

EU Emergency Services Workshop 2013

17-19 April 2013, Riga, Latvia

Context of the event:

Each year, 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 practice between the relevant stakeholders. High-level issues will be discussed during plenary sessions while operations and technical issues, including Next Generation 112, will be addressed during the parallel tracks. The 112 Awards Ceremony will be held in conjunction with the conference and will recognise and reward individuals and organisations particularly engaged in improving and promoting the European emergency number 112 as well as rewarding outstanding achievements by emergency service personnel and citizens. The EU Emergency Services Workshop will welcome about 400 participants, including about 200 emergency services and public authorities' representatives from all over Europe as well as other stakeholders such as telecom regulators and suppliers.

Date: 17-19 April 2013

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 of this hotel located in Riga city centre, guests 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 2013 and 112 ESN)

Optional: 112 emergency call centre visits from Tuesday to Friday (registration on site, at the registration desk in the exhibition area)

Registration to the event and hotel reservation: Please register and book your room at <http://www.eena.org/view/en/112events/Workshops/2013> (Deadline: 29 March 2013).

Presentations: To be sent for review by 1 March 2013 to jp@eena.org and brought on USB sticks

Language: English

Table of contents

Programme Overview.....	Page 2
Programme in Detail.....	Page 3
Floor Plan and Exhibitors.....	Page 13

EU Emergency Services Workshop 2013

17-19 April 2013, Riga, Latvia

	Day 1		Day 2		Day 3	
AM	Introduction		Keynote: Nee Naw: Real Life Dispatches From Ambulance Control <i>Suzi Brent, London Ambulance Service</i>		Track 1 1) PSAP Staffing & Call Overload Management 2) Measuring Quality of Service	Track 2 1) Caller-Location
	Keynote: How Skier Froze to Death and Lived <i>The Incredible Survival Story of Anna Bagenholm</i>		Managing Change: The Finnish Experience			
	PSAPs: Implications of eCall		EU Funding & Horizon 2020			
	EENA PSAP Certification		PSAP Organisation in Europe: Major Trends			
	Emergency Services Panel		London Olympics 2012: Lessons Learnt			
	LUNCH		LUNCH		LUNCH	
PM	Track 1 1) Critical Communications & Fleet Management 2) Public Warning	Track 2 1) NG112 2) Access To 112 From Private Networks	Track 1 1) Call-Taking 2) Managing Change 3) Managing The Tendering Process	Track 2 1) Social Media 2) 112 Apps 3) Recording And Logging	Regulatory Panel	
					Interactive Session	
					Conclusions	
			Emergency Call Centres Visits		Emergency Call Centres Visits	
Evening	112 Awards Ceremony (Gala Dinner)		Social Event			

View the detailed agenda on the next pages



Draft Agenda

DAY 1
17 April 2013

Registration
8:00 – 9:00

Chair: Demetrios Pyrros, Chair of EENA Advisory Board

Introduction – Alfa Room
9:00 – 9:30

Welcome & Presentation by the Radisson Blu Hotel Latvija

Neelie Kroes, Vice-President of the European Commission
Raed Arafat, Secretary of State for Health, Romania
Olivier Paul-Morandini, President and Founder of EENA

Keynote Session 1 - Alfa Room
How Skier Froze to Death and Lived
The Incredible Survival Story of Anna Bagenholm
9:30 – 10:00

Anna Bagenholm is a Swedish radiologist who survived after a skiing accident in 1999 left her trapped under a layer of ice for one hour and twenty minutes in freezing water. During this time she became a victim of extreme hypothermia and her body temperature dropped to 13.7 °C, the lowest survived body temperature ever recorded in a human. Hear Anna's amazing story first-hand about how she survived this ordeal and the direct experience she has to tell about the emergency services and the rescue efforts made.

Discussion with Demetrios Pyrros, Chair of EENA Advisory Board

Plenary Session - Alfa Room
PSAPs: Implications of eCall
10:00 – 10:30

eCall will become part of the 112 infrastructure on 1st January 2015 and the impact it will have on the PSAP community is beginning to become clearer. In this session, you will understand more about what the eCall initiative is about and how it will affect, on a practical level, the PSAPs and what impactful steps can be taken to deal with this new emergency communications channel.

