> Aim for the moon. If you miss, you may hit a star!

ANNUAL REPORT 2017

An insight at the work of EENA & emergency services



CONTENTS

Here's an overview of EENA's work in 2017. Please note that the list is not exhaustive so feel free to take a look on our website at www.eena.org.

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Meet EENA

Vision, mission & values

EENA, the European Emergency Number Association, is a non-governmental organisation based in Brussels and working on emergency services issues.

Mission

Our mission is to improve the safety and security of the people.

Vision

Our vision is that every citizen can access emergency services and receive the appropriate information and care during an emergency or a disaster. To that end, we want to be the organisation in the sector driving change and making an impact. What we do, we do it for the people we serve, and we never forget it. We intend to be a highly effective, efficient and fast-moving organisation, trusted and credible for our actions, intentions and results. We want the people working for and with us to be inspired to drive change, and to effectively do it. We want anyone in this field to know that they can rely on us, we want them to feel they are part of a community that looks forward and gets things done. We don't settle for anything less than excellence in what we do.

Values

Our values are evident in every aspect of our work and impact the way we work internally, as well as with our partners.

> **We aim for our work to be a reflection of our values."**

Our Values

Transparency

We advocate for transparency, and we put it in practice everyday by telling what we do. We have nothing to hide, and we don't hide anything.

Integrity

We work with ethics above all, we stay true to our vision, we are aware of our responsibilities. We are incorruptible.

People

We believe in being a family-like community *of* people enthusiastically working together *for* people.

Change

Every problem has a solution so we think outside the box; we embrace new ways of thinking and working. The only constant is "change"; keeping the status quo is actually going backwards.

Getting things done

We tell what we do and we do what we tell. We provide tangible results and make an impact. If we know we can't get it done, we don't do it.

The EENA Community

Meet the EENA corporate members

The EENA Corporate members are solution providers active in the field of emergency services and public safety. EENA Corporate Members are also part of the EENA Advisory Board with the main purpose to offer advice to EENA in achieving our objectives.

In 2017, the EENA Corporate Membership included 90 companies from around the world, one of the most comprehensive memberships in the field.

You can find more about what the EENA Corporate Membership is all about on our website, as well as meet the EENA Corporate Members.

> **Alone we can do so little; Together we can do so much.**

MAIN SERVICES

You can find below a list of services offered to the EENA coroporate members

ALWAYS UP-TO-DATE WITH REFORMS & UPGRADES

EENA Corporate Members receive dedicated alerts about upcoming tenders, RFPs, and so on. Individual calls with EENA can also be organised to cover the market status.

GET IN TOUCH WITH ALL EENA MEMBERS

Access to the EENA Members App, a networking platform gathering all EENA members, including over 1,300 public safety professionals from over 80 countries.

FREE ANNUAL PUBLICATION ON PSAPS AROUND THE GLOBE

Free access to the go-to document on public safety answering points. The publication offers detailed descriptions of emergency services functioning in over 50 countries.

FREE TICKETS TO EENA EVENTS

Unlimited tickets for EENA events, whether it is the EENA Conference with 700 international participants, or dedicated events for networking and knowledge sharing.

PROMOTION OF PRODUCTS TO CLIENTS OR PARTNERS

All EENA contacts receive the "Who-is-Who handbook": a directory of solution providers sent every 6 months, with details and contacts of the EENA Corporate Members.

ALWAYS BE IN THE LOOP

EENA Corporate Members benefit from receiving information from EENA real-time: whether it's webinar opportunities, new publications or dedicated newsletters with all they need to stay up-to-date.

GET INVOLVED WITH EENA WORKING GROUPS & PROJECTS

EENA Members can join our projects and groups and help shape the emergency services of tomorrow. Whether on drones or cybersecurity, EENA is driving change today; and EENA Members are with us from the beginning.

FUNDING OPPORTUNITIES

EENA Members are informed about EU funding updates in the sector and can quickly avail of potential opportunities to participate in EENA project consortia.

The EENA Community

Meet the emergency services staff network

The Emergency Services Staff Network (ESSN) is an international network gathering emergency services and public authorities staff directly or indirectly involved in emergency call handling world-wide.

The forum is not about a number: 112, 999, 18, 061, 100. It is about the sharing of best practices and experience between emergency services from different countries. The aim? To work together and improve emergency response for citizens everywhere.

In 2017, ESSN Members covered 82 countries world-wide, welcoming over 1,300 public safety professionals.

Please note that the EENA membership for emergency services is free of charge.

Find out more.

> **Coming together is the beginning. Keeping together is progress. Working together is success.**



MAIN SERVICES

You can find below a list of services offered to the EENA emergency services members.

ALWAYS BE IN THE LOOP

EENA Corporate Members benefit from receiving information from EENA real-time: whether it's webinar opportunities, new publications or dedicated newsletters with all they need to stay up-to-date.

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Access to the EENA Members App, a networking platform gathering all EENA members, including over 1,300 public safety professionals from over 80 countries.

