

# **EENA**

## *Information Pack 2019*

# WHAT IS EENA?

eena

EUROPEAN EMERGENCY NUMBER ASSOCIATION



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

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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

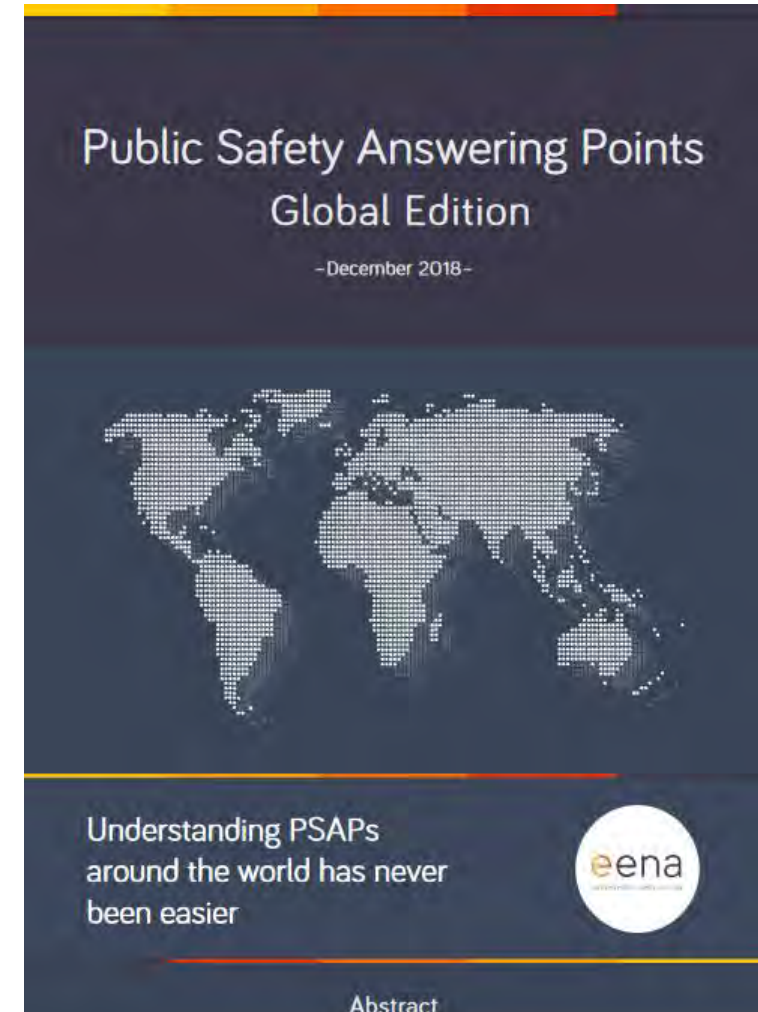
## Overview of emergency services functioning

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



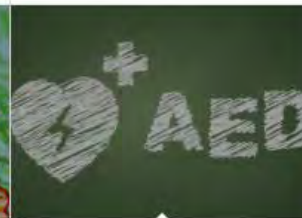
EENA/DJI Project Report



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)

