



## CONFERENCE PROGRAMME

24 - 26 APRIL 2024  
VALENCIA, SPAIN

# WELCOME TO eena

EUROPEAN EMERGENCY NUMBER ASSOCIATION

EENA, the European Emergency Number Association, is a Brussels-based NGO set up in 1999 dedicated to promoting high-quality emergency services in the EU and beyond. EENA serves as a discussion platform for emergency services, public authorities, decision makers, researchers, associations and solution-providers with a view to improving the emergency response in accordance with citizens' requirements. EENA is also promoting the establishment of an efficient system for alerting citizens about imminent or developing emergencies.

Today, the EENA community includes 1700+ emergency services representatives from over 80 countries worldwide, 100+ solution providers and 100+ researchers. We are proud to be a platform for everyone involved in the public safety community and to provide a space for collaboration and learning.

**EENA's Mission : Improve people's safety and security!**

For more info: [eenaconference.org](https://eenaconference.org)

# The Conference

## Event Overview

From 24-26 April 2024, professionals from across the public safety field meet at the EENA Conference & Exhibition in Valencia for 3 jam-packed days of inspiring sessions, insightful presentations and innovative exhibitions.

With over 800 participants expected in 2024, the EENA Conference & Exhibition is the place to learn, network, discover new technologies and enjoy valuable time with experts from across the industry.

We'll bring you informative and insightful sessions on a variety of topics impacting the sector, from emergency service staff to solutions providers.

From trends in the public safety field, EU legislation updates, retaining staff, the well-being of call-takers to real-life examples of new technology in use, there's truly something for everyone - whether you're an emergency services professional, researcher, solution-provider, mobile network operator, or EU institution representative.

## The venue

The Palacio de Congressos is located near the centre of Valencia, at within walking distance from the EENA recommended hotels and with excellent connections to the centre and airport.

 Av. de les Corts Valencianes, 60 - 46015 Valencia

Join us to meet and network with hundreds of your peers and stay at the forefront of public safety expertise and innovations!



**100+**  
speakers



**35+**  
exhibitors



**800+**  
participants



**50+**  
countries

## Who should attend?

- Emergency services and public authorities
- Supplier organisations
- Researchers
- Telecom regulators, officials from EU institutions
- ...anyone interested in public safety!

# Information

## Participation Fee

The annual EENA Conference & Exhibition is a **free attendance event for public authorities' representatives and EENA Members.**

### Otherwise, should you be:

- a company that is NOT a member of EENA
- a partner company of a sponsor or exhibitor
- EENA will **apply an admission fee** and your request of participation must be sent to the **EENA Events Office.**

## EENA Event Office Contacts

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For more info: [eenaconference.org](http://eenaconference.org)

# Testimonials

What is said?

“The EENA team is great, professional, very well organised. Each year the event just keeps getting better and better. I know it’s hard work, but it was at the next level. My appreciation for the event organisers as everything was spot on. Thank you for driving us forward.”

“The EENA conference is a great opportunity to get in touch with knowledgeable people from emergency services and private companies. I’ve won a lot of valuable insights.”

“Always well organised, so nice to catch up with old friends and meet new people. Always a pleasure to attend the conference and learn many things on the emergency world issues and advances.”

# Benefits

## Connect with Hundreds of Public Safety Professionals from Europe and beyond

- solution providers
- emergency services
- public authorities
- researchers
- tech companies

## Learn Best Practices & New Technological Solutions

- Over 100 leading experts and practitioners will address high-level policy and regulatory matters as well as operational and technical issues
- Every participant will have the opportunity to visit an exhibition area where suppliers will showcase their latest technologies and solutions available

## The Network & Growth Possibilities

- Engage and share expertise with peers from the public safety sector coming from 50+ countries
- Reinforce your relationship with existing partners and friends
- Make new friends in an informal atmosphere during the social activities

# Exhibitors

## Top Sponsors

- 19 - Omda Emergency AB
- Skyview Terrace - Intrado
- Social Event Sponsor - RapidSOS

## Gold & Silver Sponsors

- 5- Huawei
- 6- TCCA
- 7-
- 8- Bliksund
- 12- Hytera
- 13- Rescuetrack

- 14- Eviden
- 15- Everbridge
- 16- Motorola Solutions
- 17- Priority Dispatch
- 18- Opencode Systems
- 20- SS8
- 21- Esri
- 22- Pulsiam
- 23- Intersec
- 24- Sorenson
- 26- Cestel
- 27-

- 28- Frequentis
- 29- Enghouse Networks
- 30- Hexagon
- 31- Telefonica
- 32- NGA
- 33- Beta80
- 34- Nuuk Technologies
- 35- LiveReader
- 36- Logis Solutions
- 37- Carbyne

## Start-up & EU funded projects

- 9- Augmented Hearing
- 9- AWARE project
- 9- Everdrone





# E E N A C O N F E R E N C E 2 0 2 4 - P R O G R A M M E

## Wednesday - 24 April



**Conference opening**  
**112 in Ukraine: Maintaining an Emergency Response during War Time**  
 Presentation of EENA2024's Emergency Services Delegations from around the world

