

# **EENA**

## *Information Pack 2019*

# WHAT IS EENA?



## The European Emergency Number Association (EENA)

Discussion platform and best practices sharing for emergency services, public authorities, researchers, solution providers and all other actors of the public safety sector



Brussels-based organisation set up in 1999

EENA Annual Report (year 2017) can be found [here](#)

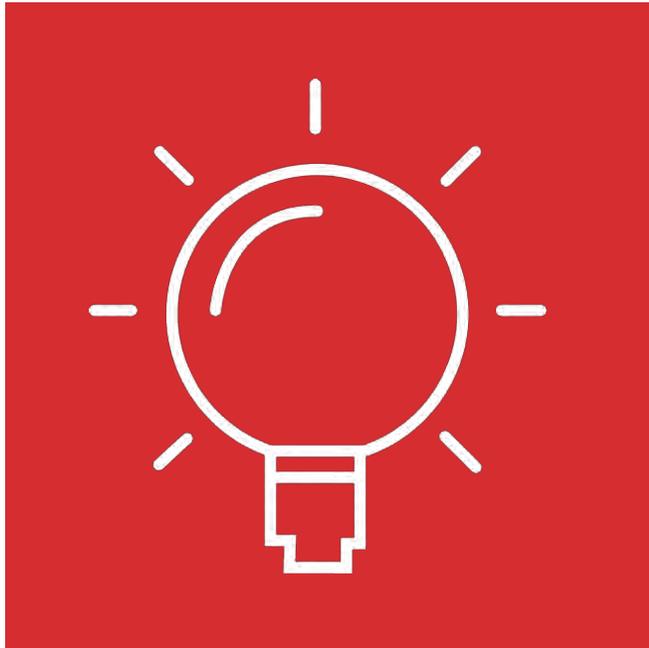


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**OUR MISSION** is to  
improve the safety and  
security of the people.

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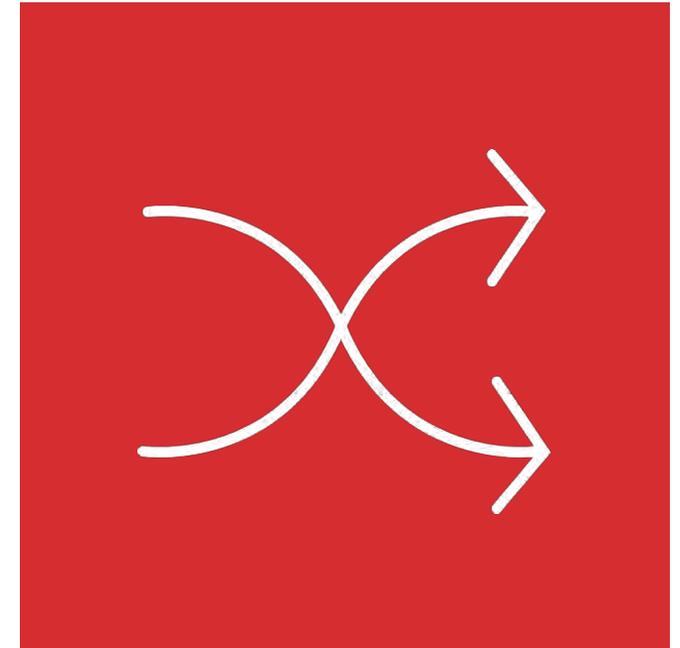
# THREE PILLARS