Andy Rooke, Project coordinator of the HeERO 1 and 2 projects, ERTICO

10:30 – 11:00 COFFEE BREAK



Chair: Dieter Nuessler, Vice-Chair of EENA Advisory Board and President of FEU

Plenary Session - Alfa Room
EENA PSAP Certification of Quality Assurance
11:00 – 11:30

EENA has developed a new programme to recognise and reward quality amongst PSAP's with a Certification of Quality Assurance standard. Attendees will hear how the initiative will work and what the practical concepts are in order to achieve the standard.

Tony O'Brien, Deputy Executive Director, EENA

Plenary Session - Alfa Room
Emergency Services Panel
11:30 – 12:30

This panel will gather high-level emergency services experts who will debate over a series of major policy issues affecting the current and future provision of emergency services. Topics for discussion are whether and to what extent should the provision of emergency services be privatised? Should search and rescue services be charged to the general public and if so how and why? These are examples of some of the wide-ranging topics that will be discussed.

Raed Arafat, Secretary of State for Health, Romania

Martti Kunnasvuori, General Director, Emergency Response Centre Administration, Finland

Jerome Glorie, General Director for Civil Protection, Ministry of Interior, Belgium (TBC)

Richard Webber, Assistant Chief Ambulance Officer, London Ambulance Service, United Kingdom

Demetrios Pyrros, Director of Medical Services, EKAB (National Centre of Emergency Care), Greece

LUNCH
12:30 – 14:00

Track 1
Alfa Room
14:00 – 17:30

Critical Communications & Fleet Management (2hrs)

One of the fundamental elements to any critical or emergency service is the communications infrastructure and how it is being deployed. Hear in this session examples of how some countries have approached this issue and share in their experiences of how they have ensured that their resources are performing to the maximum capacity using the tools at their disposal.

Chair: Mladen Vratonjic, Consultant

Phil Kidner, CEO, TETRA Association (TCCA) - Overview of radio and critical communications in Europe

Tuomas Korpilahti, Solution Marketing Manager, Cassidian - Emergency calls go visual: dispatching in the future

Andy Heward, Operations Manager, London Ambulance Service, United Kingdom (also Associate Editor of the Annals of Emergency Dispatch) - Ambulance Fleet Management in London

Torbjorn Halldin, Regional Manager and key accounts SOS Healthcare, SOS Alarm, Ambulance Fleet Management in Sweden

Claude Jacquard, Chair, Belgian Tetra User's Committee, Belgium - Managing of a nationwide multidisciplinary fleet map

Ben Hoefnagels, CEO, CityGIS - Fleet Management in the Benelux

16:00 – 16:30 COFFEE BREAK

Public warning (1hr)

Public warning systems have been operational in some countries for some time but some now require upgrading and integration with other technologies. Other countries have no such systems but need to develop a solution. Hear from national experts who have hands-on experience of dealing with public warning systems and how these systems have developed.

Chair: Thierry Davier, Ministry of Interior, Belgium (tbc)

Lt. Col. Levi Itach, Head of the Early Warning Branch, and **Captain Noam Whartman**, Head of Technology Department, Early Warning Branch, Home Front Command, Israel

Track 2
Beta Room
14:00 – 17:30

NG112 (2hrs)

The impact of IP Communications on the provision of 112 services is becoming clearer and Next Generation 112 (NG112) will enable the PSAP to be interoperable with other emergency services, have more redundancy capability whilst enhancing the communications experience for citizens with the PSAP. In this session you will hear about the work and plans of the EENA NG112 Committee. Experts will also outline some of the key principles of emergency services IP networks (ESInets) and how they are being deployed.

Chair: Cristina Lumbreras, EENA

Hannes Tschofenig, Chair of the NG112 Committee, EENA, Update on EENA NG112 Committee

Byron Smith, Consultant, Some Recent NG9-1-1 Projects in the United States

Bill Mertka, Offer Manager, Motorola Solutions - What is an ESInet?