**Coffee break & Visit of the Exhibition**

Research Corner

Artificial intelligence 1/4    Staff retention in PSAPs    Accessibility of 112    Industry session

### Lunch & Visit of the exhibition

Artificial intelligence 2/4    Next Generation eCall    Multi-agency coordination    Industry session / Addressing challenges in PSAPs

Artificial intelligence 3/4    Call-takers' perception in the migration to newer technologies    Communication in large-scale emergencies    Industry session / Cloud based solutions

### Coffee break & Visit of the exhibition

Artificial intelligence 4/4    What makes an efficient public warning message?    PSAPs as strategic infrastructure    Industry session / Real-time Text solutions

**Walking tour of Valencia**

## Thursday - 25 April



Transmitting medical data from the phone to PSAPs    NG112 & MCX: A Convergence of Innovation for Public Safety    Responses to Challenges in Latin American PSAPs    Industry session

Italy's Unified Approach to Emergency Response    Denmark's success in OHCA survival    Use of drones by emergency services    Industry session / AI based solutions

**Topic-based networking**  
**Coffee break & Visit of the exhibition**

Defining your Next Gen project    Training of call-takers    Funding Opportunities in Security Research    Industry session

### Lunch & Visit of the exhibition

NG112 Interoperability & Testing    Conveyance of emergency communications via TPSPs    PSAPs around the World    Industry session / Innovations in Crisis Management

Use location data to enhance situational awareness    Women in emergency services    Public Warning in Spain    Industry session

### Coffee break & Visit of the exhibition

Native Real time text in the world    Developments in caller location technologies

**EENA Social Event sponsored by RapidSOS**

## Friday - 26 April



Protecting the Protectors: Safeguarding the Emotional and Psychological Well-being of Emergency Call Takers

Implementing and going beyond Delegated Regulation 2023/444

### Coffee break & Visit of the exhibition

Discussion panel - A mobile network perspective on the future of emergency communications

U.S. Department of Homeland Security's Cybersecurity & Infrastructure Security Agency: Perspectives on Emergency Communications Cybersecurity

Thoughtful design and testing of devices and applications capable of initiating emergency communications automatically

**Conference closing**

### Lunch & Visit of the exhibition



EUROPEAN EMERGENCY NUMBER ASSOCIATION

- \* Track in English, captions in Spanish
- \* Track in Spanish, captions in English

# DAY 1 - Wednesday, 24 April

Auditorium 1



Auditorium 2



Auditorium 3



Multipurpose room



09:00

**Conference Opening**  
Demetrios Pyrros - President, EENA

09:10

## 112 in Ukraine: Maintaining an Emergency Response during War Time

In this keynote presentation, Ukrainian emergency service representatives will present their efforts to maintain and even improve emergency response in the face of Russia's invasion. From establishing remote working for call-takers to the preservation of their technical infrastructure and the launch of new 112 centres, join us for a demonstration of exceptional resilience.

Chaired by **Demetrios Pyrros** - President, EENA

Speakers: **Leonid Tymchenko** - CDTO (deputy Minister) of the Ministry of Internal Affairs of Ukraine

09:40

## Presentation of EENA2024's Emergency Services Delegations from around the world

**Demetrios Pyrros** - President, EENA

**Mladen Vratonjic** - Vice President, EENA

10:00

Visit of the Exhibition & Coffee break

10:45 - 11:15  
**Research Corner**

11:30

### Artificial intelligence 1/4

Today's track 1 will be entirely dedicated to the AI revolution and what it can offer to PSAPs. Join this session to hear about the use of chatbots, speech-to-text, language detection and translation, and how AI can help Quality Assurance, triage, staffing and support mental health. We will also take the time to hear more about what AI is, and how it is regulated at EU level. You will also hear about EENA's Special Project on AI.

Chaired by **Liana-Emilia Musat** - 112 Development Policies Office coordinator, Special Telecommunications Service, Romania

What AI can bring to PSAPs & EENA's AI Special Project - **Alexis Gizikis** - Project Manager, EENA

Main provisions of the EU Artificial Intelligence Act - **Benoit Vivier** - Public Affairs Director, EENA

### Staff retention in PSAPs

The Great Resignation, low staffing, and shifts unadapted to family and personal life. These are very hot topics across the world right now, with PSAPs facing increased pressure with more and more limited resources. In this session you will hear from PSAPs that have succeeded in keeping their staff and how they are doing it.

Chaired by **Cindy Sparrow** - CEO & Founder, Cindy Sparrow International

The Possibilities of Staff Retention through Remote Work and other Initiatives - **Sophia Gebath-Wicho** - Chatservice, Lower Austria Emergency Command and Control Center, Austria

Staff retention in 112 Brussels PSAP - **Spencer Smolders** - Major, Brussels Fire and Rescue Department, Belgium

### Accessibility of 112: where are we and where are we going?

Equivalent access to 112 for all is progressing but there are still some challenges to be faced. In this session we will speak about the current situation and its near future evolution.