Make knowledge  
available to all



Facilitate contacts  
between all actors



Drive change



ACCESS TO  
**KNOWLEDGE  
& EXPERTISE**



# Access to knowledge & expertise

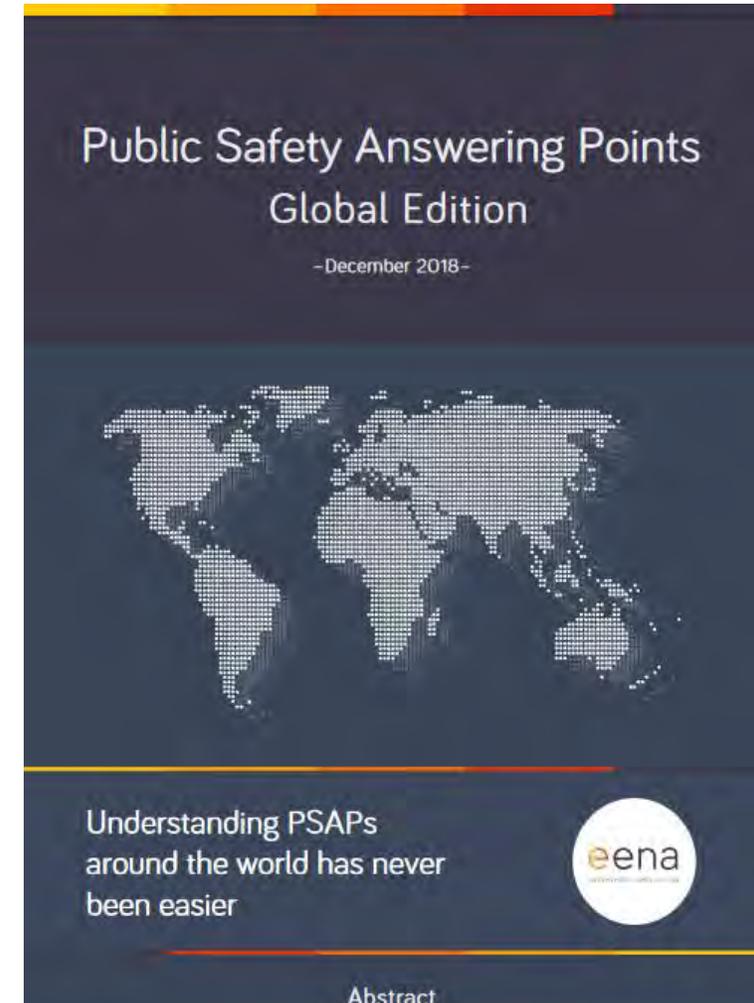
## Overview of emergency services functioning

Annual report on the functioning of emergency services around the world

**50+** countries world-wide portrayed within about 500 pages.

Read an abstract of the 2018 report [here](#).

Publication of the 2019 report in December.



# Access to knowledge & expertise

Overview of solutions available on the market

Directory of companies providing solutions / services to emergency services

**100** companies in December 2018 edition

Report updated and published every six months

Read the December 2018 handbook [here](#).

Publication of the next edition in May/June 2019.



# Access to knowledge & expertise

## Intelligence report

Recap of the top emergency services news e.g. latest tech initiatives, legislation, groundbreaking studies...etc;

**Not a list of news:** connecting the dots for you and providing a concise overview of what's being discussed in the public safety field;

Every 2 weeks.

TEATIME WITH ROSE



The brand new round-up of public safety news

Contact



Rose  
Michael  
mail: [rm@eena.org](mailto:rm@eena.org)

Read one of these reports [here](#).

# Access to knowledge & expertise

## Library of reference documents

**75+**  
operations & technical  
documents

Check our Knowledge Hub [here](#).

Emergency services resources:  
Please find below all documents published by EENA

[All](#) / [112 General Information](#) / [Access to 112](#) / [AED](#) / [Apps](#) / [Case Studies](#) / [Drones](#) / [eCall](#) / [Legislation](#) / [Location](#) / [NG112](#) / [PSAP Operations](#) / [PSAP Technology](#) / [Public Warning](#) / [SMEM](#)



Who-is-Who Handbook in the Public Safety Industry



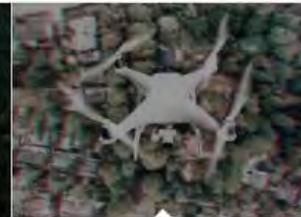
Emergency Calls in Upcoming EU Legislation



The Role of Geographic Information Systems in NG112



Drone Efficacy Study



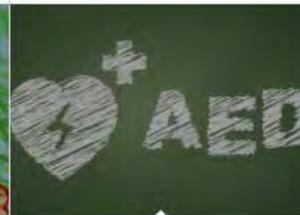
EENA/DJI Project Report



Cybersecurity: Guidelines and Best Practices for Emergency Services



Public Warning in Chile: Resilient culture



AED Mapping & Emergency Response



Mobile Identity: Platform for the Emergency Services



NG112 and the new Emergency Services Networks Landscape

# Access to knowledge & expertise

## Webinars

### EENA WEBINARS

2018

Please have a look at the 2018 webinars.

Do you have questions? Comments? How about an idea for a webinar that would be useful for emergency services? Don't hesitate to reach out to Cristina Lumbreras.

Contact



**Cristina Lumbreras**

email: [cl@eena.org](mailto:cl@eena.org)

Drones & Public Safety  
2018 – Latest news &  
upcoming activities



The future of EU  
legislation on  
emergency services



Next Generation 112  
for Mobile Network  
Operators



NG112 Comms &  
PEMEA Plugtests  
event 2019



- Operations and technical issues;
- National emergency calls handling systems;
- Quarterly report on EENA activities
- ... etc

# Access to knowledge & expertise

## Events

### EENA annual Conference & Exhibition:

- **100+** experts coming from all over the world to share their expertise
- **30+** exhibitors from all over the world

### Also:

- NG112 Emergency Communications Plugtests;
- EENA Members Workshop;
- Meet Your MEP event;
- EENA Business Partners Networking event;
- ... etc