FREE ANNUAL PUBLICATION ON PSAPS AROUND THE GLOBE

Free access to the go-to document on public safety answering points. The publication offered detailed descriptions of emergency services functioning in countries around the world.

SHARE A CALL FOR REFORMS & UPGRADES

By utilising the EENA network, ESSN Members can disseminate tenders, calls for interest, calls for proposals and more among leading solutions providers

FUNDING OPPORTUNITIES

EENA Members are informed about EU funding updates in the sector and can quickly avail of potential opportunities to participate in EENA project consortia.

FREE TICKETS TO EENA EVENTS

Unlimited tickets for EENA events, whether it is the EENA Conference with 700 participants from around the world, or dedicated events for networking and knowledge sharing.

KNOW THE LATEST SOLUTIONS

All EENA members receive the "Who-is-Who handbook": a directory of solution providers sent every 6 months, with details and contacts of the main solution providers in the sector.

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EENA Members can join our projects and groups and help shape the emergency services of tomorrow. Whether on drones or cybersecurity, EENA is driving change today; and EENA Members are with us from the beginning.

The EENA Community

Meet the Mobile Network Operators Group

The EENA Mobile Network Operators (MNOs) group is one of the newest types of EENA membership, with a strong technical focus.

Mobile Network Operators have an important role to play within the emergency call handling process.

EENA created this new membership to make it easier for Mobile Network Operators to receive information and share their opinions and knowledge with other stakeholders in the sector.

Members belonging to the EENA MNOs group are not part of the EENA Advisory Board.

The objectives of the EENA MNOs Group are:

- Foster exchange between European MNOs on emergency calling issues
- Understand the functioning, capabilities and future of the networks
- Understand the needs of and challenges for MNOs
- Contribute to solving issues together (EENA & MNOs)

Please note that the EENA membership for MNOs is free of charge.

More information on MNOs.

> **Knowledge increases by sharing it, not by saving it.**

MAIN SERVICES

You can find below a list of services offered to the EENA Group of MNOs.

ACCESS TO DEDICATED WEB MEETINGS

Exchange between European MNOs on technical emergency calling issues e.g. false calls, caller location, accessibility and more.

FUNDING OPPORTUNITIES

EENA Members are informed about EU funding updates in the sector and can quickly avail of potential opportunities to participate in EENA project consortia.

ALWAYS BE IN THE LOOP

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The EENA Community

Meet the EENA Network of Researchers

The EENA Network of Researchers is an international network in the fields of emergency communications and emergency services. It aims at fostering sharing of information and knowledge among researchers and between researchers and other EENA members.

In 2017, the EENA Network of Researchers brought together over 100 researchers from the field.

Please note that membership to the Network of Researchers is free of charge.

Find out more about the EENA Network of Researchers.

> **Research is formalised curiocity. It is poking and prying with a purpose.**

MAIN SERVICES

You can find below a list of services offered to the EENA Network of Researchers.

ALWAYS BE IN THE LOOP

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GET IN TOUCH WITH ALL EENA MEMBERS

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Free access to the go-to document on public safety answering points. The publication offers detailed descriptions of emergency services functioning in countries around the world.

GET INVOLVED WITH EENA WORKING GROUPS & PROJECTS

EENA Members can participate to the development of requirements and performance indicators for emergency services in the framework of EENA working groups.

FUNDING OPPORTUNITIES

EENA Members are informed about EU funding updates in the sector and can quickly avail of potential opportunities to participate in EENA project consortia.

FREE TICKETS TO EENA EVENTS

Unlimited tickets for EENA events, whether it is the EENA Conference with 700 participants from around the world, or dedicated events for networking and knowledge sharing.

INFLUENCE TECHNICAL WORK IN THE SECTOR

EENA Members of the Network of Researchers have the possibility to contribute to the standardisation of the Next-Generation 112 service via EENA's work and role.

The EENA Community

Meet the EENA international organisations members

EENA is open to international and European organisations and associations who are active in fields such as disaster relief, medicine, emergency response, public safety, and more.
Please note that membership for international or European associations is free of charge.

Learn more about the organisations that have joined EENA.

MAIN SERVICES

You can find below a list of services offered to organisations or associations.

ALWAYS BE IN THE LOOP

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The EENA Community

Meet the Members of the European Parliament 112 champions

The MEPs 112 Champions Network gathers Members of the European Parliament who are committed to advancing 112 and the safety of European citizens and visitors.

In December 2017, over 200 MEPs from all 28 EU Member States had joined the Network!

Are your MEPs supporting the European emergency number 112 and the improvement of emergency services everywhere in the EU? Find out on the EENA website.

Committees

The EENA Committees are working groups providing expertise on operational and technical issues related to emergency services. The Committees facilitate knowledge-sharing via added-value documents on emergency services, and share their expertise via webinars for EENA Members. Committee members are in contact via dedicated mailing lists, where key-issues are discussed and debated.

