

NG112 & AI DAYS

An EENA members' seminar

4-5 December 2024

Santa Cruz de Tenerife, Spain

Co-organisers



Thank you to our hosting sponsors!



Day 1 – We. 04 December 2024:

Next Generation 112

09:00 – 09:45

Event Opening

Manuel Miranda, Councillor for Territorial Policy, Territorial Cohesion, and Water Management of the Government of the Canary Islands

Demetrios Pyrros, President, EENA

09:45 – 10:45

Introduction of NG112

Chaired by **Cristina Lumbreras**, Technical Director, EENA

Introduction of NG112

Wolfgang Kampichler, Co-Chair, Tech & Ops Committee, EENA and **Michael Pröstler**, Vice-Chair, Tech & Ops Committee, EENA

Presentation of the ECC Report 361 - Next Generation Emergency Communication

Elizabeth Greenberg, Head of Numbering Management and Policy, Ofcom UK and chair of ECC Working Group on Numbering & Networks

10:45 – 11:30

Coffee Break

11:30 – 12:30

Implementing NG112

Chaired by **Benoît Vivier**, Public Affairs Director, EENA

A High-Level Roadmap for your NG112 Journey

Monica Million, ENP - Million Consulting Services, LLC, **Fiona Lee**, Principal, CTRL-F Consulting and **Budge Currier**, Retired, Former Assistant Director Public Safety 911 Communications, California Office of Emergency Services (United States)

Navigating the path - processes and challenges in implementing NG 112 in Romania

Florin Feticiu, Head of 112 Unit, Special Telecommunications Service (Romania)

12:30 – 13:45

Lunch Break

13:45 – 15:00

Deploying NG112 capabilities

Chaired by **Peter Lonergan**, Policy Officer, EENA

Implementation of RTT and NG eCall: An operational perspective for PSAPs
Fernando Ortiz, CEO, Cestel

How does NG112 help with updated emergency call routing.

Experiences from deployment of a country wide NG112 call routing solution?
Johannes Beck, Product Manager, Crealog

PIDF-LO and other tools for call routing in NG112
Luca Bergonzi, Sales Executive, International Business Development, Beta 80

15:00 – 15:30

Coffee Break

15:30 – 16:15

Standardisation & Plugtests

Chaired by **Annita Elissaiou**, Project Officer, EENA

Overview of the relevant standards on NG112 and NG eCall
Cristina Lumbreras, Technical Director, EENA

6th NG112 Emergency Communications with NG eCall Plugtests
Wolfgang Kampichler, Co-Chair, Tech & Ops Committee, EENA

16:15 – 16:25

Break

16:25 – 17:15

Discussion Panel / NG112 seen from PSAPs

Discussion panel moderated by **Elizabeth Greenberg**, Head of Numbering Management and Policy, Ofcom UK and chair of ECC Working Group on Numbering & Networks

Panellists:

- **Florin Feticu**, Head of 112 Unit, Special Telecommunications Service, Romania
- **Tadas Marošėikas**, Deputy Director, Emergency Response Centre, Lithuania
- **Taito Vainio**, Director General, Emergency Response Centre Agency, Finland

21.00 – ...

Informal drinks

Venue: NH “EL ÁTICO” terrace, C. Candelaria, 3, 6th floor, 38002 Santa Cruz de Tenerife. Note that participants are expected to pay their own consumptions (drinks and food).

Day 2 – Th. 05 December 2024:

Artificial Intelligence in PSAPs

08:30 – 10:00

Outcomes of EENA's Special Project on Artificial Intelligence

Chaired by **Alexis Gizikis**, Projects Director & **Peter Lonergan**, Policy Officer, EENA

Presentation of the project and its conclusions

Alexis Gizikis, Projects Director, EENA & **Peter Lonergan**, Policy Officer, EENA

ALTERNIS: Simultaneous translation in the real operation of a PSAP - findings and results

Dr. Eric Rietzke, CEO of LiveReader, Senior Researcher at DFKI, LiveReader GmbH

Enhance communication and protect hearing, with on-prem AI based solution

Mette L V Carstensen, CEO, Augmented Hearing

Bridging language barriers between callers and 112 operators

Blanca Romero, Business Manager, Cestel

Implementing real-time transcription in emergency calls

Silvia Marchesi, Director & **Gianluca Cembrani**, Operational Supervisor, 112 Emergency Response Center of Autonomous Province of Trento, Civil Defense, Italy

10:00 – 10:40

Coffee Break

10:40 – 11:40

Using AI for situational awareness

Chaired by **Cristina Lumbreras**, Technical Director, EENA

Smart Safety: Enhancing Emergency Readiness through Big Data

Rodrigo Hernández, Director Senior Protection & **Maria Esteller**, Data Science Expert in Customer Management, Verisure

The Future of Real-Time Information

Dan Pearce, Head of Civil EMEA & Policing and Security Lead, Dataminr

Using Artificial Intelligence to Improve Emergency Call Processing and Public Threat Detection

Gregory Rohde, Chairman & CEO, Kant AI Solutions

11:40 – 11:50

Lunch Break

11:50 - 12:30

Using AI in emergency communications management (part one)

Chaired by **Benoît Vivier**, Public Affairs Director, EENA

Transcribing German emergency calls and detecting stroke patients

Melanie Reuter-Oppermann, Senior Research Fellow, ILS Mannheim GmbH & **Christoph Scherer**, Head of PSAP, ILS Mannheim, Germany

Utilise the power of AI based services to optimize conversations and drive automatic analytics

Anna Mutska, Specialist Bot & AI Development, Crealog

12:30 - 13:30

Lunch Break

13:30 - 14:10

Using AI in emergency communications management (part two)

NG112 enriched with large language models: towards nationwide implementation

Christophe Guyeux, Professor, University of Franche-Comté, France & **Guillaume Royer-Fey**, Head of Project NexSIS, Fire Brigade of the Department of Ain and Digital Agency for Civil Protection, France

The right to assistance and artificial intelligence: Towards universal accessibility - Experiences and outcomes serving the Deaf community

Marco Parigi, International Business Development Manager, Regola

14:10 - 14:40

Coffee break

14:40 - 15:40

AI as a support to emergency communications traffic

Chaired by **Annita Elissaoui**, Project Officer, EENA

AI for call flood management in a PSAP

Carlos Rosa, IT Manager, 1-1-2 Canarias (Spain)

Leveraging Large Language Models for Patient Transportation Requests

Bernhard Wintersperger, Head of Quality Management for EMS Operations und Training at Austrian Red Cross Styrian Regional Branch

AI in MCX through AI-PREMSET-MCX project (TrialsNet)

Adrián Santiago, Expert

15:40 - 16:25

Discussion Panel / Integrating Artificial Intelligence in PSAPs

Panel moderated by **Melanie Reuter-Oppermann**, Senior Research Fellow, ILS Mannheim GmbH

Panellists:

- **Tracy Lim**, Executive Director – Operations Transformation & Enablement, E-Comm 9-1-1, Canada
- **Christophe Guyeux**, Professor, University of Franche-Comté, France
- **Gianluca Cembrani**, Operational Supervisor, 112 Emergency Response Center of Autonomous Province of Trento, Civil Defense, Italy
- **Christoph Scherer**, Head of PSAP, ILS Mannheim, Germany

16:25 - 16:30

Event Closing

Demetrios Pyrros, President, EENA