# Access to knowledge & expertise

## Support from EENA staff

*EENA' senior executives have years of experience working in the public safety sector, it allows EENA to support public safety professionals in several ways:*

- Briefing on how the market is structured in Europe
- Recommendations on Business development & Strategy
- Regular update calls on commercial opportunities in Europe
- Briefing on current and future EU legislation
- Briefing on standards related to 112 and eCall
- ...etc



# EENA tenders alerts



Receive alerts when we hear about publication of tenders

2017/2018: an average of 2 alerts/month was sent *(examples below)*

## Australia

Request for Tender: Provision of VOIP and Unified Communications Capabilities

## Ireland

Prior Information Notice: Procurement of a new National Emergency Call Handling and Mobilising System for the Irish Fire Service

## Romania

RFP: Supply contract for equipment and computer applications for the modernization of the hardware and software infrastructure of the Single National Emergency Call System

## Taiwan

Setting up an earthquake early warning and intelligent emergency response system

## Spain (Castilla y Leon region)

Renewal of the 112 system

## United Kingdom (Derbyshire)

Transformation of the Force Operations Room Telephony Management System

## Colombia

The Bogota Telecommunication Company is looking for an independent consultant for a project related to emergency communications

## India (Rajasthan Police)

Unmanned aerial vehicle for crowd control (drone for crowd surveillance)

## Germany (Mosbach)

Command, control, communication systems

## Moldova

Creating infrastructure of communication and the Automated Information System of the Single National Service for Emergency Calls 112

## United-Kingdom (South Wales Fire and Rescue Service)

Provision of Incident Command Simulation Software

## New Zealand

Alert Authoring Tool for Cell Broadcast Alerting

## Germany (State of Brandenburg)

eCall implementation



# CONNECTING PEOPLE

# Connecting people

## EENA's world-wide community



**1500** public safety officials  
From **80+** countries

# Connecting people

## EENA's world-wide community



### 100+ Solutions providers

- View the most up to date list of companies [here](#).
- Read more about each company [here](#).

Status on 17 December 2018

# Connecting people

## EENA's world-wide community

Also

- Researchers,
- Mobile Network Operators,
- Members of the European Parliament.



# Get access to EENA community EENA Members App



All EENA Members (emergency services & companies) are there!

Get in touch with leads and potential partners from all over the world

Promote your products / Services thanks to your virtual booth

# Connecting people

## We partner with other associations



Europe



# Connecting people Tech Companies



We work with Tech Companies on special projects / issues  
linked to emergency / crisis / disaster response

# EENA Conference & Exhibition

*The get-together of the community*

- Every year in April
- 3 day-conference & exhibition
- 3 streams running in parallel
- 800 public safety professionals
- 50+ countries (Europe + other regions)
- 30+ exhibitors

10-12 April 2019 in Dubrovnik, Croatia  
(Check the programme [here](#))