Meet the EENA Operations Committee

The EENA Operations Committee creates a set of requirements and recommendations for European emergency services; stimulates sharing of best practices among emergency services; and reviews the different 112 models in Europe.



Luca Bergonzi

Chair



Bertrand Casse

Vice-Chair



Pablo Gutierrez Astilleros

Vice-Chair



David Halliwell

Vice-Chair



Björn Skoglund

Vice-Chair



Kaili Tamm

Vice-Chair

Meet the EENA Technical Committee

While citizens use IP-based communications every day, emergency services are hardly reachable by means other than standard voice communications. The Technical Committee works to establish requirements so that emergency services can be accessed via a whole range of IP-communications, as well as to make emergency services more interoperable using Next Generation Networks.



Wolfgang Kampichler

Chair



Markus Bornheim

Vice-Chair



Andy Hutton

Vice-Chair



Fidel Liberal

Vice-Chair



Bill Mertka

Vice-Chair



James Winterbottom

Vice-Chair

Documents

2017 SPECIAL FOCUS DOCUMENTS

- Public Safety Answering Points around the globe
- The "Who-is-Who" handbook in the public safety industry

2017 COMMITTEE DOCUMENTS

- Spatial information & emergency services
- eCall Key Performance Indicators
- Advanced Mobile Location requirements
- Mobile handsets & emergency services
- The fundamentals of Voice over IP
- Security & privacy issues in NG112
- HTML5 Geolocation: All you should know
- Crisis communications & social media
- Internet companies & public safety
- Digital volunteering in emergencies - VOST
- Digital volunteering in emergencies - VOST

Take a look at all EENA Operations and Technical documents.

Webinars

2017 CONFERENCE CALLS

- Denial of Service (DoS) in PSAPs
- Emergency Apps: Working Group
- Emergency Apps: Interoperability
- Cybersecurity Working Group launch
- Cybersecurity Working Group launch
- Emergency Apps around the world
- Drones & image processing
- Emergency Apps: Accessibility & PEMEA

Take a look at all EENA webinars.

EENA's core work & groups

Overview

Standardisation work

EENA is involved in monitoring and contributing to standardisation.work related to emergency services mainly through participating in different standardisation bodies and providing expertise.

Working group on cybersecurity

EENA created a working group on cybersecurity with the aim to share best practices and come up with a set of recommendations specifically designed for emergency response organisations.

Our work on drones

EENA is working on evaluating the impact of drones on emergency response and on shaping the way forward for RPAS to benefit public safety. This is done via a dedicated working group, test programmes and more.

Working group on apps

EENA believes all apps connecting citizens with emergency services have to work in a standardized way in the EU and that a common pan-European app should be developed to ensure access to emergency services.

Standardisation

Overview of EENA's work



EENA is an member of the European Telecommunications Standards Institute (ETSI), involved in the EMTEL & NTECH committees. Moreover, Cristina Lumbreras, EENA Technical Director, is the Vice-Chair of ETSI-EMTEL Committee.

EMTEL:

- EENA was a Rapporteur for three documents: TS Core elements for network independent access to emergency services;
- TR Interoperability Test Description Core elements for network independent access to emergency services;
- TS Pan-European Mobile Emergency Application Architecture Requirements, Architecture, Protocol and Procedures.

NTECH (ETSI's Network Technologies committee)

- EENA was a contributor to the M493 group, working on caller location standards for usage with emergency services in an IP environment.

EENA is also involved in CEN (the European Committee for Standardization), and specifically involved in three project teams:

- Enabling eCall for additional classes of user;
- eCall High Level Application Protocol for E-UTRAN;
- eCall via a shared vehicle telematics platform.

Contact: Cristina Lumbreras, EENA Technical Director, cl@eena.org.

Cybersecurity

Creation & aim of the EENA cybersecurity group



Recent cyberattacks to organisations around the world highlighted the need for better preparedness. The service provided by rescue organisations needs to be non-stop: interference with first response can have unnecessary repercussions, resulting even in the death of people who could otherwise be saved.

EENA launched the cybersecurity network to bring together experts and bridge communication between them. The group helps its members learn from each other, share best practices and come up with a set of recommendations specifically designed for emergency response organisations.

The group is open to both EENA members & non-members. Experts and professionals in the field were invited to join and help shape the future of cybersecurity for emergency services.

Contact: Cristina Lumbreras, EENA Technical Director, cl@eena.org.

More info: Cybersecurity & emergency organisations

Drones & emergency services

Overview of EENA's work



Drones are transforming emergency services in many ways. They can provide significant value to emergency services, but they can also create problems, for example when drones are flown by hobbyists and interfere with the smooth operation of emergency response.

