

EU Emergency Services Workshop 2012

18-20 April 2012, Riga, Latvia

Context of the event:

Each year, the EENA organises the EU Emergency Services Workshop that gathers European emergency services, public authorities and industry representatives. This 3-day conference aims at fostering sharing of best practices between the relevant stakeholders. National 112 systems and regulation will be discussed during plenary sessions while operations and technical issues, including Next Generation 112, will be addressed during parallel tracks. In 2012, the 112 Awards Ceremony will be held at the occasion of the conference and will reward individuals and organisations particularly engaged in improving and promoting the European emergency number 112. The EU Emergency Services Workshop will welcome about 350 participants, including about 150 emergency services and public authorities' representatives from all over Europe as well as other stakeholders such as telecom regulators and suppliers.

Date: 18-20 April 2012

Venue and Hotel: Radisson Blu Hotel Latvija - Elizabetes 55, Riga, Latvia

The **Radisson Blu Hotel Latvija** is a defining landmark on Riga's skyline and the largest business and conference hotel in the Baltics. In addition to spacious, modern rooms and suites, guests at this hotel in Riga city centre will enjoy its contemporary restaurant with lunch and dinner buffets, three trendy and stylish bars with great city views and a vibrant nightclub. This sky-rise hotel also boasts an in-house spa perfect for relaxing after a day of meetings or sightseeing. The hotel offers an excellent location in the popular business, shopping and bar district of Riga and close to historic attractions.



Participation: Only open to public authorities' representatives (free) and to EENA Members' (EENA Advisory Board 2012 and 112 ESSN)

Optional: 112 emergency call centre visits from Tuesday to Saturday (max. 30 participants per visit – registration mandatory)

Registration to the event, hotel reservation and registration to the 112 emergency call centre visit: Please send the attached form to jp@eena.org by 16 March 2012.

Presentations: To be sent for review by 29 February 2012 to jp@eena.org and brought on USB sticks

Language: English

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EU Emergency Services Workshop 2012

18-20 April 2012, Riga, Latvia

	17 April	Day 1 - 18 April	Day 2 - 19 April	Day 3 - 20 April	21 April	
AM		Introduction	European Commission Update	Operations track 1) Performance indicators, quality benchmarking and cost/efficiency 2) Cross-border PSAP cooperation	Technical track 1) GIS-centric dispatch & radio comms 2) Nationwide IP networks 3) EU standards update	
		National Emergency Services Systems	National Emergency Services Systems			
		Next Generation 112 Explained	EENA Operations Committee Update			
		LUNCH	LUNCH	LUNCH	112 Centre Visits 4 & 5	
PM		Operations track 1) Call triage, dispatching and training	Technical track 1) Multimedia in NG112 2) 112 apps and social media	Operations track 1) HeERO eCall project 2) Public warning 3) PSAPs during large emergencies		Technical track 1) EENA NG112 standards 2) NG112 routing and location 3) Measures against false calls
		Regulatory issues and interactive session		Conclusions		
	112 Centre Visit 1	Networking Cocktail	112 Centre Visit 2	112 Centre Visit 3		
Evening	Informal gathering	112 Awards Ceremony (Gala Dinner)	Social Event			

View the detailed agenda on the next pages



Draft Agenda

DAY 1
18 April 2012

Registration
8:15 – 9:00

Introduction – Alfa Room
9:00 – 9:30

Welcome & Presentation of the Radisson Blu Hotel Latvija

Ministry of Interior of Latvia (TBC)
European Commission (TBC)
Demetrios Pyrros, Chair of EENA Advisory Board

Plenary Session - Alfa Room
National and Regional Emergency Services Systems
9:30 – 12:00

Chair: Rut Erdelyiova, EENA Consultant

Janek Laev, Emergency Response Centre Estonia, Estonia
Johan Hedensio, SOS Alarm, Sweden
Germany (TBC)

10:30 – 11:00 **COFFEE BREAK**

Chair: Jorge Costa Reis, noLimits Consulting

Arturas Kedavicius, Lithuanian ERC, Lithuania
Søren Ipsen, Danish Fire Service, Denmark
Manel Pardo, Interior Department of the Catalan Government, Spain

