds two Diplomas, one in Educational Quality from the University of the Americas in Ecuador, and another in Introduction to Public Policy and Management from the University of Santiago de Chile. He took a course on *Advanced Management* in the United States



**JOHNNY HIDALGO GONZALEZ**

Operational Logistics Coordinator of the 9-1-1 Emergency System of Costa Rica.

From that position, he is responsible for the coordination and operational management with the institutions linked to the 9-1-1 Emergency System. He oversees managing protocols and operating procedures with institutions.

He also serves as Coordinator of the Technical Advisory Committee of the Coordinating Commission (COTEA), managing operational actions related to emergency reports. He is the institutional representative to the COE Emergency Operations Center. He previously worked as a paramedic and driver for the Costa Rican Red Cross, attending to pre-hospital emergencies and carrying out rescue work. He also attended pre-hospital emergencies for Provida Helath Services.

Master's Degree in Emergency and Disaster Management, Business Administrator with emphasis in Banking and Finance, Emergency Medical Technician. He has extensive experience in managing operations for the emergency management and response process, pre-hospital care and rescues.

He has knowledge in Hazardous Materials Management, Disaster Assessment, Incident Command System and Emergency Operations Center Management, as well as in Emergency and Disaster Management.



**TAMMY RAMIREZ**

Reception Officer, National Emergency Response and Security System 9-1-1 of the Dominican Republic

In the last five years, she has been immersed in answering emergency calls, applying her specialization in optimizing processes to achieve a more efficient and simple management for users.

She was initially in the Regional PSAP of the 9-1-1 System of the Dominican Republic, and is currently in the Metropolitan PSAP in the position of Emergency Reception Clerk.

She participated in the preparation of the *Guide for the Establishment and Strengthening of National Emergency and Security Systems* as part of the technical team of the Dominican Republic. Similarly, he was part of the Dominican Republic representation that recently attended South Korea to participate in the *Emergency Response and Rescue Capacity Development Program*.

She holds a bachelor's degree in Psychology and experience in the areas of Human Management, Training and Operations.