Román de Nicolás Galache, Manager of Multichannel Attention Solutions Department, The power of new communication channels in 112 Centers

Paul McLaren, Director of Support Engineering, Intrado - ESInets in Action: Case studies of deployed ESInets that made a difference

Andrew King, Global Principal Solutions Architect Government, Ericsson - NG112, Fixed and radio (LTE) evolution

16:00 – 16:30 COFFEE BREAK

Access To 112 From Private Networks (1hr)

The existence of private networks has been here for some time and more and more organisations are developing their own networks for a variety of reasons. In this session, you will hear why and how these networks communicate with the emergency services, the issues involved such as accurate and timely location information and the practical solutions involved when these "enterprise networks" are being developed.

Chair: Daniel Voisard, BAKOM

Stephane Delaporte, Global Accounts Director, Alcatel Lucent - Emergency in private networks



Kjell Jogerud, CEO, National Centre for Mountain slide surveillance, Norway - The Norwegian Tsunami Warning System

Paul Kubben, Project Manager, Ministry of Security and Justice, the Netherlands

Mark Fletcher, Public Safety Solutions Manager, Avaya - Enterprise Data in the NG Public Safety Network

Tim Kenyon, President/CEO, Conveyant - Delivering Enterprise 112 Data – Over The Top

19:00 – 23:00

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

You are all warmly invited to join us in the Omega Room (Hall 2) to attend the 2013 112 Awards Ceremony. During a Gala Dinner, individuals and organisations that have shown evidence of extraordinary achievements in categories such as Outstanding Emergency Call Centre, Outstanding eCall Initiative, Outstanding National 112 System, Outstanding Citizen or Outstanding Call Taker will be rewarded.

View Day 2 on the next page



DAY 2
18 April 2013

Chair: Manfred Blaha, Ministry of Interior, Austria

Keynote Session 2 - Alfa Room
Nee Naw: Real Life Dispatches from Ambulance Control
Suzi Brent, London Ambulance Service
9:00 – 9:30

Suzi Brent is an emergency medical dispatcher for London Ambulance Service and is the author of the blog "Nee Naw" and the book of the same name. It features her reflections on life working within the London Ambulance Service control room and Suzi's address will highlight some of the experiences she has had over the past number of years.

Discussion with Tony O'Brien, Deputy Executive Director, EENA

Plenary Session - Alfa Room
Managing Change: The Finnish Experience
9.30 – 10:00

The ERC in Finland has been at the forefront of developing and implementing change management programmes. Hear from them about their experiences in making these changes and learn what steps you can take to help achieve similar objectives.

Marko Nieminen, Director of ERC services, ERC Administration, Finland

Plenary Session - Alfa Room
EU Funding & Horizon 2020
10:00– 10:45

Understanding how the EU research and innovation funding mechanisms such as the Seventh Framework Programme (FP7) work is complex. This task will be made much easier when in this session, opportunities such as this and the next programme called Horizon 2020 will be easily explained. Your organisation could benefit from such funding; come and find out more about it.

Uberto Delprato, CEO, IES Solutions

10:45 – 11:15 **COFFEE BREAK**

Chair: Egil Bovim, Director, National Centre on Emergency Communication in Health, Norway

Plenary Session - Alfa Room
PSAPs Organisation in Europe: major trends
11:15– 11:45

Each year, EENA draws together the European PSAPs structures and models in a comprehensive report. Hear in this session a synopsis of the main PSAP structures and learn about the main developments and trends that are happening right now.

Gary Machado, Executive Director, EENA



Plenary Session - Alfa Room
London 2012 Olympics Report
11:45 – 12:30

The London Olympics welcomed over 500,000 tourists to London over the summer period from a vast range of countries. Over 9 million tickets were sold and on the busiest day approximately 800,000 people used public transport to travel to the Games events. In this session, you will hear how both the London Ambulance Service and the Metropolitan Police Service rose to the challenges that such a large-scale event presents and how both of these organisations planned for and responded to the demand for their services during the summer of 2012 in London.

Richard Webber, Assistant Chief Ambulance Officer, London Ambulance Service

Nigel Brookes, Central Communications Command, Metropolitan Police Service

LUNCH
12:30 – 14:00

Track 1
Alfa Room
14:00 – 17:30

Call-taking (1hr)

In this much-anticipated session, you will hear real-time examples of the challenges that face emergency call-takers and management on a daily basis and how some organisations have developed strategies and protocols to deal with these issues.