Chaired by **Carlos Rosa** - Head ICT Unit, 112 Canary Islands, Spain

Accessibility of 112: European legislation requirements and end-user perspective - **Daniel Casas** - Accessibility Policy Officer, European Disability Forum

All about Real-Time-Text (RTT) - **Luca Bergonzi** - Sales Executive - International Business Development, Beta80

Harmonized Standard for Emergency Communications: Accessibility, Interoperability, and PSAP - **Cristina Lumbreras** - Chair, ETSI Technical Committee on Emergency Communications

### Industry session / Innovative services for public safety

Focus on solutions available in the market.

Control Room Applications as a Service  
**Bernat Elias** - LXaaS Business Manager, Frequentis

Public Safety and Benefits of High Accuracy Location - **Stuart Walsh** - Field Product Director, SS8

Unlocking Public Safety's Future - The Dynamic Symphony of Physical Security and Public Safety Integration - **Adlan Hussain** - Solutions Marketing Manager, Public Safety, Everbridge

12:30

13:45

Lunch & Visit of the exhibition

## Auditorium 1



13:45

### Artificial intelligence 2/4 continued

Chaired by **Monica Million**, Owner, Million Consulting Services - added

Delivering 24/7 Public Warning alerts with Chatbot technology - the future is here now!  
**Menno Bot** - Solutions Architect, Public Warning and **Solange van der Kolff** - Software Engineer, Everbridge

CAD Automation - **Anders Sandell** - CTO, OMDA Emergency

5 ways AI is revolutionizing emergency response. - **Alex Dizengof** - Founder and CTO, Carbyne

14:45

15:00

### Artificial intelligence 3/4 continued

Chaired by **Ross Venhuizen**, Vice-Chair, EENA Tech & Ops Committee

Deep Learning model to predict the severity in health emergencies during the 112 call - **Antonio Félix de Castro** - Physician and Biomedical Engineer, Valencian Regional Government & **Pablo Ferri** - Senior Researcher, PhD in Technologies for Health and Wellbeing, Polytechnic University of Valencia

The cutting-edge Speech-To-Text and audio intelligence solution - **Jean-Louis Queguiner**, Chief Executive Officer & **Constant Dacbert**, Head of Sales, Gladia

15:45

## Auditorium 2



### Next Generation eCall

The Commission has released an updated regulation on Next Generation eCall in early 2024. Join this session to hear about this regulation and what it entails for public authorities and providers in the eCall chain.

Chaired by **Ciaran Moynihan** - EENA Technical and Operations Committee vice-chair

An overview of the amended regulatory framework for eCall, **Freddie McBride**, Director, Policy & Regulation, EENA

eCall standards, **Matthias Moerbe** - CEN TC 278/WG 15 Convenor, European Committee for Standardization (CEN)

Implementation of NG eCall  
**Erica in't Veld** - 112 Advisor, Netherlands Police

### Call-takers' perception in the migration to newer technologies

Yes, surely there's a need to update our technologies. But what does this process mean for call-takers? How are their voices considered during change? How are they feeling when they have to deal with these migrations? Join this session to hear honest reports and feedback from call-takers who have gone through technical migrations in the last years.

Panel discussion moderated by **Alfonso Zamarro** - Vice-Chair, Technical & Operations Committee, EENA

Panelists:  
**Carsten Vick** - Call-taker, Greater Copenhagen Fire Department, Denmark

**Patrick Tiainen** - Call-taker, Emergency Response Centre Agency, Finland

**Alexandra-Maria Roua-Simion** - 112 Call-taker and operational analysis officer, Special Telecommunications Service, Romania

**Daniel-Alexandru Nuta** - Coordinator, Operational Coordination and Monitoring Office, Special Telecommunications Service, Romania

## Auditorium 3



### Multi-agency coordination

Good cooperation between emergency services organisations is crucial for an effective response to an emergency. In this session, we will learn how different agencies work together and coordinate their actions.

Chaired by **Fidel Liberal**, full professor, University of the Basque Country

Multi-Agency Coordination Platform of the Valencian Autonomous Community - **Miguel Mollá** - Responsible of Technologies, 112 Valencia, Spain

Multisectoral Collaboration: The 9-1-1 Emergency System in Costa Rica - **Ingrid Priscila Solano Camacho** - Quality of Service Monitoring Process Officer, 9-1-1 Costa Rica

Multi-agency integration - Madrid 112 - **Magaceda López** - Head of Information Technology, Security and Emergency Agency, Madrid 112, Spain

### Communication in large-scale emergencies

In the face of large-scale emergencies, effective communication is crucial. This panel will address the challenges and strategies in emergency communications, from integrating new technologies to ensuring timely and accurate public information. We'll explore the perspectives of different professionals on navigating these critical scenarios, highlighting the importance of collaboration and adaptability in emergency response.

