EENA

IN 2025

ANNUAL REPORT

FOREWORD

2025 was an important year for EENA and for the emergency communications community.

Across Europe and beyond, emergency services are facing a rapidly changing environment, from the evolution of telecommunications networks and cybersecurity threats to new technologies and increasing resilience challenges. In this context, EENA remains committed to its mission: ensuring that everyone can access help quickly, reliably, and without barriers.

Gary Machado
Executive Director,
European Emergency Number Association (EENA)

One of our major achievements in 2025 was strengthening the recognition of emergency communications in European policy discussions. Through our advocacy work and our event in Brussels on the future of EU legislation for emergency communications, we helped bring topics such as accessibility, public warning, NG112, and network resilience into discussions on Europe's digital future and preparedness.

2025 was also a landmark year for the EENA Conference & Exhibition. Despite introducing attendance fees for the first time, the event was a major success. No-shows were significantly reduced, rooms were full, and participation throughout the conference remained exceptionally strong. The conference once again demonstrated the value of bringing together emergency communications professionals from around the world.

After a financially challenging 2024, we also took important steps to strengthen EENA's long-term sustainability. Thanks to the support of our members, we improved our financial position through a combination of measures, including conference fees, adaptations to our pricing structure, and the development of new services for corporate members. At the same time, we remain committed to keeping EENA an accessible platform. We will continue to provide the vast majority of our services free of charge, including webinars, reports, recommendations, guidance documents, and access to information for our emergency services and public authority members.

Beyond these achievements, EENA continued to support the emergency communications community through European projects, advocacy, standardisation activities, publications, webinars, events, and expert groups. Whether developing new knowledge, contributing to technical standards, supporting innovation through EU-funded projects, or facilitating the exchange of operational experience, these efforts remain at the heart of EENA's mission. The dedication of our staff, Board, members, and partners continues to be the foundation of this work and of EENA's success.

As we prepare for the future, EENA continues to focus on the topics that will shape emergency communications in the years ahead, including resilience, NG112, accessibility, public warning, artificial intelligence, and satellite communications.

Thank you for your continued support and commitment.

Gary Machado
Executive Director
European Emergency Number Association (EENA)

2025 AT A GLANCE

Next-Generation 112 and the 2G/3G network transition

The transition towards next-generation emergency communications remained one of the defining topics of 2025. Throughout the year, we supported the move from legacy telecommunications networks to IP-based communications through advocacy, standardisation, publications, events, and EU-funded projects. Our main activities included contributions to ETSI EMTEL standards, the publication of our document on emergency communications over LTE and IMS, as well as discussions at the EENA Conference and Future EU Legislation on Emergency Communications event. Through these activities, our work aimed to ensure that emergency services remain reliable, accessible, and resilient as communications networks continue to evolve.

Public warning and resilience

Strengthening resilience before crises occur was a major focus of our work in 2025. We continued to support the development of effective public warning systems, promote preparedness, and advocate for the recognition of emergency communications as a key component of societal resilience. This was reflected in our 112 Day Recommendations, public warning discussions at the EENA Conference, webinars on effective emergency messaging, and advocacy activities with European institutions. We also expanded our work through projects such as AWARE, ARTEMis, HARMONY, SUNSHINE, and TOGETHER, which address public warning, disaster preparedness, risk awareness, and cross-border cooperation.

2025 AT A GLANCE

The Digital Networks Act

A major focus of our advocacy work in 2025 was ensuring that emergency communications remain a priority in European legislation. We actively contributed to discussions surrounding the Digital Networks Act, advocating for stronger provisions on network resilience, public warning, accessibility, and the availability of emergency communications services. Through meetings with European institutions, responses to consultations, cooperation with the European Parliament Intergroup on Resilience, and our Future EU Legislation on Emergency Communications event in Brussels, we worked to ensure that the needs of emergency services were reflected in the evolving regulatory framework.

Future technologies

Emerging technologies continued to create new opportunities for emergency services throughout 2025. Artificial intelligence featured prominently at the EENA Conference, where discussions examined its potential applications in call triage, quality assurance, speech analysis, and operational decision-making. We also explored these topics through expert blog posts, publications, and project activities. Another growing area of focus was emergency satellite communications and non-terrestrial networks. This was reflected in dedicated publications, such as our document on emergency satellite communications, conference sessions, webinars, and projects such as AWARE and SUNSHINE, which explore how Galileo services and satellite-based technologies can support public warning and emergency communications.