Chair:

Andy Heward, Proposed EENA Operations Committee Chair and Associate Editor of the Annals of Emergency Dispatch

Marja Liinasuo, Researcher, VTT Technical Research Centre, Finland - Challenges in emergency centre operators' work

Erik Velleramm, ERC Estonia - Monitoring quality and improving supervision at ERC

Pat McCreanor, Control & Performance Manager, National Ambulance Service, Ireland - Use of AMPDS in Ireland

Managing change (1hr)

Managing change is said not to be difficult but to be different. Managing the change process involves efforts on different levels from the technological impact to the human impact. Hear in this session from some organisations who are facing or have faced change and how they reacted to the challenges of change.

Chair:

Raed Arafat (TBC)
Egil Bovim (TBC)
Mathilde Reynaudi, Centre for Strategic Analysis, France (TBC)

16:00 – 16:30 COFFEE BREAK

Managing The Tendering Process (1hr)

In today's economic climate, the challenge to maximise value for money is constant. Designing and procuring the most economically advantageous tender requires careful planning and execution. In this session, hear practical examples from those who have conducted large-scale procurement contracts and share in their experiences and insights.

Chair: Gregor Jänin, DispoNet

Jukka Aaltonen, Director of Technical Services, ERC Administration, Finland

Laszlo Gondor, 112 Project Manager, Agency for

Track 2
Beta Room
14:00 – 17:30

Social Media (1hr)

Whether we like it or not, the mainstream adoption of social media in all of our lives is becoming increasingly apparent. Citizens expect to be able to communicate with the emergency services via these social media channels and in this session, you will hear about the role social media plays and will play in receiving and giving information from and to the general public and what solutions are in place currently and into the future.

Chair: Per Palm, SOS Alarm

Rein Hof, Twente Police, The Netherlands - Use of social media and Twitter Filter

Luis Gestoso, General Director, 112 Murcia, Spain - Use of Social Media

Loek Pfundt, Strategic advisor of innovations / Duty Chief Officer of the Amsterdam Fire Department, Amstelland, The Netherlands - Social Media and the Emergency Services

112 Apps (1hr)

Smartphone apps related to 112 and emergency service continue to appear on the market at an ever-increasing rate. This session includes information on some that are being offered at the moment as well as ones that will be available in very near future.

Chair: John Medland, BT, Policy manager

Tomas Gislason, Deputy CEO, 112 Iceland - Iceland 112 app

Feliks Vainik, Vice-President, eVigilo - City Alert App

Peter Haberl, Sales Manager, Frequentis - Smart Live Safer: Silent Alarming and Much More

16:00 – 16:30 COFFEE BREAK

Call Recording and Logging (1hr)

Having secure, reliable and easy access to the call records is a critical element to an effective emergency service and is required for a variety of legal, operational and technical reasons. In this session, you will hear about some current examples in the market today of new media platforms and IP-based services and how some of these solutions may assist your organisation's needs.

Chair: TBC



Information Technology, Hungary

Tadas Maroscikas, Deputy Head, Lithuanian
Emergency Response Centre

Ron Netzerel, Head of Public Safety Product
Management, Nice Systems - Maximising the benefits
of NG112 with multimedia incident recording and
reconstruction
Ericsson

Talip Kucukkilic, Senior Expert Engineer, Aselsan -
Recording and Logging Capabilities of 112 PSAPs in
Turkey

Martin Zahr, Ericsson - Mining the past for a better
future -Improve your Standard Operating Procedures
utilizing past experiences

17:45 – 19:30

Emergency call centre visits

Meeting next to the registration desk – Registration mandatory

21:00 – 23:30

Social event

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.

(Please note that no dinner will be served but a welcome drink will be offered)

View Day 3 on the next page

DAY 3
19 April 2013

Track 1
Alfa Room
9:00 – 12:30

PSAP Staffing & Call Overload (1.5hrs)

With the economic crisis and ever tightening public budgets, PSAPs are often challenged to maintain high quality services with fewer resources. This session examines how changing economics are driving decisions on optimum staffing levels, how coping strategies for spikes in call volumes have developed and how new tools will enable better decision making and lower costs.