As a result of the growing influence of drones, EENA launched a Working Group in 2015, in order to cover technical, legal and operational aspects of using drones in emergencies. EENA and DJI entered into a partnership in 2015, resulting in a whitepaper with all lessons learned from four pilot sites that evaluated the use of drones. The EENA working group continues to be operational today monitoring, debating and influencing developments related to RPAS and emergencies. EENA is also maintaining a heatmap with information as to which European organisations operate drones. In the end of 2017 EENA announced that the new year will bring exciting drone-related initiatives, including a "Drones & Public Safety Summit" organised in Brussels.

Contact: Jérôme Pâris, EENA Managing Director, jp@eena.org.

More info: Drones & emergencies

Emergency apps

EENA's work on apps



EENA strongly believes that all apps connecting citizens with emergency services have to work in a standardised way all over the EU. We also believe that a common pan-European app should be developed to ensure the availability of at least one app solution for accessing emergency services all over the EU.

Imagine if emergency apps didn't just work within a small geographical territory but everywhere in Europe. That's what PEMEA is about. EENA is working towards the implementation of a Pan-European Mobile Emergency Apps (PEMEA) strategy and provides regular updates via documentation on our work. Already 21 emergency apps have committed to be compliant with PEMEA, getting us one step closer to it becoming a reality for Europeans!

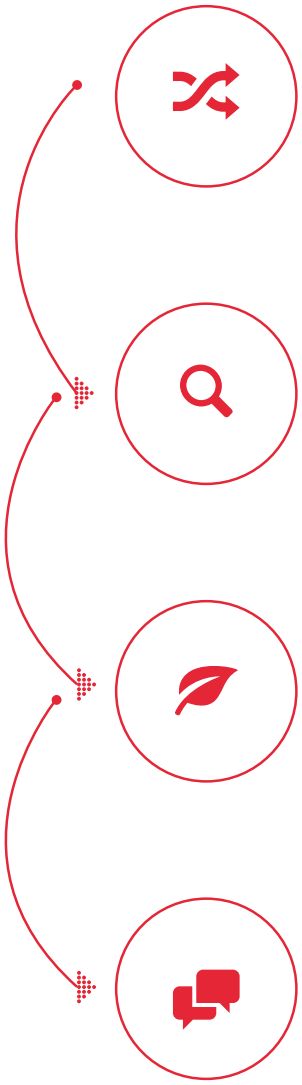
In 2017, EENA launched a Group on Apps for stakeholders in the field of emergency mobile applications! The group aims at bridging communication and sharing expertise with professionals from around the world!

Contact: Cristina Lumbreras, EENA Technical Director, cl@eena.org.

More info: Emergency apps

EENA special projects

Overview



Advanced mobile Location

Caller location is one of the main problems of emergency services world-wide. Advanced Mobile Location, or AML, is an open-source protocol that is already transforming emergency response. EENA entered into a partnerhsip with Google and now AML is a reality that changes lives.

Crisistech start-up programme

What is CrisisTech? It's where innovation meets public safety. Take a look at the first start-up network dedicated specifically to start-ups whose products can help the safety of people..

Waze and emergency response

EENA and Waze, the world's largest community-based traffic and navigation app, entered into a partnership to understand and evaluate the use of Waze in emergency response scenarios in a number of pilot sites in Europe.

Social media in emergency management

Social media have a significant impact on emergency management; recent crises have made that clear. Knowledge-sharing, best practices and empirical examples can only contribute to the improvement of the field. That's where EENA comes in.

Advanced Mobile Location

IMPROVING CALLER LOCATION HAS NEVER BEEN EASIER



What's AML? An AML-enabled smartphone recognises when an emergency call is made and, activates the phone's GNSS to collect the caller's location information. The handset then sends an automatic SMS to the emergency services with the caller's location, before turning the GNSS off again. The service can also use Wi-Fi, depending on which is better at a given moment.

In one of the biggest news of the industry in the last years, Google announced in 2016 that all Android phones in the world, from Gingerbread OS version onwards including future operating system upgrades, include Emergency Location Service, or ELS (Google's AML solution). Since then, more and more countries have deployed it, improving dramatically emergency location information, and as a result citizens' safety.

In December 2017, ELS is deployed in Austria, Belgium, Estonia, Finland, Iceland, Ireland, Lithuania, the UK and New Zealand, with more countries planning deployment in 2018. Easy and cheap to implement, it is already saving lives around the world with many happy-ending stories being shared by national authorities.

In some exciting news in January 2018, Apple announced that from spring 2018, iPhones will also enable AML.

Contact: Benoit Vivier, EENA Public Affairs Manager, bv@eena.org.

More info: Advanced Mobile Location

CrisisTech start-up programme

INNOVATION MEETS PUBLIC SAFETY



How can we make sure innovation helps the safety of people? That's where CrisisTech comes in!

CrisisTech is a start-up programme created and run by EENA. The virtual incubator will provide access to content, expertise, resources and mentoring to start-ups from around the world active in the fields of emergency services, public safety and crisis management.

In 2017, CrisisTech announced the first wave of successful start-ups to join the programme, international experts that are welcomed as mentors, as well as the programme's first sponsors: Facebook and Google.