ADVOCACY AND POLICY WORK

In 2025, EENA's advocacy work focused on ensuring that emergency communications are recognised as a core part of Europe's resilience and preparedness. Throughout the year, we worked closely with Members of the European Parliament, the European Commission, the European Parliament Intergroup on Resilience, Disaster Management and Civil Protection, and representatives from emergency services, including from Ukraine, to raise awareness of the need to strengthen emergency communications before crises occur. This included two events co-hosted with the Members of the European Parliament in Strasbourg and Brussels.

The two key priorities were to support the full implementation of the European Electronic Communications Code and prepare for the European Commission's proposal for a Digital Networks Act.

EENA's advocacy aimed to ensure that the new legislative framework addressed the evolving challenges affecting emergency communications, including network resilience, the availability of 112, public warning, and the ability of emergency services to communicate during crises. To support this work, we highlighted the essential role of emergency communications in protecting people when they need help most. We also worked on other topics, including the proposal on a Union Civil Protection Mechanism, the upcoming proposal for an EU Critical Communications System, and the date of application of the European Accessibility Act.

Key achievements in 2025:

- **Launching advocacy efforts** which positioned emergency communications as a central pillar of societal resilience and helped connect EENA's advocacy priorities to wider European debates on preparedness, crisis response and infrastructure resilience.
- **Publishing a 112 Recommendations Report** outlining best practices for emergency communications across multiple topics.
- **Engaging with the European Commission on the Digital Networks Act**, including through meetings and responding to consultations, to ensure that the forthcoming proposal reflected the needs of emergency communications and addressed challenges linked to the quality, availability and resilience of 112 and public warning systems.
- **Working closely with the European Parliament Intergroup on Resilience, Disaster Management and Civil Protection**, including through co-hosting events and discussions in Strasbourg and Brussels that brought emergency communications into the wider resilience and civil protection agenda.
- **Co-hosting a major event in the European Parliament in December 2025**, where MEPs, the European Commission, civil society organisations and emergency services representatives, including those from Ukraine discussed the importance of improving emergency communications before crises hit.
- **Bringing the experience of Ukrainian emergency services into EU policy discussions**, helping demonstrate the role of emergency communications in protecting people during crises and strengthening Europe's preparedness.
- **Advocating for stronger implementation of the European Electronic Communications Code**, with a continued focus on ensuring that people can access 112 and receive effective emergency communications across Europe.
- **Contributing to other EU policy files**, including the Union Civil Protection Mechanism, which introduced new safeguards for public warning, and the EU Critical Communications System.
- **Securing strong recognition of EENA's priorities in the Commission's Digital Networks Act proposal**, which included most of the provisions EENA had advocated for on emergency communications, including protection of emergency communications during network phase-in and phase-outs, stronger rules on network resilience, and new rules on callbacks, NIICS and mandatory participation in the PSAP Directory.

KNOWLEDGE SHARING

10	15	6	3300+
Published documents	Webinars and webmeetings	Blog posts	Newsletter subscribers

Sharing knowledge and facilitating exchanges within the emergency communications community is at the heart of EENA's work. In 2025, we continued to support our members and the wider community through publications, webinars, blog posts, and other initiatives that discuss the current developments in emergency communications. By sharing expertise and best practices, our goal was to foster discussion across the sector.

PSAP Reports

In 2025, we published the 2024 editions of the PSAP Global Report and PSAP Latin American Report, continuing one of EENA's flagship publication series. These reports provide a unique overview of emergency communication systems around the world. By reporting on the areas of NG112, public warning, accessibility and emerging technologies, among others, the report helps professionals better understand the trends, challenges, and innovations across the sector.