Chair: Hermann Buehler, Director, Buehler Consultancy

Paul Hatfield, Managing Partner, Orbita - Workforce Planning In Emergency Call Handling Centres

Christof Constantin Chwojka, 144 Notruf Niederösterreich, Austria - PSAP Staffing in Austria

Stoyan Gramatikov, Director, Ministry of Interior, Bulgaria - Call overload Management in Bulgaria

Bjorn Skoglund, SOS Alarm, Sweden - Call Overload Management in Sweden

10:30 – 11:00 COFFEE BREAK

Measuring Quality of Service & tracking performance (1.5hrs)

"You Can't Manage What You Don't Measure" is a well-used adage and in this session you will hear some examples of the detailed measurement programmes, statistics, indicators and reports that are used in some European countries.

Chair: Alexander Bousema, Consultant

Bengt Asplén, Chief of Operations, AmbuAlarm, Sweden - How to use a web-based graphic tool to follow up a contracted dispatch central

Harald Behnke, Chief Engineer, Intergraph - Business Analytics

Gheorghe Oncioiu, Major, STS Romania - Introduction to several performance indicators of the Romanian 112 System

Piero Brambilla, CIO, AREU Lombardia - Business analytics for a 112 Call Center: measuring, reporting, planning

Track 2
Beta Room
9:00 – 12:30

Caller Location (3hrs)

European 112 services are not always provided with accurate and timely location information. Attend this session to learn more about the current deployment landscape, the regulatory aspects and up-to-date information on what the market can offer to help emergency services know where callers are. Both e112 and NG112 caller location will be discussed.

Chair: Frederic Bruneteau, Director, Ptolemus

Cristina Lumbreras, Technical Director, EENA - Implementation and functioning of caller location in Europe

Gregory Rohde, Former Executive Director of the E9-1-1 Institute, USA - Overview of the regulatory developments in USA

Timothy Denton, Commissioner, Canadian Radio-television and Telecommunications Commission, Canada - Overview of the regulatory developments in Canada

Paul Martlew, Vice-President Channel Sales, Mobile Arts - An analysis of Enhanced Cell Global Identity (E-CGI) location accuracy

10:30 – 11:00 COFFEE BREAK

Florin Dragomir, Head of Department, Technical Regulator, National Authority for Management and Regulation in Communications, Romania - Report on Caller Location Information by Electronic Communications Committee (ECC)

Amalendu Parasnis, Chief Technology Officer, Mobilis, Enhanced Caller Location; recognising and overcoming the challenges in mobile networks

Peter Woodford, President, VoIP Solutions - VoIP 112 Location in legacy and Next Generation 112: an ISP based methodology

Luca Pesando, Chair of ETSI Project E2NA and participant in the M493 Steering Group, Telecom Italia - Challenges regarding Caller Location Information in IP networks



LUNCH
12:30 – 13:30

Plenary Session - Alfa Room
Regulatory Issues
13:30 – 14:30

In this panel, some topic experts will discuss and debate some of the major regulatory issues that relate to provision of emergency communications in Europe. You will hear the opinions of the regulators and the regulated on such topics as enhanced caller-location, next generation emergency services, quality of service management and emergency call-taker welfare (non-exhaustive). Please do not hesitate to contribute to the debate!

Chair: Tony O'Brien, Deputy Executive Director, EENA

Raed Arafat, Secretary of State for Health, Romania

Vesa Terava, European Commission

Laszlo Toth, Policy Director, GSMA Europe

Florin Dragomir, Head of Department, Technical Regulator, National Authority for Management and Regulation in Communications, Romania

Anne-Lise Thieblemont, Senior Director Government Relations, Qualcomm

Jean-Jacques Sahel, Director Government and Regulatory Affairs Europe, Skype

Plenary Session - Alfa Room
Interactive Session
14:30 – 15:00

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 feedback on the EU Emergency Services Workshop 2013 and to help us prepare the EU Emergency Services Workshop 2014. Voting tools will be at your disposal.

Presented by:

Uberto Delprato, CEO of IES Solutions

&

Dieter Nuessler, Vice-Chair of EENA Advisory Board and President of FEU

Conclusion and Next Steps
15:00 – 15:15

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

15:45 – 17:30

Emergency call centres visits

Meeting next to the registration desk – Registration mandatory

Floor Plan and Exhibitors