Plenary Session - Alfa Room
Next Generation 112 Explained
12:00 – 12:30

Chair: Hannes Tschofenig, EENA

Cristina Lumbreras, EENA

LUNCH
12:30 – 14:00



<p style="text-align: center;">Operations Track <i>Alfa Room</i> 14:00 – 17:30</p>	<p style="text-align: center;">Technical Track <i>Beta Room</i> 14:00 – 17:30</p>
<p><u>Session 1 – Call triage, dispatching and training (3hrs)</u></p> <p style="text-align: center;"><i>Chair: Andre Baumann, Berlin Fire-fighters</i></p> <p>Amir Khorram-Manesh, Sahlgrenska Academy, Prehospital triage and discrepancy in priority-setting Giolo Fele, University of Trento, Collaborative Production of Responses and Dispatching Andy Heward, London Ambulance Service, Demonstration and findings about London Ambulance Service triage Janek Laev, ERC Estonia, Call triage and training</p> <p style="text-align: center;">15:30 – 16:00 COFFEE BREAK</p> <p>Torbjorn Halldin, SOS Alarm, Index and call triage in Sweden Georges-Antoine Capitani, SAMU Essonne, call triage in a SAMU service Anto Zelic, 112 Croatia, Training of emergency call-takers and triage Special Telecommunications Service, Triage in Romania (TBC)</p>	<p><u>Session 1 – Multimedia in NG112 (1hr30)</u></p> <p style="text-align: center;"><i>Chair: TBD</i></p> <p>Martin Zahr, Ericsson Tuomas Korpilahti, Cassidian Paul McLaren, Intrado, Managing policy based call delivery of advanced call types such as Voice over IP, SMS, Pictures, and Telematics William Mertka, Motorola</p> <p style="text-align: center;">15:30 – 16:00 COFFEE BREAK</p> <p><u>Session 2 – 112 Apps and Social Media (1hr30)</u></p> <p style="text-align: center;"><i>Chair: Wilfried Lange, German Federal Network Agency</i></p> <p>Manfred Blaha, Ministry of Interior, Austria, Facebook, Twitter and Emergency Management (TBC) John Medland, BT 999/112, UK 112 app Francisco Rojo, FRESS application Chris Van Hunnik, Dutch National Police Agency, "HELP" app and European 112 App</p>

19:00 – 20:00

Networking Cocktail – Hall 2

20:00 – 23:00

112 Awards Ceremony (Gala Dinner) – Omega Room, Hall 2

You are all invited to join us in the Omega Room (hall 2) to attend the 112 Awards Ceremony. During a Gala Dinner, individuals and organisations which have shown evidence of extraordinary behaviour and/or results and/or achievements in categories such as Outstanding Emergency Call Centre, Outstanding Emergency Service Integration, Outstanding National 112 System, Outstanding Citizen or Outstanding Call Taker and Rescue will be rewarded.

View Day 2 on the next page



DAY 2
19 April 2012

European Commission Update – Alfa Room
9:00 – 9:30

Chair: John Medland, BT 999/112

European Commission, Update on 112 (TBC)
Pierpaolo Tona, European Commission, eCall update

Plenary Session - Alfa Room
National and Regional Emergency Services Systems
9:30 – 12:00

Chair: Gregor Jänin, EENA Operations Committee

Leo Nieuwenhuizen, Ministry of Security and Justice, Netherlands
Loizos Prastitis, Police Headquarters, Cyprus
Stefano Del Missier, Lombardia Region Authority, Italy

11:00 – 11:30 **COFFEE BREAK**

Discussion Panel:

Marko Nieminen, ERC Administration, Finland
Laszlo Gondor, Governmental Information Technology Development Agency, Hungary
Carlos Martins, Ministry of Internal Affairs, Portugal (TBC)
Raed Arafat, Romania

Plenary Session - Alfa Room
EENA Operations Committee Update
12:00 – 12:30

Chair: Cristina Lumbreras, EENA

Gary Machado, EENA

LUNCH
12:30 – 14:00



Operations Track <i>Alfa Room</i> 14:00 – 17:30	Technical Track <i>Beta Room</i> 14:00 – 17:30
<p><u>Session 1 – HeERO eCall Project (1hr)</u></p> <p><i>Chair: Pierpaolo Tona, European Commission</i></p> <p>Andy Rooke, ERTICO, Overview of the project Jan Urbanek, Ministry of Interior, The Czech pilot country Pilot country 2 (TBD)</p>	<p><u>Session 1 – EENA NG112 Standards (1hr)</u></p> <p><i>Chair: Cristina Lumbreras, EENA</i></p> <p>Hannes Tschofenig & Helmut Wittmann, EENA, EENA Next Generation 112 LTD (Long Term Definition)</p>
<p><u>Session 2 – Public Warning (1hr)</u></p> <p><i>Chair: Peter Sanders, One2Many</i></p> <p>Morten Gustavsen, UMS Feliks Vainik, eVigilo Aafke Schaapherder, Ministry of Security and Justice, the Netherlands (TBC)</p>	<p><u>Session 2 – Next Generation 112 Call Routing and Location (1hr)</u></p> <p><i>Chair: Peter Simko, EENA Consultant</i></p> <p>Jos Speeckaert, Voxbone, Interim Solution to route calls from corporate networks Clinton McDaniel, Avaya, Intelligent Routing using Multi-Modal Emergency Communications Martin Dawson, Commscope, NG112 location</p>
<p>16:00 – 16:30 COFFEE BREAK</p>	<p>16:00 – 16:30 COFFEE BREAK</p>
<p><u>Session 3 – PSAPs During Large Emergencies (1hr)</u></p> <p><i>Chair: Gregory Rohde, NG911 Institute (TBC)</i></p> <p>Rune Gehrken, Emergency medical centre of Oslo, 2011 Norway attacks Cristina Lumbreras, Madrid 112, Madrid bombing of March 2004 Hervé Fanuel, Liege 112, Liege shooting in 2011</p>	<p><u>Session 3 – Measures Against False Calls (1hr)</u></p> <p><i>Chair: Stoyan Gramatikov, MoI Bulgaria</i></p> <p>Gunnar Bergstrom and Per Palm, SOS Alarm, Sweden Arturas Kedavicius, Lithuanian ERC, Lithuania Farid Seddik, Newtel Essence</p>
<p>17:45 – 19:30 112 centre visit 2 <i>Meeting in the lobby of the Radisson Blu Hotel Latvija – Registration mandatory</i></p>	
<p>21:00 – 23:00 Social event 2 – Cocktail and cruise on the Daugava river</p> <p>You are all invited to join us and enjoy friendly drinks with colleagues from all over the world. This is a casual meeting and the intention is for all of you to get to know each other or meet some friends. The event will be held during a cruise on the Daugava river.</p>	