112 Day Recommendations

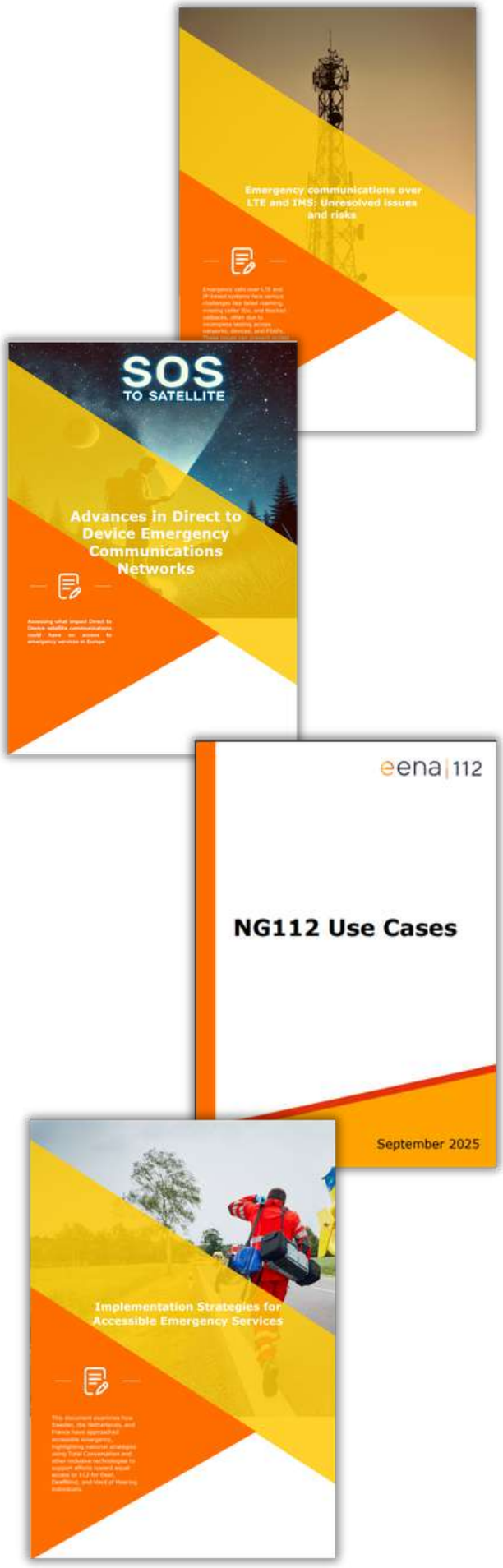
To mark European 112 Day, we published our 112 Day Recommendations report, which examined progress and remaining challenges in emergency communications across Europe. Covering 14 key topics, the report brought together the perspectives of emergency services, policymakers, regulators, and industry, providing practical recommendations to support the continued development of emergency communications across Europe.

Documents

Expert-written documents continued to be an important part of our knowledge sharing, covering topics from operational procedures to new technologies and broader developments in the sector.

A notable document, covering an issue that we consider especially challenging at the moment, was our report on Emergency communications over LTE and IMS: Unresolved issues and risks. This report explored the potential impact of 2G and 3G network shutdowns on access to emergency services and highlighted the importance of ensuring reliable communications during the transition to newer technologies.

Other notable publications reflected several of the year's key themes, including the growing role of emergency satellite communications and non-terrestrial networks, improving accessibility to emergency services, and preparing PSAPs for the transition to NG112 and next-generation communications technologies.



Webinars

In 2025, EENA's webinars continued to bring together the emergency communications community to discuss developments and share best practices.

The webinars attracted participants from across Europe and beyond, including emergency services, public authorities, international organisations, industry, and academia. Sessions received strong feedback, with average ratings ranging from 8.8 to 9.5 out of 10 for each session.

Several themes stood out throughout the year. Cybersecurity and resilience featured prominently, including a webinar examining the cyber attack on Slovenia's civil protection system and the lessons learned from the response. Public warning was another important topic, with discussions on how to design effective emergency messages and improve communication with the public during crises. We also explored the implications of the Digital Networks Act and the transition to IP-based communications, as well as operational topics such as handling emergency communications in multiple languages.

