

2022 STG-ESS SECOND VIRTUAL DISCUSSION

Strategies, Tools and Actions for the Prevention and Reduction of Misuse of the Emergency Number

Day and time:	Thursday October 27 from 2:00 pm to 6:00 pm (Washington, DC) Friday October 28, from 9:00 am to 1:00 pm (Washington, DC)
Platform:	Zoom

AGENDA

Day 1: Thursday, October 27	
WELCOME AND ANNOUNCEMENTS	
2:00 – 2:05	Master of Ceremony: Karen Bozicovich, Chief, Information and Knowledge Section, DPS/OAS
OPENING PANEL	
2:05 – 2:10	Opening Remarks: Guillermo Moncayo, Strategic Coordinator, Department of Public Security of the OAS
2:10 – 2:15	Introduction: María Daniela Saltos Balseca, General Director of the Integrated Security Service ECU 911 (ISS ECU 911) and Chair of the Subsidiary Technical Working Group on Emergency and Security Systems (STG-ESS)
[TRANSITION: Master of Ceremonies]	
PANEL ONE: National Emergency and Security Systems	
2:15 – 2:20	Presentation of the subject and the panelists. Explanation of the dynamics of the panel:
2:20 – 3:25	Interventions by the panelists of the National Emergency and Security Systems from Latin America: <ul style="list-style-type: none"> • Bolivar Tello, Deputy Director of Technical Operations, ISS ECU 911 Ecuador • Marvin Palma Siles, Operations Coordinator, 911 Emergency System of Costa Rica • Alma Vargas, Director of Information Processing and Analysis, 911 National Emergency Assistance and Response System of the Dominican Republic
3:25 – 3:45	Questions and answers [20 minutes]
3:45 – 3:55	Final comments by panelists [10 minutes]
3:55 – 4:00	PAUSE [ANNOUNCEMENT: Master of Ceremony] [5 minutes]
PANEL TWO: Subnational Emergency and Security Systems	
[RESUMPTION: Master of Ceremony > 5 minutes]	
4:05 – 4:10	Presentation of the subject and the panelists, explanation of the panel dynamics and moderation by Antonio Hernández Gallegos, General Director, Latin America Chapter, NENA:

4:10 – 5:15	Interventions by the panelists of the Subnational Emergency and Security Systems: <ul style="list-style-type: none"> • Andrea Silvestri, Program Chief of Citizen Demands - Emergency Telephone Response, 911 Integrated Emergency System of the Province of Salta, Argentina • Juan José Villegas Restrepo, Director, Integrated System of Emergencies and Security of Medellin, Colombia • Ada Luz Sandoval Herazo, Office Chief, Command, Control, Communications and Computing Center – C4 of Bogota, Colombia
5:15 – 5:35	Questions and answers [20 minutes]
5:35 – 5:45	Final comments by panelists [10 minutes]
CLOSING AND ANNOUNCEMENTS	
5:45 – 5:55	Karen Bozicovich, Chief, Information and Knowledge Section, DPS/OAS

Day 2: Friday, October 28	
WELCOME AND ANNOUNCEMENTS	
9:00 – 9:05	Master of Ceremony: Karen Bozicovich, Chief, Information and Knowledge Section, DPS/OAS
PANEL THREE: The experience of North America and Europe	
9:05 – 9:10	Presentation of the subject and the panelists. Explanation of the dynamics of the panel:
9:10 – 10:15	Interventions of the panelists from North America and Europe: <ul style="list-style-type: none"> • Holly Barkwell, Public Safety, Telecommunications, & Technical Business Specialist, NENA Canadian Region Director and member of APCO Canada • Cristina Lumbreras, Technical Director, EENA • Laurie Anderson, 9-1-1 Manager at the Charlotte County (FL) Sheriff's Office and NENA's Board President
10:15 – 10:35	Questions and answers [20 minutes]
10:35 – 10:45	Final comments by panelists [10 minutes]
10:45 – 10:50	PAUSE [ANNOUNCEMENT: Master of Ceremony] [5 minutes]
PANEL FOUR: Peer-to-peer exchange and learning	
[RESUMPTION: Master of Ceremony > 5 minutes]	
10:55 – 11:00	Presentation of the subject and the panelists. Explanation of the dynamics of the panel:
11:00 – 11:45	Exchange between panelists of the three previous panels
11:45 – 12:45	Final comments by panelists [5 minutes each]
[TRANSITION Master of Ceremony]	
CLOSING PANEL	
12:45 – 12:50	Marco Garnica, Deputy Director, ISS ECU 911
12:50 – 12:55	Guillermo Moncayo, Strategic Coordinator, Department of Public Security of the OAS