View Day 3 on the next page



DAY 3
20 April 2012

Operations Track
Alfa Room
9:00 – 12:30

Session 1 – Performance indicators, quality benchmarking and cost/efficiency of emergency services (2hrs)

Chair: Egil Bovim, KOKOM, Norway

Gunnar Bergstrom, SOS Alarm, Sweden
Denis Basque, Tera Consultants, Cost Analysis of the Emergency Call Answering Service in Ireland (TBC)
Tommi Hopearuoho, ERC Administration, Finland
Andy Heward, London Ambulance Service
Tjerk Terpstra, Tjeter
Henrik Jaldell, Karlstad University, The importance of the time factor in fire and rescue service operations in Sweden

11:00 – 11:30 COFFEE BREAK

Session 2 – Cross-border PSAP cooperation (1hr)

Chair: Dieter Nuessler, FEU

Stephen Hines, London Ambulances Service, EENA PSAP Database
Hervé Fanuel, 112 Liège, Cross-border cooperation with EUREGIO
Juha-Veli Frantti, ERC Finland and **Gunnar Bergstrom**, SOS Alarm, Cross-Border Cooperation between Finland and Sweden

Technical Track
Beta Room
9:00 – 12:30

Session 1 – GIS-centric dispatch and Radio Communications (1hr)

Chair: Mladen Vratonjic, MoI Serbia (TBC)

Ben Hoefnagels / Robert Kieboom, CityGIS, GIS in the PSAPs
Harald J. Behnke, Intergraph, GIS and Next Generation Radio
Per Melin, Ericsson, Public Safety LTE

Session 2 – Nationwide IP networks (1hr)

Chair: TBD

Romania (TBC)
Stoyan Gramatikov, Ministry of Interior, Bulgaria
Jan Urbanek, Ministry of Interior, Czech Republic

11:00 – 11:30 COFFEE BREAK

Session 3 – EU Standards (1hr)

Chair: Uberto Delprato, IES Solutions

Peter Sanders, Update on ETSI-EMTEL standards
Wilfried Lange, Update on ETSI-TISPAN standards
Marc Werner, Update on eCall standards

LUNCH
12:30 – 14:00



Plenary Session - Alfa Room
Regulatory issues
14:00 – 14:45

Chair: Tony O'Brien, ComReg

In this panel, European and US experts will discuss about some major regulatory issues for emergency communications. You will hear the opinions of the regulators and the regulated. Topics will include caller-location and next generation emergency services (non-exhaustive). Please do not hesitate to contribute to the debate!

Draft list of topics: NG112, Accessibility, 112 Apps, VoIP Providers, Campus Networks, caller-location, roles of regulating agencies, Key Performance Indicators

Participants:

- Gyula Bara, European Commission
- Caroline De Cock, VON Europe (TBC) and/or Jean-Jacques Sahel, Skype (TBC)
- Wilfried Lange, German Federal Network Agency & EMTEL
- Telecom Regulatory Authorities representatives (TBC)
- Frederic Bruneteau, Ptolemus (TBC)
- Francisco Puertas, Geoceler (TBC)
- Mobile operator representative (TBC)

Plenary Session - Alfa Room
Interactive session
14:45 – 15:30

Chairs: Uberto Delprato & Alexander Bousema

During this interactive session, you will be asked a series of questions pertaining to your needs and your expectations regarding the future of your 112 service. You will also be invited to give your feedbacks on the EU Emergency Services Workshop 2012 and to help us prepare the EU Emergency Services Workshop 2013. Voting tools will be at your disposal.

Conclusion and Next Steps
15:30 – 15:45

Emmanuel Paul, EENA
Demetrios Pyrros, Chair of EENA Advisory Board

16:15 – 18:00

112 centre visit 3

Meeting in the lobby of the Radisson Blu Hotel Latvija – Registration mandatory

Floor Plan and Exhibitors