The programme was launched in Brussels on 29-30 January 2018, so make sure to keep an eye for upcoming exciting developments.

Contact: Petros Kremonas, EENA Media & Communications Manager, pk@eena.org.

More info: CrisisTech

EENA/Waze pilot programme

Evaluating the benefits of Waze on emergency response



EENA and Waze entered into a partnership to evaluate the impact of Waze data on emergency response. The main objective is to understand how the use of this data in emergency management can improve response operations.

More concretely, the programme aims:

- To understand the good practice regarding the integration and use of traffic and road incident data with CAD systems
- To gain experience from the use-case scenarios and identify how the data exchange can be fully integrated in the command and control process and how it could be analysed in real-time or in a post-event review
- To gain a deeper understanding of the impact of this data on emergency response

The programme has almost concluded so stay tuned to find out what lessons were learned and how emergency response organisations can optimise the use of Waze data.

Contact: Alexis Gizikis, EENA Projects Manager, ag@eena.org.

More info: EENA / Waze programme

Social media in emergency management

New skills for a new era of emergency response



Social media have a significant impact on emergency management; recent crises have made that clear. More and more public safety professionals embrace the trend but there is a lot of room for progress.

Knowledge-sharing, best practices and empirical examples can only contribute to the improvement of social media in emergency management, or SMEM.

That is why EENA, with the help of international SMEM experts, provides best practices and lessons learned from experiences from around the world. With dedicated documents, webinars and event sessions, the public safety community is invited to learn how social media are transforming emergency communications, and what to do to be ready to maximise their impact.

Contact: Cristina Lumbreras, EENA Technical Director, cl@eena.org.

More info: Social media in emergency management

EENA services

Overview

What can EENA do for you?

Bringing people together and sharing expertise is at the core of EENA's DNA. We aspire to drive change and get involved with the latest trends and technologies in the field. To put this knowledge into good use, EENA also offers specific services to PSAPs and companies that would like to benefit from them.







CONSULTANCY

EENA provides consultancy services to public authorities and emergency services organisations, including access to state-of-the-art documentation, provision of expertise and tailor-made recommendations as well as benchmarking with visits to top-of-the-class call centres.

Learn more.

EENA gathers great expertise when it comes to 112 structures and organisation. This expertise is now here to help you.

PSAP CERTIFICATION

A unique Standard developed to improve the emergency call handling service for our citizens. The programme allows PSAPs to benchmark themselves against a Standard specific to their mission. The Standard rewards those exemplar PSAPs committed to provide a high quality emergency call handing service.

Learn more.

For emergency services who want to prove they are top-of-the-class when compared to their peers internationally.

ECALL TPSP CERTIFICATION

EENA has developed this one-of-the-kind Standard to improve the overall provision of TPS eCall for our citizens. It allows for the first time eCall TPSPs to benchmark themselves against a Standard designed specifically for them. The Quality Standard is awarded to providers committed to provide the highest quality of eCall service.

Learn more.

eCall is almost an EU reality. This unique Standard is created to reward TPS providers committed to excellence.

Legislation

European electronic communications code

In September 2016, the European Commission unveiled its proposal for the update of the telecommunications legislation in the European Union, named European Electronic Communications Code, or EECC. EECC is a legislative text that includes provisions on the 112 service. Although the proposed legislation was anything but ambitious (read EENA's reaction), 2017 brought many positive changes. Within EENA's advocacy and public affairs work, we raised concerns over the lack of ambition of the proposal and insisted on the necessity to improve access to emergency services. As a result, the European Parliament voted amendments that, if also approved by the Member States will contribute to the safety of Europeans dramatically. The legislation is expected to be finalised in 2018 (see below for a detailed timeframe).

We understand that EU jargon is unappealing to many, but the amendments of the European Parliament below prove that everyone in Europe should care about this legislation as it will literally impact on how many lives will be saved in the future by our emergency services.

The main amendments related to 112 in the EECC are below:

1

CALLER LOCATION

The EECC now includes an amendment asking EU member states to utilise handset-based location information to find people in danger. Such a provision would dramatically improve emergency location information, as proven by AML, saving public money, time and, most importantly, lives.

2

PUBLIC WARNING

The European Parliament voted for establishing a public warning system in each of the EU countries. Such a system would provide direct information to a maximum of people present in a danger zone through their phones, e.g. via localised SMS or cell broadcast technology.

3

TRANSNATIONAL DATABASE

EENA has long advocated for a secure database of European PSAPs' long phone numbers that would allow emergency services receiving a call in country A for an incident in country B to contact emergency services in country B quickly and efficiently – and save lives in the process.

4

DIRECT ACCESS TO 112

This provision allows users of private networks (for instance hotel guests or large company employees) to be able to dial 112, without having to use a trunk access code to dial an external line in the telephone system.

5

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

The EECC asks Member States to ensure improved access to emergency services for deaf and hard-of-hearing citizens around Europe.

