

2022 STG-ESS SECOND VIRTUAL DISCUSSION

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

Thursday October 27 and Friday October 28, 2022

PANELISTS' PROFILES

PANEL 1: NATIONAL EMERGENCY AND SECURITY SYSTEMS

BOLÍVAR TELLO



Currently serves as Deputy Technical Director of Operations of the Integrated Security Service ECU 911. He has more than 25 years of experience in public security, including in research and policy.

He served as Chief of the Community Police of the Metropolitan District of Quito and was General Director of Quito's Metropolitan District Police. He worked as a Citizen Security Advisor in the Ministry of Security Coordination and was Director of Control and Public Order of the Ministry of Government.

He holds a Master's degree in Public Policy Analysis and a High Level Diploma in Citizen Security from the Latin American Faculty of Social Sciences (FLACSO-Ecuador), as well as a High Level Diploma in Crime and Violence Prevention at the Local Level from the University of Chile. He holds an International Certification as Leader in Citizen Security and Justice Management from John Jay College of Criminal Justice in New York and received an International Certification of Competencies from the Academy of Police Sciences of the Chile's Carabineros.

DAVID VILLALOBOS SANCHO



He currently works in the 9-1-1 Emergency Operations Coordination team of Costa Rica, providing support to management.

He has worked for more than 7 years as an emergency operator in the field of pre-hospital care via telephone, participating in several courses on first aid, cardiopulmonary resuscitation, special attention to patients in crisis, suicidal ideation, and domestic violence. Additionally, he served as Coordinator of the Quality-of-Service process for one year.

He has a bachelor's degree in Industrial Design and is a conversational English technician with emphasis in service centers. He is currently studying Business Administration.

ALMA VARGAS



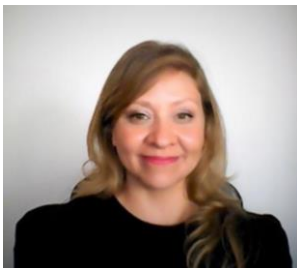
Current Director of Data Processing, Analysis and Information Management of the National System of Emergency Attention and Security 9-1-1 of the Dominican Republic. Expert in the articulation and coordination of Statistical Systems, specializing in environment and data quality.

More than 12 years of experience in the construction and management of statistical information systems; design, maintenance and updating of Inventories of Statistical Operations and Administrative Records.

She has carried out international consultancies through the World Bank in the statistical institutes of Equatorial Guinea, Mexico and Paraguay in the areas of institutional strengthening; advice and review of data dissemination policies; updating of statistical legal frameworks; application of documentation standards for statistical operations; formulation of strategies for strengthening statistical systems and administrative records for statistical use in the calculation of SDG indicators.

PANEL 2: SUBNATIONAL EMERGENCY AND SECURITY SYSTEMS

ANDREA SILVESTRI



Since 2007 she is Head of the Citizen Demand Program, in the emergency call reception sector of the 911 Emergency System of Salta, Argentina.

She has developed more than 100 operating procedures within the framework of the implementation of ISO 9001-2001 and 9001-2015 standards and has contributed to the development of a special employment scheme for emergency operators in Salta (capital city). She has also worked as an emergency operator and call supervisor.

She holds a degree in Civil Protection and Emergencies from the National University *Tres de Febrero*, Argentina.

NADIA FLORES



She is the General Director of Salta's 911 Emergency System in Argentina.

She has worked as an Instructor-Evaluator at the National Road Safety Agency. She carried out the creation of the Cabinet of Papiloscopic Identification of the Binomial Mother-Newborn Child of the San Vicente de Paul Hospital, Province of Salta.

She has a degree in Criminal Sciences. She is an associate professor in the chair of "Interdisciplinary Professional Practice Seminar" at the National University of the Northeast, Institute of Criminalistic Sciences

and Criminology.

JUAN JOSÉ VILLEGAS



Since 2020, he has served as Director of the Integrated Emergency and Security System of Medellín (SIES-M).

He has 10 years of experience in the public sector, where he has held positions in institutions such as the Metropolitan Area of the Aburrá Valley and the Mayor's Office of Medellín. Specialist in matters of Security and Coexistence for the entire Metropolitan Area of the Aburrá Valley, opening the spectrum of field intervention and developing unified information systems on issues of relevance to the different cities.

Business Administrator from Universidad Pontificia Bolivariana. Specialist in Socio-economic Evaluation of Projects from Universidad de Antioquia.

ADA LUZ SANDOVAL



Director of the Command, Control, Communications and Computing Center (C4) of the District Secretary of Security, Coexistence and Justice of the city of Bogotá.

She was an advisor to the Ministry of National Defense of Colombia, Director (E) of Science, Technology and Innovation, where she participated in the structuring of the Science, Technology and Innovation Policy of the Defense Sector and structured the System that guides it.

She has more than 10 years of experience in the management of research, technological development and innovation projects. With outstanding results in the management of large-scale projects in radar technology, sensors, and remotely piloted aircrafts.

Internationalist from the *Universidad del Rosario*, with a master's degree in Intelligence and Strategic Studies from the University of Wales, United Kingdom. She has also studied project management, technology, and innovation. She was a Colfuturo and Chevening scholar.

PANEL 3: THE EXPERIENCE OF NORTH AMERICA AND EUROPE

HOLLY BARKWELL



President & CEO of Barkwell Holland Group Inc., a successful Canadian 9-1-1 company specialized in 9-1-1 communications and emergencies. She also serves as the current NENA Canadian Region Director.

She is an active participant in the Canadian Emergency Services Working Group (ESWG), a national group of public safety professionals developing the strategies to transition Canada to NG9-1-1 by March 2025.

She is a member of several leading associations, including the National Emergency Number Association (NENA), the association that developed the I3 standard upon which the architecture for Next Generation 9-1-1 is based; the Association of Public Safety Communications Officials (APCO), and the Canadian NG9-1-1 Coalition.

She is an experienced public safety professional with over 27 years of technical and operational experience in 9-1-1 emergency communications and dispatch, public safety policy, governance, technology, operations and change management, and standards and best practices.

CRISTINA LUMBRERAS



She is the Technical Director of the European Emergency Number Association (EENA). From this position she coordinates the activities of EENA Technical and Operations Committee that brings together emergency services and industry representatives to set performance indicators, requirements and quality standards pertaining to emergency services. This Committee is also dedicated to ensuring the transition to Next Generation 112, a reliable IP-based emergency communications system.

She develops EENA's certification programs for emergency services and the industry, as well as represents EENA in international standardization. She is the current Chair of the ETSI-EMTEL Committee, in charge of the creation of standards on emergency communications.

LURIE ANDERSON

She is the 9-1-1 Manager at the Charlotte County Sheriff's Office in Florida and current President of the National Emergency Number Association (NENA) Board.

Laurie is an at-large representative of the Florida State E911 Board since 2014. She is a former President of the Florida Chapter of NENA,



has previously served on the NENA Education Advisory Board, and was a founding Co-Chair of the NENA Wellness Committee, and has served on several NENA working groups.

She began as a Telecommunicator answering 9-1-1 calls and dispatching firefighters, law enforcement officers and emergency medical services (EMS), moving through the ranks of Trainer, Supervisor, Training Coordinator, and, for the last 11 years she has served as a County 9-1-1 Manager.

She holds a bachelor's degree in Public Administration and master's in Educational Technology.