2017
REPORT

EENA MEMBERS WORKSHOP
& MEET YOUR MEP

How can we improve emergency response in the EU?

This was an event organised with the valuable support of...

CONTENTS

Introduction

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.

As a follow-up to the 2-day workshop, EENA Members met with Members of the European Parliament (MEPs) from their home country on day 3 during the "Meet your MEP" event, to discuss emergency response and provide them with recommendations on improving citizens safety.

This report includes the outcomes produced by participants during the workshops, which aim at taking a big step forwards when it comes to emergency response and the advancement of citizens safety.

Next steps: our commitment

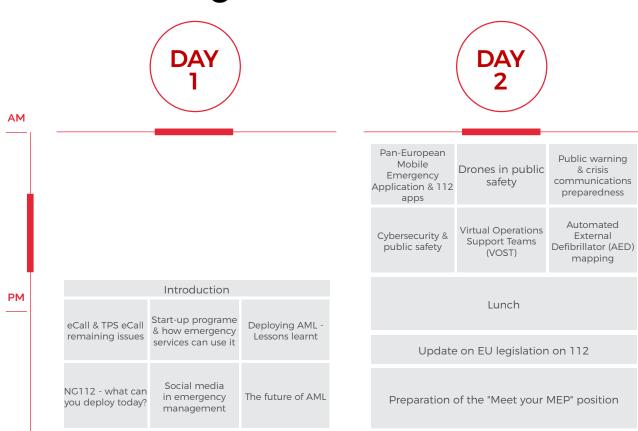**The success of the workshop lies into what we do with the recommendations and next steps agreed upon by EENA Members. We, the EENA team, commit to send our members an update on the next steps that will be undertaken by EENA on:**

1ST UPDATE	**2ND UPDATE**	**3RD UPDATE**
1 MARCH 2018	**27 SEPTEMBER 2018**	**27 FEBRUARY 2019**

Programme overview

DAY 1

AM

PM

Introduction		
eCall & TPS eCall remaining issues	Start-up programe & how emergency services can use it	Deploying AML - Lessons learnt
NG112 - what can you deploy today?	Social media in emergency management	The future of AML
Social event		

DAY 2

Pan-European Mobile Emergency Application & 112 apps	Drones in public safety	Public warning & crisis communications preparedness
Cybersecurity & public safety	Virtual Operations Support Teams (VOST)	Automated External Defibrillator (AED) mapping
Lunch		
Update on EU legislation on 112		
Preparation of the "Meet your MEP" position		
Social event		

DAY 3

Meet your MEP event
European Parliament

European March for terrorism victims & for emergency services

Workshop 1: eCall and TPS eCall - Remaining issues

SUMMARY

THIS GROUP IDENTIFIED THE REMAINING OPEN ISSUES FOR THE 112 BASED eCALL IMPLEMENTATION. PROS AND CONS FOR TPS eCALL WERE EVALUATED AND GUIDELINES TO IMPROVE THE COLLABORATION OF EMERGENCY SERVICES AND THIRD PARTY eCALL SERVICES PROVIDERS WERE DEFINED.

SPEAKERS

Cristina Lumbreras
MODERATOR

Luca Bergonzi
CO-CHAIR

Andy Rooke
CO-CHAIR

Alexis Gizikis
CO-CHAIR

eCall remaining issues

Open issue	Comments
Ghost mobile eCalls	Solutions have been shared. Tests and sharing of experience are needed.
eCall malfunction	Procedures have to be created to know what PSAPs have to do in case of having an IVS malfunctioning.
Future of 2G and 3G networks	• More information about what will happen when 2G and 3G will not be available is needed. • Work on NG112 has to speed up.
eCall integration	Integration between PSAPs has to be considered. Depending on the eCall model, the MSD would have to be sent to a stage 2 PSAP.
SIM	Public authorities don't have a clear view on how the SIM card will be configured in the IVS.
Numbering	Hidden cost for the PSAPs has to be considered in case not local numbers are used
Cross border between EU and Russia	Russian cars have already activated eCall. How Russian eCall works inside the EU has to be clarified.
TPSP switching to 112 based eCall	Some TPSP are considering to switch all their customers from their private eCall services to 112-based eCall. This will anticipate the date of receiving real eCalls.
End of life of the vehicle	It is still not clear what we will happen with the numbers at the end of the life of the vehicle