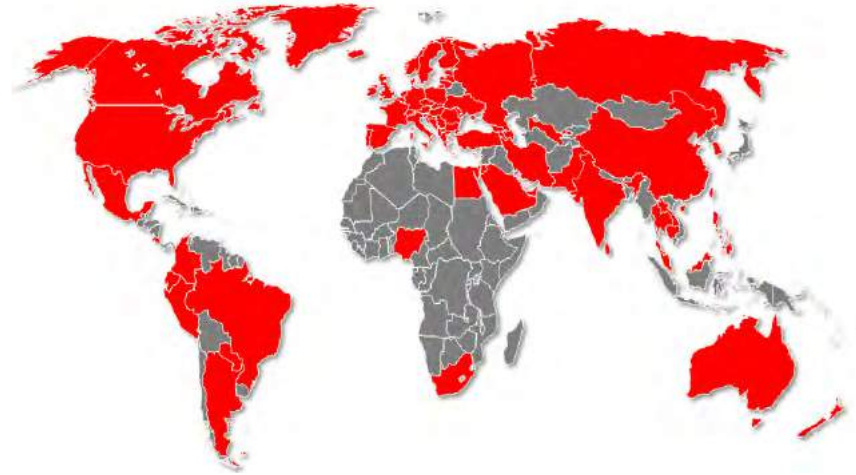
eCall implementation



CONNECTING  
**PEOPLE**

# Connecting people

## EENA's world-wide community



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





# Connecting people

## EENA's world-wide community

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*



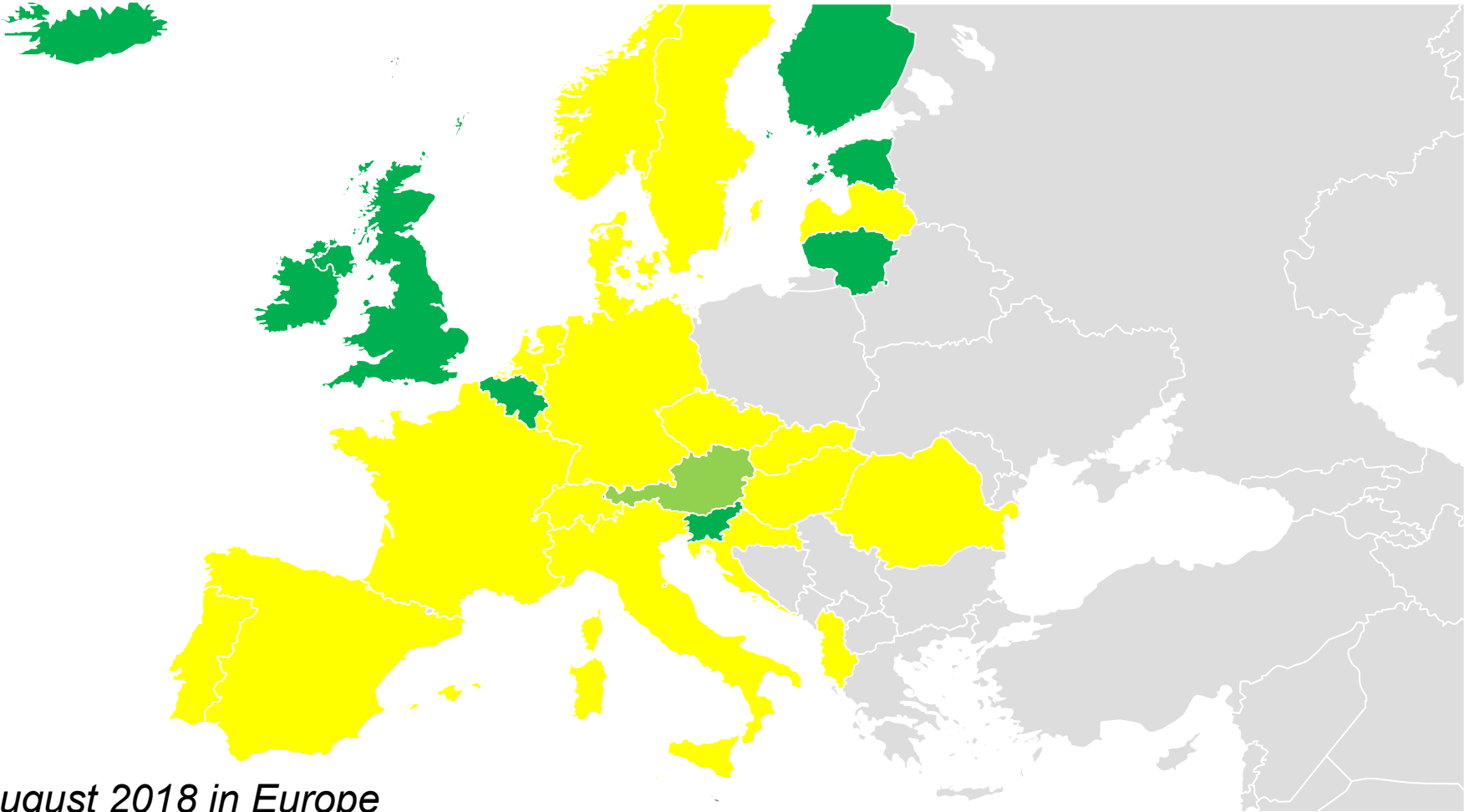
# DRIVING CHANGE

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!