Panel discussion moderated by **Iratxe Gómez Susaeta**, Co-chair, Technical and Operations Committee, EENA

**Serafín Doblado Moreno**, Technical Coordinator of the Technological Platform, 1.1.2 Extremadura Emergency and Urgent Handling Center "Cabo primero Alberto Guisado Majano", Spain

**Feliciano Ortiz García-Vaso**, journalist, 112 Murcia, Spain

**Josep Lluís Pouy**, Head of Civil Protection of Blanes and VOST Catalonia coordinator, Spain

## Multipurpose room



### Industry session / Addressing challenges in PSAPs

Focus on solutions available in the market

Top 8 Global Trends in Public Safety  
**Nick Chorley** - Director EMEA Public Safety & Security, Hexagon

Huawei Solution for PSAPs Ransomware Protection  
**Małgorzata Pawłowicz** - Government Industry Expert, Huawei

Protecting call-takers' mental health  
**Joe Crocker**, Technical Product Manager, Motorola Solutions

### Industry session / Cloud-based solutions

Focus on cloud-based solutions available in the market

The multi-tenant, multi-agency, cloud-ready CAD  
**Margherita Di Mezza** - Associate Sales Executive, Beta80

Leverage the Benefits of the Cloud for Your 112 Call Handling  
**Eric Caddy** - Executive Vice President, Corporate Strategy, NGA

Auditorium 1



Auditorium 2



Auditorium 3



Multipurpose room



15:45

Coffee Break & Visit of the exhibition

16:30

## Artificial intelligence 4/4 continued

Chaired by **Ronnie Riedl** - Control Centre Manager, Emergency Communication & Co-ordination Centre of Lower Austria, Austria

AI for efficient communication and protection of PSAP operator's mental health - **Mette Carstensen** - Augmented Hearing & **Christian Falberg** - Head of IT & Digitalisation, Greater Copenhagen Fire Department, Denmark

Reducing Non-Emergent Call Volume with AI and Other Initiatives - **Matthew Hibler** - Charleston County Consolidated Emergency Communications Center (United States)

The Future of AI in the Emergency Control Room - **Brian Dale** - President, Priority Dispatch.

## What makes an efficient public warning message?

Implementing a public warning technology is easy compared to the definition of a strategy and understanding how the population will receive the alert. In this session, researchers will discuss the reception and the perception of the alert by the recipients and provide key recommendations on how to write and send a public warning message.

Chaired by **Amélie Grangeat**, Disaster preparedness specialist, International Telecommunications Union

What makes an efficient Cell Broadcast emergency alert? Scientific insights and feedback in France

**Johnny Douvinet**, PhD, Professor, Avignon University (France)

Spatial (in)accuracy of Cell Broadcast  
**Esteban Bopp** - Professor, Lille University (France)

## PSAPs as strategic infrastructure

PSAPs in Spain, like elsewhere globally, must confront various security challenges. In this session, we will explore how Spanish organisations are addressing these issues, ranging from physical to cybersecurity concerns. Panel Discussion moderated by **Carlos Rosa** - Head ICT Unit, 112 Canary Islands, Spain

Panelists:  
**Alexis Moreno** - Head of the Operations Room in Las Palmas, 112 Canary Islands, Spain

**Leandro Gobierno López**, Head of department, Cybersecurity Coordination Office, Ministry of the Interior, Spain

**Rosa Tourís**, Head of Regulatory Services, National Center for Critical Infrastructure Protection, Ministry of the Interior, Spain

## Industry session / Real-Time Text solutions

Focus on Real-Time Text solutions available in the market

Real-time-Text at PSAPs  
**Anders Sandell**, CTO, OMDA Emergency & **Björn Skoglund**, 112 Operations Specialist, SOS Alarm, Sweden

Implementation of accessibility and Real Time Text on PSAPs with the current infrastructure  
**Filip Malenak** - Managing Director, NG-SOS, Zachranka

Real-Time Text now with nWise RTT Bridge  
**Thor Nielsen** - VP Global Sales, nWise

17:30

18:30

## Walking tour of Valencia

Join us for an enchanting evening as we explore the vibrant streets of Valencia. Dive into the heart of the city with our expert-guided tour, designed to uncover the rich tapestry of history, culture, and breathtaking architecture that defines Valencia.

Our tour will culminate in the city's main square, setting the stage for an evening of camaraderie. Join the EENA team and fellow guests for a refreshing drink, sharing your experiences and laughter under the starlit Valencia sky.

Don't miss out on this unique experience to see Valencia through the eyes of a local, all while making new connections along the way.



Auditorium 1



09:00

**Transmitting medical data from the phone to PSAPs**

In this session you will hear from Apple and Google representatives on what they are doing, in North-America or in Europe, to have medical data automatically sent from devices to PSAPs with the user's agreement. You will also hear how medical data can be shared with and used by PSAPs in a self-sovereign identity framework as tested in a recent EU funded research project.

Chaired by **Fabrice Dami** - Medical director, Medical dispatch centre, Lausanne, Switzerland

Utilising Enhanced Emergency Data (EED) to share medical ID on iOS devices, **Tony O'Brien** - Senior Manager, Safety & Location team, Apple

Medical data transmission from smartphones to the PSAPs, **Salvatore Baglieri** - Global Head of Operations, Google & **Henning Schmidt-pott**, IT Manager, 112 PSAP of Freiburg, Germany,

Verifiable Credentials for Data Exchange **Dr. Christoph Fabianek** - MBA, Vice-President, DEC112, Austria

10:00

10:05

**One Number, Several Missions: Italy's Unified Approach to Emergency Response**

Discover Italy's journey in transforming emergency response through a reform leading to the implementation of 112 as a common emergency number. This session will delve into the strategic reforms undertaken to streamline access to all emergency services. It will offer insights into the benefits and hurdles encountered in conducting this significant shift towards a common approach to handle emergency calls and ultimately a more efficient emergency support system.