Recommendations for TPS eCall

Item	Action	Stakeholder
Agreements between TPSPs and PSAPs	• To standardise and centralise	• Public authorities
Quality certification	• To continue with the certification • Public authorities have to support EENA on this	• EENA • Public authorities
Blockage of TPS eCall	• Some countries are blocking TPS eCall. It is better to make an official agreement. If this is not done, TPSP will find the way to contact PSAPs in a un-controlled way.	• Public authorities • TPSP
Revisit EN16102. Standardised communication between TPSPs and PSAPs	• Mandatory link between voice and data • Direct connection from the PSAP to the vehicle • Define what is a recognised TPSP	• CEN • Public authorities (be more involved in standardisation process)

Next steps for EENA

WORKING GROUP

Start a working group on 112 eCall open issues.

CERTIFICATION PROGRAMME

Continue with the TPSP certification program.

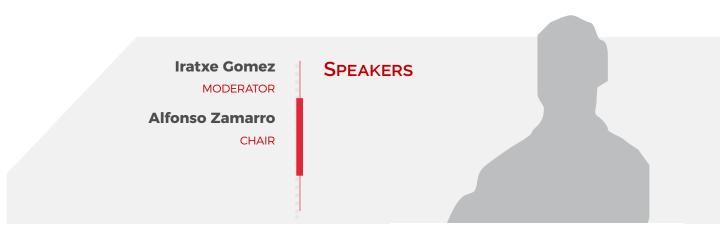## INVOLVEMENT IN STANDARDISATION

Continue to be involved in standardisation procedure. Inform all EENA PSAP members how they can join standardisation group.

Workshop 2: Start-up programme and how emergency services can benefit from it

SUMMARY

THIS GROUP INTRODUCED STARTUPS WORKING TO IMPROVE PUBLIC SAFETY, AND DEFINED GUIDELINES FOR SUCCESSFUL COLLABORATION WITH EMERGENCY SERVICES.

Iratxe Gomez
MODERATOR

Alfonso Zamarro
CHAIR

SPEAKERS

Recommendations

Item	Action	Stakeholder
Processes	• Implement Innovation processes within Emergency Response Organisations; including experimentation to understand who is the end user • Define guidelines for presenting innovation to Public Administration • Involve integrators to be able to overcome tech challenges in critical systems (triple collaboration: startups, corporations & emergency services). • Define reference template agreements for innovation, covering confidentiality, responsibility of all parties, Intellectual Property in a simple way • Define guidelines to ensure continuity of service once/if startup disappears / is absorbed by some other entity (e.g. work with standards)	• Public authorities • Startups • Integrators
Funding	In the field of Public Safety, disseminate information of: • Funding and other resources available for new startups and new projects • Public Private Partnership opportunities	• Public authorities • Corporations

Item	Action	Stakeholder
Information repository	Maintain and disseminate information of: • Emergency services willing and available to cooperate with startups • Roadmap of what emergency services will demand/need in the following years • Accelerators and incubators to collaborate with • Volunteer organisations that may benefit from similar support	• EENA • Public authorities
Confidentiality	• Define guidelines and templates to handle confidentiality, interoperability with other critical ICT systems, cyber security, etc.	• Public & European authorities
Visibility	• Provide visibility to startups in public safety specific events (i.e. EENA events)	• EENA

Next steps for EENA

Start-up programme

Run the CrisisTech programme & report during EENA events::
• Define roadmap for collaboration between emergency services, startups, corporations & integrators)
• Create and maintain an information repository with funding possibilities, roadmap of the needs of emergency services, mentor DB & more.
• Produce a report on lessons learnt & recommendations
• Provide spaces for startups to present their ideas.