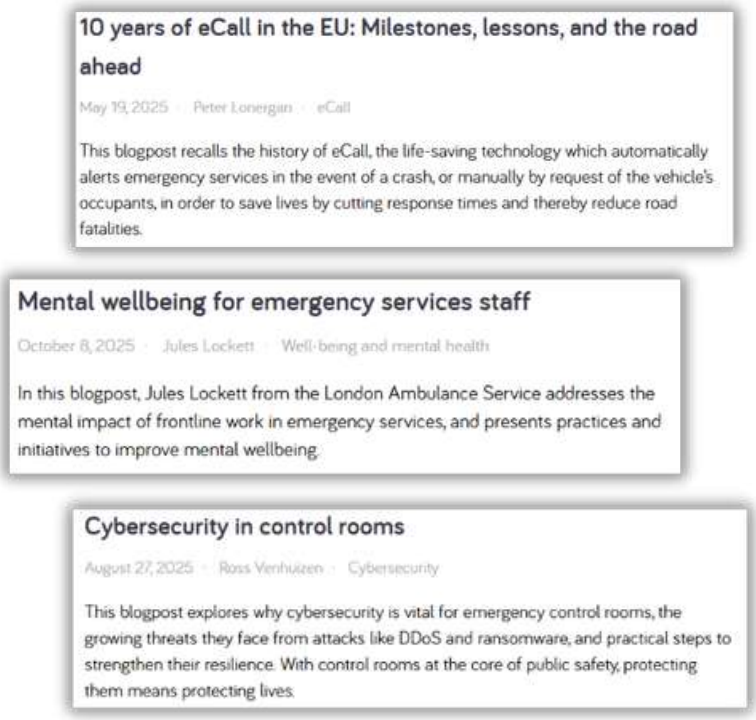
By bringing together experts and practitioners from different countries and organisations, the webinars helped share practical experiences that participants could apply directly in their own emergency communications environment, while also providing a forum to discuss wider developments and challenges facing the sector.

ESSN Talks

At the end of 2025, we relaunched ESSN Talks, bringing back a space for public safety professionals to gather in an informal environment to share their experiences and ideas. As part of our efforts to further support the EENA community, the series provides additional opportunities for members to discuss operational challenges and exchange practical experiences with their peers. These online sessions focus on specific operational topics: the first one covering emergency video calls, and how emergency services are preparing for and implementing this feature. Following the positive response from participants, the series continued into 2026.

Blog

The EENA blog is a platform for sharing expertise and perspectives from across the emergency communications community, featuring contributions from EENA staff and members of our community. Topics addressed during the year included automation in emergency dispatch, the growing role of artificial intelligence in PSAPs, cybersecurity in control rooms, LTE and IMS challenges, eCall, and the mental wellbeing of emergency services staff. By providing a space for experts to share experiences and perspectives, the blog helped bring emerging topics and operational challenges to a wider audience.



EENA Update newsletter

Our biweekly newsletter EENA Update continued to keep our community informed about EENA's activities and developments in the emergency communications world. With more than 3,300 subscribers, a number that continued to grow throughout the year, the newsletter gathered the latest news on emergency communications, technology, public warning, policy developments, and upcoming events, helping professionals across the sector stay connected and up to date.

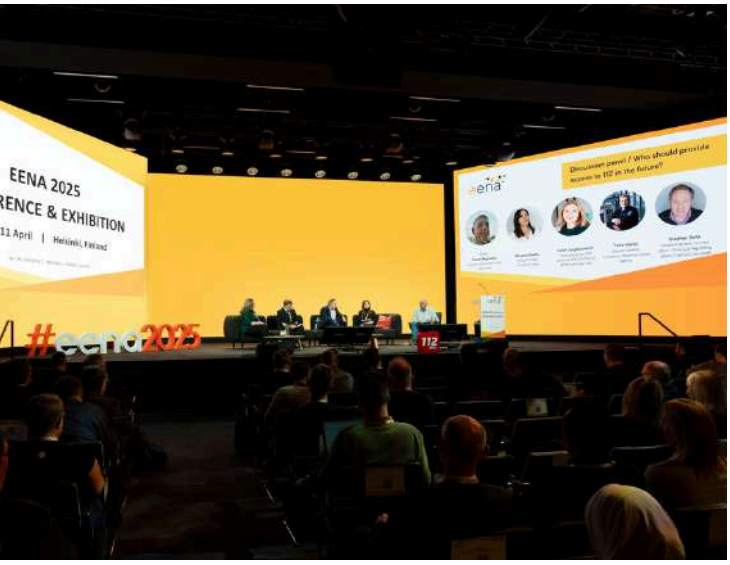
EENA CONFERENCE & EXHIBITION 2025

700+	100+	45+	28
Attendees	Speakers	Countries	Exhibitors

Once again, the EENA 2025 Conference & Exhibition brought together the emergency communications community for discussions on the latest operational, technical, and policy developments shaping the sector. Held in Helsinki, Finland, on 9-11 April, we welcomed more than 700 participants from over 45 countries worldwide, hosted 28 exhibitors, with presentations from over 100 international experts.