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Auditorium 2



**NG112 & MCX: A Convergence of Innovation for Public Safety**

Next Generation 112 (NG112) & Mission Critical Communications (MCX) are becoming inextricably linked as critical components of the evolving public safety landscape and share common goals in terms of enhancing situational awareness, improving response time & communications interoperability. In this session, we will explore recent developments from the NG112 & MCX perspectives with a particular focus on cross-border interoperability & coordination.

Chaired by **Paul Bremner** - Principal Analyst, Public Safety & Critical Communications, Omnia

GIS in Next-Generation Emergency Calling: A Foundation For Interoperability - **Brooks Shannon** - Director, Emergency Communications Solutions, ESRI

Mission critical communications in a roaming environment - **Manuela Montagna** - Quality of Service and Customer Experience Manager, CK Hutchison

Panellists: **Duncan Swan** - Chief Operating Officer, BAPCO

**Mladen Vratonjic** - TCCA Board Chair and Director & EENA Vice-President

**Javier Sendin** - Technical Director, GSMA

**Best practice: Denmark's success in out-of-hospital cardiac arrest (OHCA) survival**

Every year, over 300,000 people suffer from out-of-hospital cardiac arrest (OHCA) in Europe. Only 8-10% survive. Join this session to hear from Danish representatives and what they are - successfully - doing to increase chances of survival.

Chaired by **David Fredman** - EENA Technical and Operations Committee vice-chair

**Grethe Thomas** - Project Director, TrygFonden

Auditorium 3



**Responses to Challenges in Latin American PSAPs**

As in other parts of the World, PSAPs in Latin America are dealing with numerous challenges. In this session, we will hear about these and the measures that have been taken to respond to these.

Chaired by **Karen Bozicovich** - Organisation of American States

The challenges in the implementation of geo-location technologies in Latin America - **Guillermo Del Rio** - Vice-President of Public Safety & **Karin Marquez** - Chief Public Safety Brand Officer, RapidSOS

From Burnout to Empowerment: Improving Staff Experience in the 9-1-1 System **Marvin Palma Siles** - Head of Operations, 9-1-1 Costa Rica

Dominican Republic Facing the Challenge of the New Generation of Emergency Systems **Randolfo Rijo Gómez** - Executive Director, National System for Emergency and Security Attention 9-1-1, Dominican Republic

**Use of drones by emergency services**

Assessing quickly the emergency situation, transporting more tools or medical devices, searching missing people... There are many use cases where drones can considerably help emergency services. In this session, emergency services will present how they use this technology, from the control rooms to the field.

...

Multipurpose room



**Industry session**

Focus on solutions available in the market.

Data driven optimization of EMS dispatching **Dennis Bang Andersen** - Chief Commercial Officer (CCO) and **Clement Gram Christensen** - Chief Product Officer (CPO), Logis Solutions, Dynamic Deployment

CESTEL: Revolutionizing Emergency Response and Accessibility across Europe **Jorge Forcada** - Product Manager Emergency Solutions, Cestel

Text-2-112 : An International solution to support SMS/MMS/RCS messages to 112 **John Snapp**, VP of Technology, Intrado Life & Safety

**Industry session / AI-based solutions**

Focus on solutions available in the market.

Strategy and roadmap for AI adoption - **Iñaki Peña** - Global Head of Emergency Management Solutions & **Stéphane Delaye** - Chief Technology Officer for Command, Control & Intelligence, Eviden

ALTERNIS - From overcoming a speech-barrier up to Natural Language Understanding **Dr Eric Rietzke**, CEO, LiveReader GmbH & Senior Researcher, German Research Center for Artificial Intelligence (DFKI)

Auditorium 1



## One Number, Several Missions: Italy's Unified Approach to Emergency Response

Chaired by **Uberto Delprato**, R&D Manager, Webgenesys

**Walter Occelli** - Director, Single Emergency Number 112, Azienda Zero Piemonte & Member of the Advisory Commission of the Ministry of the Interior for the implementation of the European Emergency Number 112, Italy

**Gioacchino Santocono Russo** - Shift Supervisor, Single Emergency Number 112 Emergency Response Centre of Saluzzo, Piedmont Region, Italy

**Andrea Fazi** - Director, Single Emergency Number 112 Emergency Response Centre of Marche-Umbria, Regional Health Agency of Marche, Italy

**Fabrizio Giusti & Matteo Martella** - Ministry of Enterprises and Made in Italy, Members of the Advisory Commission of the Ministry of the Interior for the implementation of the European Emergency Number 112, Italy

Auditorium 2



## Best practice: Denmark's success in out-of-hospital cardiac arrest (OHCA) survival

Auditorium 3



## Use of drones by emergency services

Chaired by **Alfonso Zamarro**, vice-chair of the EENA Technical and Operations Committee

Utility of UAVs in emergencies from the point of view of the Axega's Drone Unit, **Marcos Araújo**, Manager of the Galician Agency for Emergencies (AXEGA), Galicia, Spain

The drone in emergencies: operational use in the Military Emergency Unit  
**Amador Alcalde Vaquero**, Commander, Military Emergency Unit, Spain

Multipurpose room



## Industry session / AI-based solutions

10:50

## Topic-based networking - Coffee break & visit the exhibition

To facilitate networking on specific topics, large tents will be installed in front of the conference area and each tent will correspond to a topic. Participants willing to meet other experts or enthusiasts about a certain topic will gather under the appropriate tent and can start the discussion.

