

CRITICAL ISSUES ON 'EENA 2020' AGENDA

Developments in Public Warning systems, the implementation of the Advanced Mobile Location (AML) in Europe, Next Generation 112, eCall Technology, Cybersecurity, Artificial Intelligence, Violence Prevention Against Emergency Services will be the main issues on the agenda at EENA Conference 2020 in Riga on 1-3 April. 'Emergency Services Ireland' is a media partner of this year's event.

There will be a panel discussion on Tackling Online Terrorism, with representatives from Twitter, Facebook and the Tech Against Terrorism organisation addressing the benefits and challenges of new information and communication technologies.

In addition, there will be a keynote and discussion panel on privacy laws and the importance of the General Data Protection Regulation (GDPR) for the emergency services.



THE HOT TOPICS

- 1. Countdown to AML implementation:** December 2020 marks the deadline for Advanced Mobile Location (AML) implementation in Europe.
- 2. Next Generation 112:** New technologies are the solution to enable emergency communications to deliver a more efficient, accessible and effective emergency response. Updates on the implementation of NG112 and the results of the EENA latest project!
- 3. Strong strategy for public warning:** Last year was one of public warning, but what goes on beyond the alert? Understanding the practicalities and different factors at play is the first step for a solid and effective public warning system.



Click on <https://eenaconference.org/programme/> for the full programme of the EENA Conference.



'112 AWARDS' TO CELEBRATE THE HEROES

The 112 Awards Ceremony on the first day of this year's EENA Conference – Wednesday 1 April – will recognise those going the extra mile to help others in danger. These may range from incredible rescues and inspirational acts by citizens and emergency services, public safety innovations and the use of technology for good to those going beyond the expected to contribute to public safety.

Three award categories will be presented:

- * Extraordinary Call Taker/Dispatcher;
- * Emergency Control Room Achievement
- * Open Category



The 'Outstanding Call-Taker' award was won in 2012 by Ireland's Will Carolan, HSE National Ambulance Service, pictured receiving the award from Dieter Nuessler, vice-chair of the EENA Advisory Board, at the Awards Ceremony in Riga, Latvia.

4. Accessible emergency services: Up to 80 million people who live with a disability in Europe are at risk of being unable to contact emergency services, who up to now almost exclusively rely on voice calls. The conference will look at success stories paving the way for accessibility for all, with new technologies and legislation coming on board.

5. Checking cybersecurity: As cyberattacks become more frequent, the key in rising up to this challenge lies in preparation and education. Learn how emergency services are preventing and preparing for this challenge from advisor Hadi El Khoury

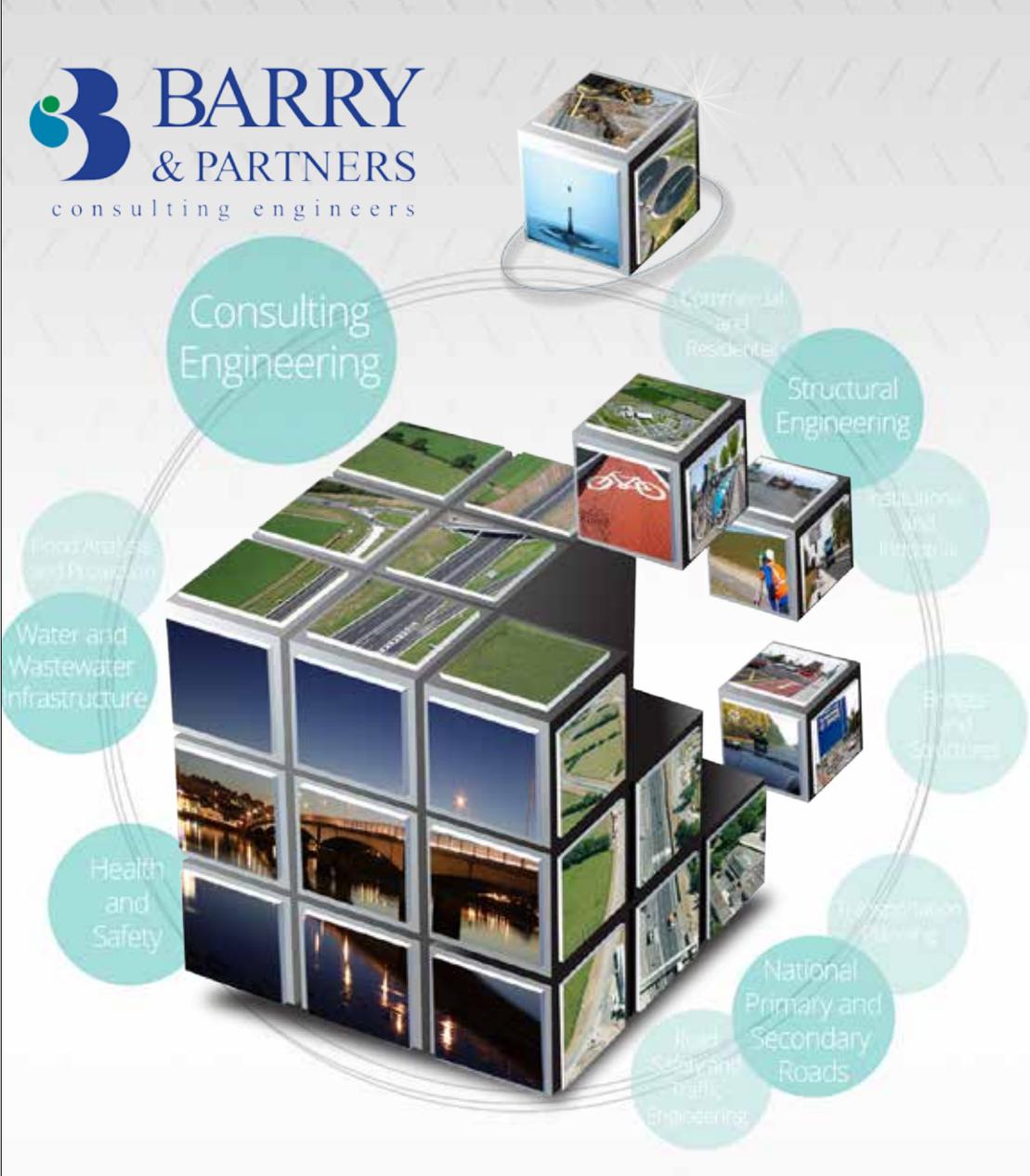
6. Data protection compliance: Privacy and data protection are in the spotlight for the past years, but what's their impact for emergency services and what are the opportunities and changes brought by legislation?

7. Challenges in critical communications: What are the development, implications and challenges for broadband critical communications and control room integration? EENA has partnered with TCCA to bring all the answers

8. Be part of the change: The EENA's biggest resolution this year is to continue bringing together the people looking for solutions and making them happen!

revealed of the first outcomes of the pilot project launched by the EENA, towards the implementation of Next Generation 112, with examples from Europe and beyond on how technology is changing emergency services.

To view the highlights of last year's EENA Conference in the Croatian capital of Dubrovnik in April 2019 click here <https://youtu.be/74oaWn7SHJk>



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On a final note the results will be