European electronic communications code

You can find below a simplified timeframe of the EECC, from conception to adoption.

For any questions or comments on the EECC, or any other legislative file, please reach out to Benoit Vivier, EENA Public Affairs Manager, at bv@eena.org.

14 September 2016

Proposal publication

European Commission publishes EECC proposal.

21 March 2017

Public hearing

A public hearing takes place at the European Parliament.

10 May 2017

Amendments deadline

Deadline for European Parliament to legislative amendments.

08 June 2017

Amendments debate

The European Parliament debates the EECC amendments.

June 2017

EU Council exchanges views

The EU countries (EU Council) exchange views on the EECC.

Automn 2017

Amendments vote & council proposal

European Parliament votes on amendments & EU Council agrees on a general approach.

Q4 2017 - 2018

Inter-institutional negotiations

The EU institutions negotiate all the legislative text with the view of reaching an agreement.

Q4 2018 - Q1 2019

Expected Approval date

Expected date of approval for the EECC legislation.

Other legislative files

While the EECC is the main legislation pertaining to the 112 service, EENA is monitoring more legislative files that can have an impact on emergency response.

ePrivacy

EENA monitors the European legislation on ePrivacy to ensure that exceptions for emergency services to over-ride privacy legislation to get caller line identification and caller location information remain. As of December 2017, the legislation is debated in the Council of the EU.

International cooperation of emergency services

In November 2017, the European Commission released the so called RescEU proposal. The aim is to foster international cooperation between emergency services during natural disasters by strenghtening the already existing EU Civil Protection Mechanism.

Events

TIMEFRAME

112 Day 2017

11 February 2017 - Europe

The European 112 Day is a day dedicated to raising awareness of the European emergency number 112. Countries all over Europe organise communication activities and other events to help spread the message of 112. In 2017, EENA proposed to countries to highlight the use of social media during emergencies. Social media impact more and more on communications and information-sharing during emergencies, but do citizens know the best way to use them? Take a look.



In the context of 112 Day, EENA also held a workshop on the status of 112 in the European legislative proposal for a European Electronic Communications Code (EECC). The aim was to discuss provisions linked to access to emergency services in the latest EU telecommunications proposal in an event dedicated to decision-makers and stakeholders in telecoms, public safety and civil protection. The event welcomed 60 participants and contributed to the improvement of 112 provisions in EU law. Check it out.

NG112 Emergency Communications Plugtests

06-10 March 2017 - Sophia Antipolis, France

EENA, in partnership with ETSI and with the support of the European Commission, organised the 2nd NG112 Emergency Communications Plugtests™ event in 2017. The goal of the event was to validate the interoperability and conformity of a variety of solutions on the market using different scenarios and test cases. Whereas the first edition (2016) focused on voice and geo-localisation, in the second one the scope was extended to content-rich emergency calling with existing IMS/RCS services such as: video calling, instant messaging, file transfer (ex: video,etc...) and more. The purpose of the NG112 Emergency Communications Plugtests was to trial independently and jointly all components of the 112 communication chain based on NG112 networks including location & location based call routing, audio, video, real-time text, policy based routing, LTD functional elements, recording and logging. Interested? Take a look.



EENA Conference & Exhibition 2017

05-07 April 2017 - Budapest, Hungary



From exciting sessions and debates on emergency services hot topics to networking with top public safety professionals from around the world, EENA 2017 was an experience to remember. Over the years, the EENA Conference has become the place to go for emergency services, public authorities, researchers and industry to stay up to date with emerging trends in the field of emergency services.



Emergency services and public authorities representatives joined us from all over Europe, as well as other parts of the world such as Argentina, Australia, Ecuador, Egypt, Hong Kong, Mexico, Qatar, Russia, Saudi Arabia, United Arab Emirates and the United States of America. Overall, we welcomed 650 delegates from 55 countries world-wide.

Attendees covered all emergency-response-essentials including the future of CAD, drones in search and rescue, social media in emergencies, Advanced Mobile Location, eCall, smart cities and more.

650 professionals

55 countries

80 speakers

28 exhibitors

Each year, the EENA Conference brings together European emergency services, public authorities, researchers and industry representatives to foster the sharing of best practices between all the relevant stakeholders. Why?

To create a family-like space for everyone involved in emergency response to be a part of and, ultimately, drive change in the field for the safety of citizens. Take a look at EENA 2017 or look what's coming up with EENA 2018.

Speaking of... Check out EENA 2018



112 Awards 2017

05 April 2017 - Budapest, Hungary

Each year, the 112 Awards reward individuals and organisations who perform outstanding actions contributing to the safety of people.

In 2017, the winners were honoured at the 112 Awards Ceremony organised in conjunction with the EENA Conference in Budapest - *and what a year it was!*

Take a look at our amazing winners below.