Template agreements

Define template agreements for collaboration:
• Collaboration between different stakeholders in the field of public safety
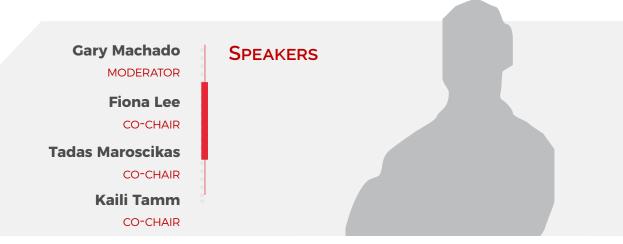• Considerations about data protection and confidentiality

Case study

Produce a case study of successful collaboration with startups in the field of public safety and security

Workshop 3: Deploying AML: lessons learnt

SUMMARY

THIS GROUP UPDATED THE REQUIREMENTS DEFINED DURING THE **EENA** MEMBERS WORKSHOP IN **2015**. RECOMMENDATIONS FOR DEPLOYMENT AND LESSONS LEARNT WERE SHARED.

SPEAKERS

Gary Machado
MODERATOR

Fiona Lee
CO-CHAIR

Tadas Maroscikas
CO-CHAIR

Kaili Tamm
CO-CHAIR

Requirements

Item	Action	Stakeholder
Consistency of AML location & network Cell-ID location	Use both locations indicated if network or handset-based (and subset)	*Requirements defined in 2017*
Frequency of AML SMSs	As a minimum and in order to receive the best possible location that is available at that time, one SMS should be sent no later than 20 seconds after the emergency call is initiated.	
Battery life	Recommended: 5%	
User consent	• Not needed when making an emergency call. • No possibility to opt out.	
TOP (Time Of Positioning)	The date and time that the handset determined the location area specified in GMT (UTC).	
GNSS	GNSS must be allowed during an emergency call.	Handset manufacturers
WiFi scanning	WiFi scanning must be allowed during an emergency call.	Handset manufacturers
SMS	SMS must be allowed during an emergency call.	Handset manufacturers
HTTPS	HTTPS transaction must be allowed during an emergency call.	Handset manufacturers
Time stamp	Handset must provide an accurate time stamp of when the WiFi access point was seen.	Handset manufacturers

Item	Action	Stakeholder
eCall flag	For the call to get to the right PSAP endpoint, an eCall flag must not be triggered by the handset.	Handset manufacturers
SMS	SMS must be allowed during an emergency call.	MNOs
"Data SMS"	"Data" SMS must be allowed.	MNOs
HTTPS	HTTPS transaction must be allowed during an emergency call.	MNOs

Who should do what?

Item	Requirement
Handset manufacturers/OS	• Deploy AML • AML message sent only in AML ready countries based on MCC only or MNC/MCC
Public authority	• Be able to receive AML SMS and Data SMS • Get in touch with OS providers directly • Ask MNOs to get in touch with OS providers
MNO	• Carry SMS free of charge
National Telecom Regulatory Authority	• Ask MNOs to get in touch with OS providers

Other recommendations

Item	Action	Stakeholder
Location received	Notify call takers that AML location is received	PSAPs
Training	Train call takers and dispatchers to use the location	PSAPs
SMS connection	Setup SMS connections with MNOs into „Transceiver" mode;	PSAPs
Data SMS vs HTTPS	Use Data SMS rather than HTTPS (at this stage) (or both)	PSAPs
Funding	Work with EENA - EC call for tender open until 28 Nov. to deploy AML in 7 EU countries	PSAPs
Privacy laws	• Discuss with EENA and national authorities ways to adapt any government legislation. • Take into account upcoming EU legislation mandating the use of handset-based location.	PSAPs
User Notification/ Consent	Work with MNOs to modify MNO ToS (what the UK did), or pass legislation to make it a requirement that user location be shared in an emergency (New Zealand use case)	PSAPs
Sovereign States/ Regions/Provinces	See Google slides	PSAPs

Next steps for EENA

Publication

EENA to publish the updated requirements and recommendations

Apple

EENA to continue engaging with Apple and ensure compatibility with AML

Promotion

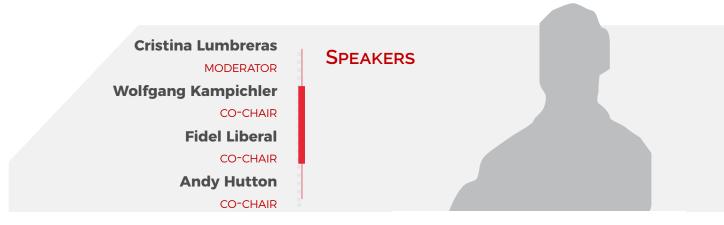EENA to continue promoting AML to more countries

EU legislation

Make sure EU-legislation encourages the deployment of AML in EU Member States

Workshop 4: NG112 - what can you deploy today?