The conference programme reflected recent developments and challenges in emergency communications. NG112 and discussions on interoperability, emergency call routing, financing, multimedia communications, and the transition to all-IP networks were central. Another major theme was artificial intelligence and its application to areas such as call triage, quality assurance, and operational decision-making.

A particular highlight was the opening keynote discussion with Dr Hamza al-Kateab and journalist and filmmaker Waad al-Kateab. Drawing on their experiences during the conflict in Aleppo, they shared a powerful and deeply personal perspective on resilience, healthcare, and humanitarian response in times of crisis. Participants also had the opportunity to attend a screening of the award-winning documentary For Sama, which presents their experiences during the war.



The conference attracted strong participation and engagement, with packed sessions, active discussions, and positive feedback from attendees and exhibitors. The introduction of a participant fee also contributed to a significant reduction in no-shows compared to previous years, helping to ensure the long-term sustainability of the event while maintaining a high-quality experience for participants. We are proud to continue to provide the community with a platform to share their knowledge and experiences while building connections.

FUTURE EU LEGISLATION ON EMERGENCY COMMUNICATIONS

100+	30+	20+
Attendees	Speakers	Countries

In December 2025, we organised the event on Future EU Legislation on Emergency Communications in Brussels, bringing together decision-makers, regulators, industry representatives, and emergency communications experts to discuss the upcoming Digital Networks Act (DNA) and its potential impact on emergency communications across Europe.

The event welcomed more than 100 participants and provided an opportunity for the emergency communications community to engage directly with the legislative discussions that will shape the sector for years to come. Discussions covered the current regulatory framework, caller location, equal access to 112, the future provision of access to emergency services, and the transition to packet-switched networks and NG112. By bringing together policymakers and practitioners, the event helped ensure that the operational realities of emergency services remain part of the debate as Europe's telecommunications framework evolves.

112 DAY

On 11 February, we once again celebrated European 112 Day together with emergency services, public authorities, organisations, and citizens across Europe. The day aims to raise awareness of the European emergency number 112 and recognise the work of everyone involved in the emergency services chain.

We marked the occasion through the publication of our 2025 112 Day Recommendations report, highlighting key developments and remaining challenges in emergency communications, as well as the 2024 PSAP Global and Latin American Reports. Together, these publications provided the emergency communications community with practical recommendations, insights, and data on the latest developments shaping the sector.

As part of the celebrations, we also joined MEP Grégory Allione at the European Parliament in Strasbourg for a discussion on crisis preparedness, resilience, and EU coordination in civil protection. The event brought together policymakers and emergency services professionals to discuss the future of emergency communications and the role of 112 in strengthening Europe's resilience.

STANDARDISATION & COMMITTEES

Throughout 2025, EENA continued to contribute to European and international standardisation activities related to emergency communications.

Within ETSI EMTEL, EENA contributed to the development and evolution of standards supporting Next-Generation 112 (NG112), Advanced Mobile Location (AML), accessibility, interoperability, and cross-border emergency communications. We also continued to support work on accessibility and interoperability requirements for emergency communications and Public Safety Answering Points (PSAPs).

During the year, Cristina Lumbreras, EENA's Technical Director, was re-elected as Chair of ETSI EMTEL, reflecting EENA's continued leadership in supporting the development of standards that meet the operational needs of emergency services across Europe. Through this role, we helped coordinate discussions among industry, public authorities, emergency services, academia, and accessibility stakeholders, contributing to the development of consensus-based standards for emergency communications.

EENA also participated in the work of CEN/TC 278/WG 15 (eSafety), contributing to the development and maintenance of European standards supporting eCall and bringing the perspective of emergency services to the standardisation process.

At the international level, EENA supported activities within the International Telecommunication Union (ITU). We contributed to international discussions on handset-derived caller location information for emergency communications and supported follow-up activities related to the implementation of the WTSA-24 Resolution in this area.