11:45

Discussion topics will be: NextGeneration 112 (including Accessibility/RTT and NGeCall), Additional Data (including caller location and medical data), Public Warning, Artificial Intelligence, Human Resources in PSAPs (including staff wellbeing, training of call-takers, recruitment and retention...)

## Defining your Next Gen project & Managing Contracts

A successful project is based on writing a good Request For Proposal (RFP), selecting the best vendor, and managing a well-written contract. During this interactive discussion you will learn the key parts of a good RFP, key steps to selecting a vendor, and collaborative ways to manage a contract.

Chaired by **Gregor Jänin** - Owner, DispoNet  
...

## Training of call-takers

Join us in this session to explore crucial aspects of training for emergency call-takers and dispatchers, discover how investing in robust training programmes is key.

Chaired by **Kaili Tamm** - Board Member, EENA

Developing resilience in Romanian 112 call-takers - **Alexandra-Teodora Badita** - Psychologist, Psychological Support and Monitoring Office, Special Telecommunications Service, Romania  
...

## Funding Opportunities in Security Research

A European Commission representative will guide us through the EU funding opportunities for 112 PSAPs, emergency services, private companies and researchers. Join this session to find out how you can participate in the research activities funded under the Secure Societies (Cluster 3) Horizon Europe programme.  
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## Industry session

Focus on solutions available in the market.

Enhancing Community Safety with Mass Alerting and RTT solutions  
**Erik Pras**, Director Pre-Sales EMEAA, Eng-house Networks

Title to be announced  
**Daniel Korn**, Rescue Track

# DAY 2 - Thursday, 25 April

Auditorium 1



## Defining your Next Gen project & Managing Contracts

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**Budge Currier** - 9-1-1 Emergency Communications Branch Manager, Governor's Office of Emergency Services, State of California, & Past President of NASNA, United States

12:30

Auditorium 2



## Training of call-takers

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Simulation pedagogy in ERC operators training  
**Toni Alatalo** - Instructor, Emergency Response, Emergency Services Academy, Finland

13:45

Auditorium 3



## Funding Opportunities in Security Research

Chaired by **Cristina Lumbreras** - Technical Director, EENA

**Philippe Quevauviller** - Research Programming and Policy Officer, European Commission

Multipurpose room



## Industry session

Lunch & Visit of the exhibition

## NG112 Interoperability & Testing

Cross-border interoperability and continuity are becoming essential features of emergency communications. This requires compatibility between devices and networks, interoperability between emergency communications networks and cooperation on operating processes and procedures between emergency response organisations. This session will cover next generation interoperability and testing, steps already taken and plans for the future.

Chaired by **Wolfgang Kampichler** - Principal Scientist, Frequentis & Co-Chair, Tech & Ops Committee, EENA

Ensuring Interoperability and Different Test Approaches - **Michael Pröstler**, Chief Executive Officer, GridGears & Vice-Chair, Tech & Ops Committee, EENA

Next generation interoperability and testing for seamless continuity of emergency communications across borders - **Budge Currier** - 9-1-1 Emergency Communications Branch Manager, Governor's Office of Emergency Services, State of California & Past President of NASNA, United States

14:45

15:00

## How can we use location data to enhance situational awareness?

Location data is a crucial information linked to handling a crisis. In the past years, technologies have been introduced to improve the accuracy of the location ...

## Conveyance of emergency communications via Third Party Service Providers (TPSPs)

In 2023, EENA embarked on an initiative to explore the evolving role of TPSPs in the emergency communications supply chain. In this session, the key findings of the project will be presented followed by a discussion on how to progress on those findings by a panel of participants representing both PSAPs and TPSPs. Chaired by **Freddie McBride** - Director - Policy & Regulation, EENA

The Integral Role of Third-Party Service Providers in the Emergency Communications Ecosystem - **Freddie McBride**, Director, Policy & Regulation, EENA

TPSPs: Allies, not foes! - **Marcio Oliveira**, Vice-President Business Development, Intrado Discussion panel with:

**Ana Tyssen**, Global Product and Partner Management, Bosch Service Solutions  
**Martin Welp**, Program Manager, bevuta IT GmbH  
**Sophia Gebath-Wicho**, Chatservice at Emergency Command and Control Center Lower Austria, Austria

## PSAPs around the World

Join this session to hear from presentations by countries around the world, how they run their emergency calling systems and their current and future projects.