SUMMARY

THIS GROUP DESCRIBED THE REASONS NG112 IS STILL NOT IMPLEMENTED. THE GROUP DISCUSSED WHICH STAKEHOLDERS SHOULD BE INVOLVED AND UPDATED THE GUIDELINES FOR ITS IMPLEMENTATION CREATED IN THE EENA MEMBERS WORKSHOP IN 2015.

SPEAKERS

Cristina Lumbreras
MODERATOR

Wolfgang Kampichler
CO-CHAIR

Fidel Liberal
CO-CHAIR

Andy Hutton
CO-CHAIR

Recommendations

Item	Action	Stakeholder
Communication	Communicate about NG112 components	Technology providers
Communication	Why NG112 should be deployed now: • Highlight the risk of proprietary solutions • Highlight technological neutrality • Some aspects of the concept are still not clear	EENA
Tenders	When making upgrades or implementing new features focus on NG112	Public authorities Technology providers
Tenders	Challenge the industry, ask for NG112	Public authorities

Next steps for EENA

Plugtests event

3rd edition of the plugtest event

Standardisation

Finalise standardisation work inside ETSI

Standards promotion

Promote the use of ETSI Standards once they have been published

Webinar

Webinar about NG112 concept (stakeholders' responsibilities and networks compatibilities between others)

Workshop 5: Social Media in Emergency Management

SUMMARY

THIS GROUP FOCUSED ON CURRENT AND POTENTIAL USE OF SOCIAL MEDIA IN EMERGENCY MANAGEMENT, WITH A LOOK AT EMERGENCY SERVICES PRESENCE AND REPUTATION. IT PROVIDED RECOMMENDATIONS FOR USING SMEM FOR PREPARATION, MONITORING AND RESPONSE.

Iratxe Gomez
MODERATOR

SPEAKERS

Volker Tondorf
CO-CHAIR

Alexis Gizikis
CO-CHAIR

Recommendations

Item	Action	Stakeholder
Strategy	• Allocate resources within the communications team for SMEM, and maintain a presence in Social Media • Define & disseminate the intended use of social media (A2C/C2A communications/monitoring…), and the mandate of who should do what and when, i.e. who is responsible for situational awareness. • Indicate clearly which are the reference accounts to follow in crisis situations • Study the collaboration with third party organisations (i.e., digital volunteers under specific agreements), and cross-border cooperation	• Emergency services • Crisis centres
Dissemination	• Share best practices and case studies • Provide information about what internet companies can provide to emergency services and citizens / travellers • Work with « Influencers » to amplify key messages (as education / prevention and in emergency situations)	• EENA
Training	• Train the use of social media in drills and exercises with other emergency agencies. Include training in international cooperation. • Provide guidelines on how to train people in the use of Social Media • Provide guidelines and template agreements for collaboration between emergency services and digital volunteers	• Emergency services • Digital volunteers

Item	Action	Stakeholder
Tools	• Provide tools for the integration of social media channels into PSAP / Crisis Centre operations, for incident detection, information retrieval, etc.	• Social media companies • Integrators
Innovation	• Look into new channels used more often by younger people (other than Facebook and Twitter) • Drive the development of new tools, and possibly work with private companies for testing new tools. • Analyse the challenges, such as the dissemination of hoaxes and rumours through Whatsapp and other apps.	• Emergency services • Social media companies • Integrators

Next steps for EENA

WORKING GROUP

Maintain an active EENA SMEM Working Group:
• Invite relevant stakeholders to join and participate in the activities
• Regular webinars to present examples of best practices and innovation
• Operational & case study documents
• Update guidelines for emergency services and citizens / travellers