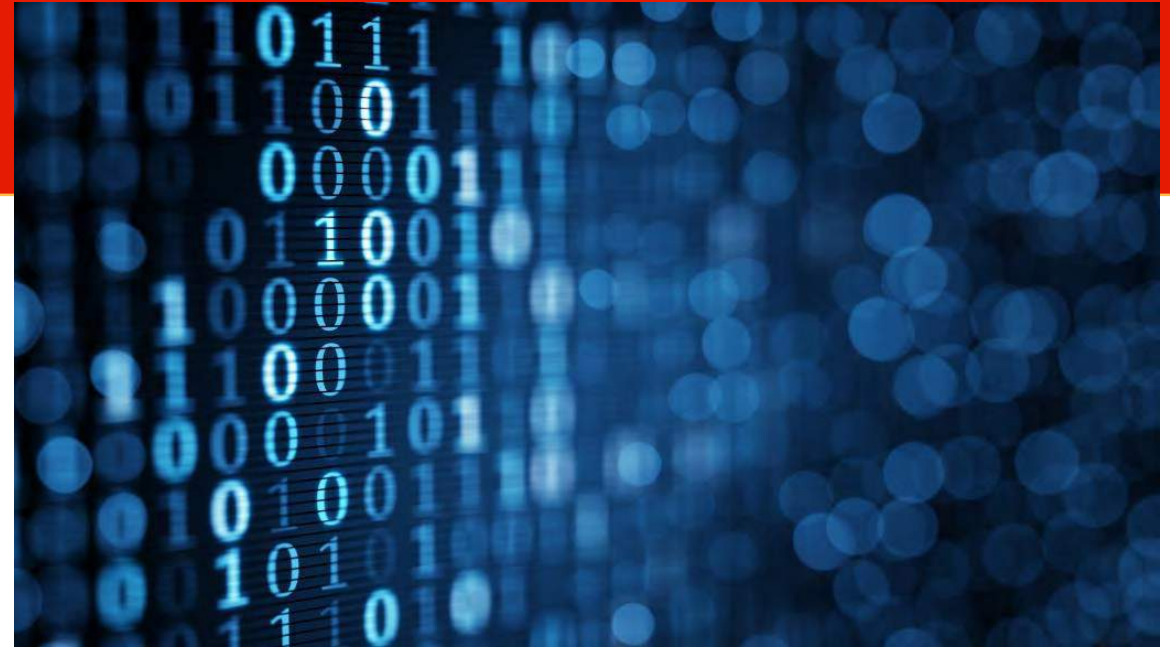
- Pilot project aiming at detecting out of hospital cardiac arrest using artificial intelligence
- Pilot an AI tool for improved emergency calls and faster critical diagnoses to save lives.
- Based on speech analysis, it analyses live conversations and converts data into live predictions.
- Pilot sites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



EENA Document

## Cybersecurity

Guidelines and Best Practices for  
Emergency Services



# Working Group on Cybersecurity

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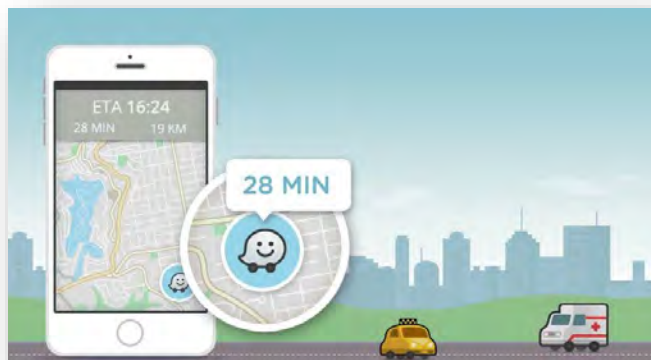


# EENA Waze project

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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**eena**  
EUROPEAN EMERGENCY NUMBER ASSOCIATION