Chaired by **Cristina Lumbreras**, Technical Director, EENA

Coordination, empowerment, and modernisation of emergency systems in the Americas from a multilateral and collaborative perspective. The role of the OAS. - **Karen Bozicovich**, Organisation of American States

Emergency Management System - Principality of Andorra- **Cristian Pons Tatjer**, Director of Civil Protection and Emergency Management Department, Ministry of Justice and Interior, Principality of Andorra

Organisation of Emergency Services in Response to Emergencies and Disasters - **Omar Smith**, Director General, National Emergency System 9-1-1, Panama

## Industry session / Innovations in Crisis Management

This session brings together two presentations from EU projects covering the role of technological innovation in evolving in crisis management and emergency response.

Chaired by **Laurent Arzel**, Navigation Project Leader at Telespazio France.

AWARE - Why and how to protect emergency warning messages against a spoofing attack  
**Alexandre Allien**, FDC

NIGHTINGALE - the next generation of pre-hospital triage - **Chaim Rafalowski**, Disaster Management Coordinator, Magen David Adom, Israel

## Women in emergency services

There is strength in a diverse and well-represented workforce: yet women are typically underrepresented in emergency services across the world. In this session, we will hear from women working in various 112 positions across Europe and beyond, who will share their own experiences on staff retention, recruitment, and the barriers facing women in emergency services. ...

## Public Warning Systems Implementation and Use in Spain

Spain has been implementing Cell Broadcast in the past few years. This session will give interesting insights on how ES-Alert was implemented at the national level in a country with decentralised structure and how the system is being used today locally. ...

## Industry session

Focus on solutions available in the market. Title to be announced - Pulsiam Requirements for Mission Critical Services (MCX) over hybrid broadband networks: an entry point to AI/ML mechanisms for optimal MCX deployments - **Adrian Santiago Santo-Tomas**, Research & Development Engineer, Nemergent Solutions

# DAY 2 - Thursday, 25 April

Auditorium 1



... information obtained by emergency services. In this session, we will also see how location data obtained through different techniques can also help getting more situational awareness about the emergency.

Location Centricity Integrated into the Workflow - **Marcio Oliveira** - Vice-President Business Development, Intrado  
Next-level Situational Awareness with Network Location Data  
speaker to be announced, Intersec

Auditorium 2



### Women in emergency services

Chaired by **Jules Lockett** - General Manager EOC Newham - London Ambulance Service

Discussion panel with:

**Liana-Emilia Musat**, 112 Development Policies Office coordinator, Special Telecommunications Service Romania

**Sophia Gebath-Wicho** - Lower Austria Emergency Command and Control Center - Austria

**Sara Weston** - Founder/Executive Director - 911der Women, Inc.

**Monica Million** - ENP - Million Consulting Services, LLC

**April Heinze** - Chief of 911 Operations - National Emergency Number Association, United States

Auditorium 3



### Public Warning Systems Implementations

Chaired and introduced by **Benoît Vivier**, Public Affairs Director, EENA

Implementation of the ES-Alert Public Warning system in Spain - **Fernando Prieto Fernández**, Advisory Member - IT and Communications Coordinator, Directorate General for Civil Protection and Emergencies, Ministry of the Interior, Spain

Deployment and use of the Public Warning system in Catalonia. Awareness campaigns and tests of the system - **Immaculada Solé Colomé**, Vice-Director General for Coordination and Emergency Management, Directorate General of Civil Protection, Department of Interior, Catalonia, Spain

Multipurpose room



### Industry session

additional speaker to be announced

15:45

Coffee Break & visit of the exhibition

16:30

### Native Real-Time Text (RTT): lessons learnt from the first end-to-end Native RTT to PSAP deployment in the world

The European Accessibility Act demands that Member States deploy Real-Time Text (RTT) by 2025. Join this session to hear from the first PSAP organisation in the US (and probably in the world!) that has received native-RTT from mainstream end-users' devices, over SIP and with the active collaboration of Mobile Network Operators (MNOs).

Chaired by **Tony O'Brien** - Senior Manager, Safety & Location team, Apple

**Christy Williams** - Director, North Central Texas Emergency Communications District, United States

**Toni Dunne** - NENA RTT Work Group Co-Chair

**Tony Parrott**, VP Sales - Call Handling Solutions, Comtech

17:30

### Harnessing the potential of Developments in caller location technologies

In the critical world of emergency response, accurate and timely caller location information is paramount to ensuring swift and effective assistance. Join this session to hear about the latest advancements in caller location technologies.

Chaired by **Fiona Lee** - Principal, CTRL-F Consulting

Accelerating Location-Based Services Deployments - **Stuart Walsh**, Field Product Director, SS8 Networks

112 for Nomadic VoIP: Crossing the NG112 Bridge Before it's Built - **Christian Militeau** - Senior Director, Product Management, Global Emergency Services, Bandwidth

Vertical Emergency Caller Location: Technical, Regulatory and Policy Context in North America - **Brandon Abley** - Chief Technology Officer, NENA 911 & **April Heinze** - Chief of 9-1-1 Operations, NENA 911

19:30 - 00:00

EENA Social Event sponsored by RAPIDSOS



08:30

Welcome Coffee & Visit of the exhibition

09:00

### Protecting the Protectors: Safeguarding the Emotional and Psychological Well-being of Emergency Call Takers

Emergency call takers serve as the frontline heroes of public safety, providing a vital lifeline to those in distress. However, the nature of their work, which often involves exposure to traumatic events and emotional turmoil, can take a significant toll on their emotional and psychological well-being. This conference session aims to shed light on the unique challenges faced by emergency call takers and explore strategies for promoting their mental health and resilience.