Extraordinary citizen award



Laura Mannes
& William Harrison

Remarkable crisis communication award



Team D5
CrisisCentre, Belgium

Remarkable PSAP Achievement award



Azores Regional Civil Protection and Fire Services, Portugal

Honorary 112 award



David Ginola
Ambassador of French first-aid campaign

Call-taker of the Year award



Ildikó Zsófia Koncz
National Police Department, Hungary

Young Super-hero award



Nojus
8-year old boy
Lithuania

Life-time achievement award



A surprise award to creator of Advanced Mobile Location, John Medland

Once again, congratulations to all the winners for their amazing achievements and thank you for inspiring us to be better! Find out more about them on the EENA website.

EENA MEMBERS WORKSHOP 2017

16-18 October 2017 - Brussels, Belgium



The EENA Members' workshop took place on 16 - 18 October in Brussels and was followed by the "Meet your MEP" event within the European Parliament in the morning of 18 October. The EENA Members Workshop aimed at fostering the sharing of experience, best practices and ideas in the emergency services field. The participants worked in small groups with the objective to produce technical, operational and legal requirements.

The event gathered 100 EENA members composed of representatives operating in emergency services, ministries, national regulatory authorities, universities and research institutes, solution providers and including politicians at European level.

Take a look at the 12 workshops:

- eCall & TPS eCall remaining issues
- CrisisTech start-up programme
- Deploying AML - Lessons learned
- NG112 - What can you deploy today?
- Social media in emergency management
- The future of AML
- PEMEA & 112 apps
- Drones for public safety
- Public warning & crisis comms preparedness
- Cybersecurity & public safety
- VOST: Virtual Operations Support Teams
- AED Mapping

Check out the report of all the workshops, including recommendations and next steps, on the EENA website.

100 EENA Members

28 countries

12 sessions









Meet your MEP

16-18 October 2017 - Brussels, Belgium



About

After the 2-day Workshops, EENA Members met with Members of the European Parliament (MEPs) from their home countries to share with them the recommendations of each workshop and exchange views about the improvement of the functioning of emergency services in the European Union. With the President of the European Parliament and over 200 MEPs attending, the event was a great success so a big thanks to all EENA Members for their work and contributions! Check out more.

Emergency services shared a position paper with MEPs, inviting them to take action & improve emergency response, including in the following fields:

Caller location

MEPs were invited to make sure that handset-derived data are used to improve caller location information of emergency calls by supporting European Parliament's amendments on the European Electronic Communications Code and making sure that their national authorities will also support it at the Council.

Reverse-112

MEPs were invited to make sure that a modern multi-channel reverse-112 system is set up in the Member States by supporting European Parliament's amendments on the European Electronic Communications Code and making sure that their national governments will also support it at the Council.

Accessibility to 112

MEPs were invited to make sure that people with disabilities can reach the emergency services more easily by supporting European Parliament's amendments on the European Electronic Communications Code and making sure that their national governments will also support it at the Council.

Awareness of 112

MEPs were invited to help emergency services by contacting stakeholders to promote 112 e.g. airports, travel companies, hotels, tourist info points, schools…etc. Moreover, they were asked to request the Commission to support the European Parliament in doing so (point 1).

28 EUROPEAN COUNTRIES

220 MEPS FROM ALL POLITICAL GROUPS

90 EMERGENCY SERVICES

PAN-EUROPEAN MARCH IN HONOUR OF VICTIMS OF TERRORISM & IN SUPPORT OF EMERGENCY SERVICES

18 October 2017 - Brussels, Belgium



On 18 October 2017, emergency services from all EU Member States together with victims & survivors of terrorism, marched united to pay tribute to the lives lost and to show solidarity with the work of emergency rescuers in such circumstances.

The march started outside the Council of the European Union and concluded at the Memorial To Victims of Terrorism, located in the European headquarters in the Belgian capital.

Emergency services in uniform were joined by victims, top-level officials from the EU and Member States, Members of the European Parliament, as well as citizens. They marched to the Memorial and held a minute of silence, before laying a flower in honour of everyone affected by terrorism..

WE WOULD LIKE TO THANK EVERYONE THAT JONIED THIS TRIBUTE, INCLUDING:

- **Julian King**, European Commissioner for Security Union
- **Adina Ioana Vălean**, Member of the European Parliament
- **Helga Stevens**, Member of the European Parliament
- **Serge Lipszyc**, representing Belgian Prime Minister Charles Michel
- **Jan Jambon**, Minister of the Interior, Belgium
- **Joëlle Milquet**, President of the Internal Affairs Committee at the Parliament of the region Brussels-Capital and special advisor to the President of the European Commission on compensation for victims of crime
- **Gilles Mahieu**, Governor of the Brabant-Wallon Region, Belgium
- **Levent Altan**, President of Victim Support Europe
- **Paul Bertrand**, Public Affairs, FENVAC
- **Bertrand Gauthier**, CEO, Life for Paris
- **Philippe Vansteenkiste**, President, V-Europe
- **Guillaume Denoix de Saint-Marc**, General Director, AfVT
- **Abdel-Akim Mahi**, representing the Government of French Republic
- **Tom George**, Director of Operations, London Fire Brigade, United Kingdom
- **Peter McKenna,** Deputy Director of Operations, London Ambulance Service, United Kingdom
- **Sergio Delgado**, Deputy Director for Coordination and Emergency Management, Catalan government
- **Jose Maria Rodriguez Fernandez**, Director cooperation & development, 112 Madrid, Spain
- **Alfredo Sanchez**, Director of the Permanent Representation of Madrid, Spain
- **Amadeu Altafaj,** Permanent Representative of the Catalan Government to the European Union
- **Jesús Fernández Caballero**, Counselor for Internal Affairs, Permanent Representation of Spain in the European Union
- **Carmos Gomez**, Director of the Permanent Representation of Aragon, Spain
- **Victor Alvarez**, Director of the Permanent Representation of Castilla La Mancha, Spain
- **Ema Garcia**, Director of the Permanent Representation of Castilla y Leon, Spain
- **Cesar Morcillo**, Director of the Permanent Representation of Extremadura, Spain
- **Lucia Huertas**, Director of the Permanent Representation of Murcia, Spain
- **Marta Romo**, Director of the Permanent Representation of Rioja, Spain
- **Luc Ysebaert**, Belgian Federal Police
- **Jérôme Glorie,** Head of the Directorate-General Civil Security, Belgium
- **Jean-Paul Labruyere**, Officer Second in Command, Brussels Capital Region SIAMU, Belgium

EENA in the press

COVERAGE SAMPLE

You can find below examples of press coverage of EENA and our work during the last months. Please note that this is a sample and that more information can be retrieved on the EENA website.

EU projects

Here's an overview of the projects EENA is involved in

LETS CROWD

2017-2019

Overcoming challenges preventing the effective implementation of the European Security Model (ESM) with regards to mass gatherings.

Alexis Gizikis

website

Mass gatherings

HELP 112

2016-2017

Improving caller location information transferred to the PSAPs thanks to GNSS. The project has ended with amazing results so make sure to take a look.

Benoit Vivier

website

Caller location

EmerGent

2017-2017

Examining impact & use of social media in emergencies involving citizens, emergency services and public authorities and providing guidelines and tools on how to use social media emergency services could use during/after emergencies.

Alexis Gizikis

website

Social media in crises

Would you like to know more about the EU projects EENA is involved in? Then take a look on our website.

Meet the team



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Meet the Board



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Mladen Vratonjic
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EENA was there

Are you working in the emergency services field? Then chances are you have met someone from EENA in one of the events or meetings you attended, especially if it was around Europe.

Take a look on our website and find out where EENA has been in 2017. We are always more than happy to meet like-minded people, so next time you see us feel free to say "hi".

Finances

Every year, EENA publishes the organisation's financial information which can be retrieved at any time and without prior request on our website.

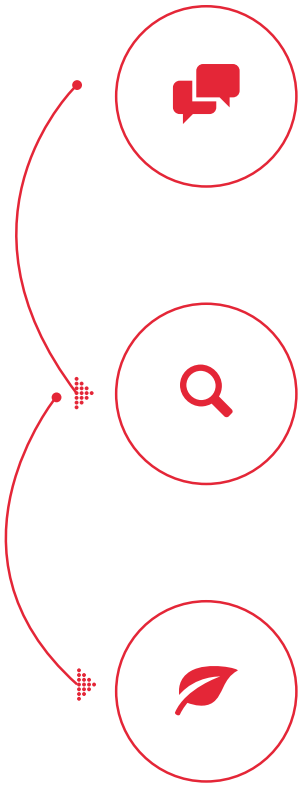
Please note that EENA is not structurally funded by the European Commission and that the private companies cannot take decisions for EENA as they are members of an advisory board.

Thank you for your interest!

Thanks for taking the time to look at our 2017 highlights. Remember that this report is not exhaustive so feel free to reach out to us with any question, comment (or simply to say hi).

In the meantime, stay tuned for 2018!

The new year brings many exciting opportunities so make sure to stay tuned for;



THE EENA CONFERENCE & EXHIBITION 2018

Working in emergency services? Then there's no reason why you should miss #EENA2018 on 25-27 April in Ljubljana, Slovenia. From a programme covering the latest trends to networking opportunities with over 650 attendees from over 50 countries, EENA 2018 is the place to be.

THE PSAPS AROUND THE WORLD PUBLICATION

One document covering over 50 countries world-wide with detailed descriptions of how emergency services work, legislation, technologies, upcoming reforms, and anything else you'd like to know. Yep, sounds too good to be true - and yet it is.

DEDICATED PROGRAMMES & UPDATES

Whether you want to know about location tech, drones in emergencies, cybersecurity, Internet of Things, eCall, emergency apps, or any other technological trend in public safety, you are in the right place.

... and many other things... Let's drive change together!


112
SOS
european emergency number association