INFORMATION REPOSITORY

Keep an information repository of relevant information:
• Social Media accounts of PSAPs and Crisis Centres
• Sample key messages
• Tools for monitoring, intelligence gathering, fighting hoaxes

DOCUMENT

Produce a simple document about collaboration with digital volunteers:
• Include template agreements

COLLABORATION

Consider running a collaboration project with different stakeholders (e.g. pilot projects like the EENA-DJI or EENA-Waze ones):
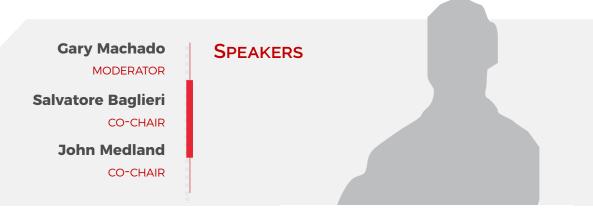• Provide a space to test new social media tools in live environments

Workshop 6: The Future of AML

SUMMARY

THIS GROUP DEFINED THE UPCOMING UPDATED VERSION OF THE AML PROTOCOL. THE OBJECTIVE WAS TO INTEGRATE THE LATEST DEVELOPMENTS INTO THE UPDATED AML PROTOCOL (E.G. VERTICAL AND INDOOR LOCATION).

SPEAKERS

Gary Machado
MODERATOR

Salvatore Baglieri
CO-CHAIR

John Medland
CO-CHAIR

Requirements

Item	Action
Roaming	Roaming should be activated but on a country by country basis.
AML message content	See next few slides.
AML triggered by emergency SMS	In next version of ELS
Use of HTTPS transport for AML information	• HTTPS only (MSISDN limitation) ? Use of HTTPS not recommended until MSISDN issue is solved. • HTTPS can be used along with SMS
Guidelines for PSAP call takers	How best to use AML information (eg occasional old WiFi locations) ? EENA to publish a document on this.

SMS format - current V1

A"ML=1;lt=+55.74297;lg=-4.26880;rd=10;top=20130717175329;lc=95;pm=G;si=234302543446355;ei=356708041746734;mcc=234;mnc=30;ml=127

| Header | Latitude | Longitude | Radius | Time of Positioning | Level of Confidence | Positioning Method (GPS) | IMSI | IMEI | MCC | MNC | Message Length |

Proposed additional requirements for AML V2

Item	Action
Altitude	• Metres above WGS84 reference • PSAP adaptations; "raw" message as interim solution before GIS adapted?
Altitude accuracy & level of confidence	• Include an accuracy level (equivalent to radius of circle for lat and long) • Have a minimum level of confidence of 68%
Emergency number used to trigger the AML message	To assist in matching with voice call for PSAPs, where multiple numbers are used in addition to 112 (countries with multiple emergency numbers) – Depends on the situation country per country.
Source of Information	Identify the source software providing AML location, to help diagnose any problems with locations, e.g. AEL101 or Fruit Company OS v3.2.
Positioning method	Add "U "for unknown (in addition to G, W, C and N) to cover cases where dominant location mechanism not clear.
Floor number	Supplement to Altitude. Would need to be consistent in terms of Ground Floor = 0 (no harmonised system in all countries). May be in a v3 release.
Voice or SMS	Type of emergency initiated by caller (could be "V" or "S")
Others	Possibility to still use V1 while V2 is existing (It can then be specified in the format of the SMS; e.g. AML=1 or AML=2).

Recommendations

Item	Action	Stakeholder
HTTPS	• Wait for the MSISDN issue to be solved by Google • Matching can be based on IMSI-numbers, if available on voice network	PSAPs
Roaming	• Countries to set up a long number. • AML/Roaming to be activated country by country	PSAPs

Next steps for EENA

V2 Publication

Agree on and publish a V2

ETSI standardisation

Coordination with ETSI for standardisation of V2

Altitude

Start explaining the use of altitude / training

Status updates

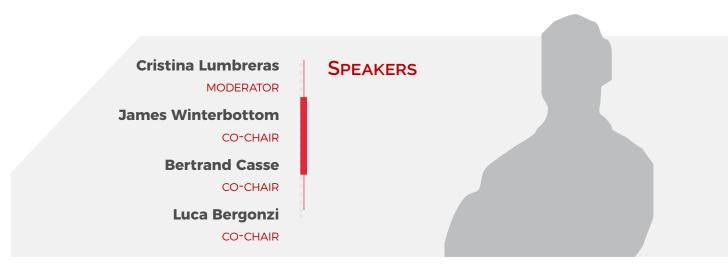Publish regularly report cards on how AML is functioning in countries / PSAPs