Chaired by **Emily Hough**, Editor Emeritus, Crisis Response Journal & EENA Board Member

Panellists:

**Dr. Michelle Lilly** - Associate Professor of Clinical Psychology, Northern Illinois University

**Cindy Sparrow** - CEO & Founder of Cindy Sparrow International

09:45

### Implementing and going beyond Delegated Regulation 2023/444

The delegated regulation 2023/444 entered into force in early 2023 to supplement the European Electronic Communications Code with additional measures on caller location, accessibility for people with disabilities and the transition to packet-switched technologies. In this session, panellists will exchange on their implementations of the provisions but also show how it is possible to go beyond the legislation mandate and deploy additional technologies.

Chaired by **Benoît Vivier** - Public Affairs Director, EENA

Panellists:

**Gyula Bara** - Team Leader – emergency communications, Directorate-General for Communications, Networks, Content and Technology - Unit B1, European Commission

**Florin Feticiu** - Head of 112 unit, Special Telecommunications Service, Romania

**Tadas Marošćikas**, Deputy Director, Emergency Response Centre, Lithuania

10:20

### Handling of PSAP Certification of Quality to Dubai Police General Headquarters

EENA awards the renewal of the PSAP Certification to Dubai Police, acknowledging their sustained excellence in emergency response. Established in 2014, the programme is set to continue shaping the future of public safety.

Presented and handled by **Demetrios Pyrros**, President, EENA and **Cristina Lumbreras**, Technical Director, EENA

10:30

Coffee break & Visit of the exhibition

11:00

### Discussion panel - A mobile network perspective on the future of emergency communications

Mobile network operators (MNOs) play a critical role in enabling emergency communications. With the transition to IMS-based networks ongoing, the introduction of VoLTE emergency calling and the need to support services mandated by regulation such as real time text, total conversation and next generation eCall, MNOs are poised to play an even more important role in the future of emergency communications. In this session, a panel of experts representing the mobile network industry will share their insights and perspectives on the future of emergency communications.

Chaired by **Elizabeth Greenberg** - Head of Numbering Management and Policy, Ofcom UK and chair of ECC Working Group on Numbering & Networks

Panellists:

**Koen Muysewinkel** - Core & Communication Solutions Architect, Proximus, Belgium

**Pinar Serdengecti** - Regulation and Competition Affairs Director, European Competitive Telecommunications Association (ECTA)

**Xhoana Shehu** - Policy Manager, European Telecommunications Network Operators' Association (ETNO)

**Javier Sendin**, Technical Director, GSMA

11:40



## DAY 3 - Friday, 26 April

Auditorium 1



11:40

### **U.S. Department of Homeland Security's Cybersecurity & Infrastructure Security Agency: Perspectives on Emergency Communications Cybersecurity**

In this session you will hear from the Cybersecurity & Infrastructure Security Agency (CISA), the United States' cyber and critical infrastructure agency. CISA helps ensure the public safety, national security, and emergency preparedness communities can seamlessly and securely communicate during steady state and emergency operations to keep America safe, secure, and resilient. The work of CISA should help reflect on your own cybersecurity practices and have a better understanding of the work needed to protect emergency services communications.

Chaired by **Kaili Tamm** - Board Member, EENA

**Jennifer Lord** - International Telecommunications Portfolio Lead, Emergency Communications Division (ECD), Cybersecurity and Infrastructure Security Agency (CISA)

12:05

### **Thoughtful design and testing of devices and applications capable of initiating emergency communications automatically**

In 2023, PSAPs around the world were inundated with false emergency calls. This was due to a design issue with a feature on some handsets to automatically initiate an emergency call. The resource impact on PSAPs was significant. In this session, a recap of the false calls issue will be provided. A panel discussion will follow that will explore the critical considerations for designing and deploying devices, applications and features capable of initiating emergency communications automatically. The discussion will focus on the importance of user-centered design, robust testing frameworks and feature rollout strategies.

Chaired by **Erica in't Veld** - 112 Advisor, Netherlands Police

Case Study on the impacts of unintended emergency calls  
**Freddie McBride** - Director, Policy & Regulation, EENA

Panellists:

**Fiona Lee** - Principal, CTRL-F Consulting

**Howard Benn** - CEO, Benn Consulting Ltd

**Björn Skoglund** - 112, Operations Specialist, SOS Alarm, Sweden

12:45

Conference closing

13:00

Lunch & Visit of the exhibition

14:00

# We are waiting for you

join us!

“

It was an incredible experience for me to meet such a large community of wonderful people devoted to the noble goals of helping as many people in emergency situations as possible. I want to thank all the organizers, sponsors, moderators, participants, and the whole team, who did everything to make everything go perfectly! I was very impressed by the presentations of the representatives from Israel, Turkey, Romania, Finland, Germany, Italy, Estonia, Sweden, USA, and other countries, who came with useful and interesting information, which aroused increased interest in the room. I hope to have the opportunity to participate in such events again!

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