# Get access to EENA community EENA annual conference & exhibition



Unlimited number of passes for your staff

*Otherwise it is 1,200 EUR/delegate*



Possibility to exhibit/sponsor/have a speech while non-members cannot

*Fee to be paid on top of the membership fee*

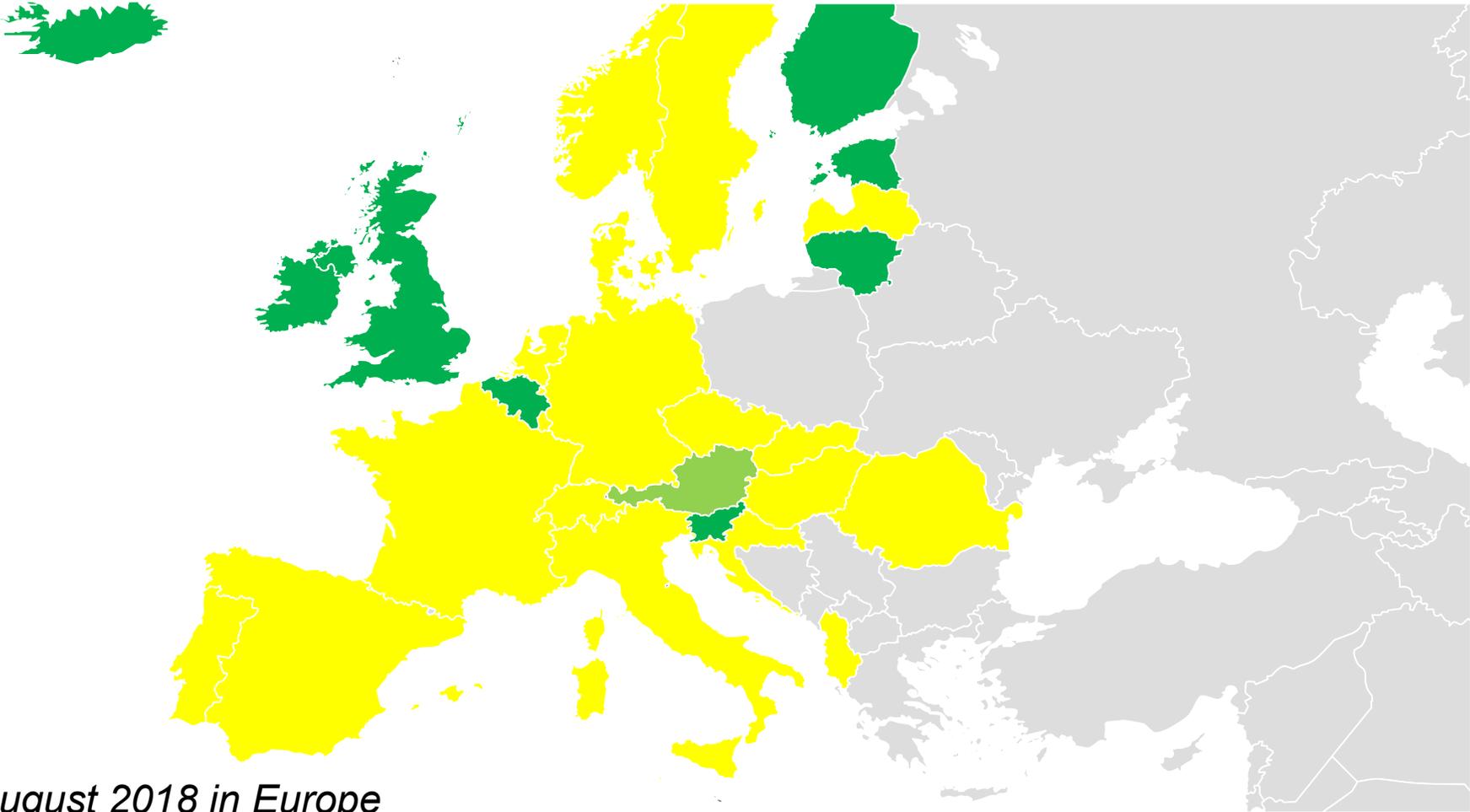


**DRIVING CHANGE**  
EENA projects & priorities

**INNOVATION IS A STATE OF MIND**

# Advanced Mobile Location - AML

- Fully working
- Partially working
- Implementation ongoing



*AML – Situation in August 2018 in Europe*

# Drones & public safety



## Use of drones by emergency & rescue services

- Working group on drones (130+ members from 27 countries)
- 2016  
Partner Project with DJI on The use of Remotely Piloted Aircraft Systems (RPAS) by the emergency services
- 2018  
Drone Efficacy Study (DES): Evaluating the Impact of Drones for Locating Lost Persons in Search and Rescue Events
- 20-09-2018:  
1<sup>st</sup> Drones & Public Safety Summit, Brussels

# Emergency apps



Making sure an emergency app from country X, works in country Y

## **PEMEA**

*Pan-European Mobile Emergency Apps architecture*

# Artificial intelligence & emergency services

## The Artificial Intelligence that can save lives over the phone!

- Pilot project aiming at detecting out of hospital cardiac arrest using artificial intelligence
- Pilot an AI tool for improved emergency calls and faster critical diagnoses to save lives.
- Based on speech analysis, it analyses live conversations and converts data into live predictions.
- Pilot sites in France, Germany, Italy



EENA Document

## Cybersecurity

Guidelines and Best Practices for  
Emergency Services



# Working Group on Cybersecurity

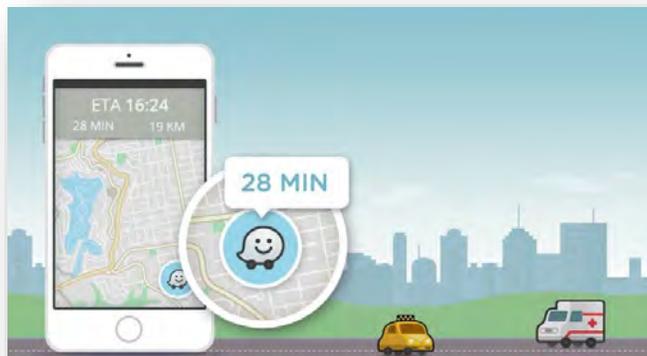
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# EENA Waze project

4 European pilot sites & 3 scenarios



When citizens notify Waze about an incident, emergency services can receive a notification in their system;



Emergency services can provide data directly to citizens about real-time/planned incidents via Waze;



Emergency vehicles can use traffic data from Waze to optimise their route planning and decrease response times.



Alert to the  
population

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Managing Director



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eena  
EUROPEAN EMERGENCY NUMBER ASSOCIATION