In 2025, EENA jointly established, together with the ITU Telecommunication Development Sector (ITU-D), the Technical Experts Group on Mobile Early Warning Systems (EW4All-TEG Mobile). The group aims to enhance collaboration and knowledge sharing among national public warning experts, while identifying good practices and technological developments related to alerting the population through mobile communication technologies.

Regulatory activities

Throughout 2025, EENA continued to engage in regulatory discussions relevant to emergency communications and access to emergency services across Europe.

We remained actively involved in ECC NaN3, following discussions on next-generation emergency communications, caller location technologies, accessibility, emergency communications over 4G and 5G networks, and cross-border cooperation between emergency services.

We also monitored regulatory developments and guidance issued by the Body of European Regulators for Electronic Communications (BEREC), particularly initiatives related to emergency communications, network resilience, caller location, accessibility, and consumer access to emergency services.

Through these activities, EENA remained informed of key regulatory developments affecting emergency communications and continued to support the implementation of effective, interoperable, and accessible emergency communications solutions across Europe.

Tech & Ops Committee

The EENA Tech & Ops Committee continued to support EENA's knowledge-sharing activities in 2025. Bringing together experts from emergency services, industry, and public authorities, the Committee provides practical expertise on operational and technical issues affecting emergency communications.

Throughout the year, Committee members contributed to publications, webinars, and discussions on topics such as NG112, emergency communications over IMS, Real-Time Text (RTT), cybersecurity, caller location, eCall, crisis management, and the use of new technologies in emergency services. Their contributions helped ensure that EENA's work reflects both operational realities and technical developments across the sector.

PROJECTS

In 2025, EENA continued to contribute to several EU-funded projects focused on emergency communications, public warning, crisis management, and disaster resilience. These collaborations bring together public authorities, researchers, industry partners, and emergency services to develop new solutions.

In addition to ongoing ones, three new projects were launched during 2025: ARTEMis, HARMONY and TOGETHER expand our work on projects further to disaster risk management and preparedness.

ARTEMis aims to strengthen emergency management and risk awareness through harmonised alert and impact forecasting systems, helping improve preparedness and cooperation across Europe.

AWARE focuses on integrating Galileo Emergency Warning Satellite Service (EWSS) alerts into a wide range of public warning solutions, helping ensure alerts can reach the public even when telecommunications networks are disrupted.

HARMONY supports cross-border disaster preparedness through harmonised protocols, advanced digital tools, and improved cooperation for responding to climate-related and geological hazards.

SUNSHINE promotes the use of Galileo EWSS and Copernicus Emergency Management Service data through training, demonstrations, and exercises for civil protection authorities.

TOGETHER seeks to improve disaster risk management governance through digital tools, AI-supported analysis, and enhanced collaboration between stakeholders.

X HeERO supports the transition to Next Generation eCall, helping PSAPs prepare for packet-switched emergency communications and improving interoperability across Europe.

THE EENA COMMUNITY

EENA's members remain at the centre of everything we do. Bringing together emergency services, public authorities, solution providers, mobile network operators, researchers, and other stakeholders, the EENA community provides a unique platform for collaboration, knowledge sharing, and the exchange of expertise.

Throughout 2025, we continued to support our members through publications, webinars, events, expert groups, advocacy activities, and direct networking opportunities. Members contributed to EENA's work through committees, projects, consultations, and discussions, helping ensure that our activities reflect the needs and priorities of the emergency communications community.

A key milestone during the year was the development of EENA's new Members' Area, launched in early 2026. The platform makes it easier for organisations to manage their memberships, access member-only resources such as the PSAP Reports, register for activities, and connect colleagues to the wider EENA community. Over time, it will become the central hub for member engagement and access to EENA services. The development of the Members' Area forms part of our wider efforts to strengthen EENA's long-term sustainability and improve the services we provide to our members.

We would like to thank all our members for their continued support, expertise, and commitment to improving emergency communications and public safety.

Financial information

EENA is committed to transparency and accountability. Our audited financial statements and additional financial information are available on our website.

Thank you to our members, partners, speakers, volunteers, experts and supporters for contributing to EENA's work throughout 2025.

EUROPEAN EMERGENCY NUMBER ASSOCIATION

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