Best practices

Members to draft a best-practices document for PSAP call-handlers

Workshop 7: Pan-European Mobile Emergency Application (PEMEA) & 112 Apps

SUMMARY

THIS GROUP ANALYSED THE STATUS OF THE **PEMEA** INITIATIVE AND PREPARED GUIDELINES FOR THE FULL IMPLEMENTATION OF THIS ARCHITECTURE.

SPEAKERS

Cristina Lumbreras
MODERATOR

James Winterbottom
CO-CHAIR

Bertrand Casse
CO-CHAIR

Luca Bergonzi
CO-CHAIR

Guidelines for full deployment

Item	Action	Stakeholder
Documents	Finalise implementation document (Q4 2017)	EENA, EENA Members
TS 103848	Finalise ETSI work	ETSI, EENA
Pilot sites for testing	• Live implementation – in parallel in different countries • Interconnection between countries will be done at the same time	Pilot sites and EENA for reporting
Apps approval	Test cases	EENA
Aps, PSPs, ASPs definition	PRA definition	EENA and others in the future, TBD
PEMEA new functionalities	Continue work on extensions	EENA

Next steps for EENA

Document

Publish implementation document

Etsi

Continue work with ETSI

Task force

Create a Task force for the PRA definition and development of tools

Promotion

Continue PEMEA promotion and the Apps WG
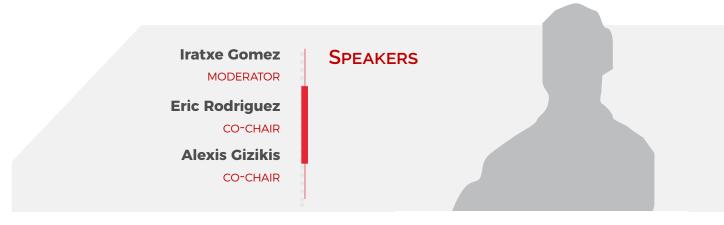
Partnerships

Explore possible partnerships with existing apps to extend PEMEA functionalities (e.g. Waze to have an 112 functionality and following PEMEA architecture)

Workshop 8: Drones in public safety

SUMMARY

THIS GROUP UPDATED THE RECOMMENDATIONS AND REQUIREMENTS DEFINED IN THE EENA MEMBERS WORKSHOP IN 2015. RECOMMENDATIONS FOR SPECIFIC TRAINING, STANDARDISATION AND REGULATION CONCERNING THE USE OF DRONES IN PUBLIC SAFETY WERE PRODUCED, AND EXAMPLES OF INTERESTING EUROPEAN INITIATIVES WERE PRESENTED.

Iratxe Gomez
MODERATOR

SPEAKERS

Eric Rodriguez
CO-CHAIR

Alexis Gizikis
CO-CHAIR

Recommendations

Item	Action	Stakeholder
Legal framework	Harmonisation of regulations, including: • Consideration of drones as an Emergency Vehicle, with a critical classification and special identification • Push for special categories and exemptions for the use of drones in Public Safety to overcome current restrictions	European Authorities
Standardisation	Develop standards for drone operations and training in the field of public safety and security, and involve all relevant stakeholders.	• Standardisation bodies • Public authorities • Technology providers
Training	• Provide training materials for organisations considering adopting a drone programme, including self-assessment checklists. • Carry out joint exercises with multiple emergency services using drones	• Public authorities • Technology providers

Item	Action	Stakeholder
Testing	Collaborate with manufacturers to: • Test hardware, software and tactical approach • Run pilot projects to test new technologies in the field	• Public authorities • Technology providers
Information Repository	• Provide an access point to international examples of SOPs, drone-programme implementation documents, training procedures, use cases etc.	• Public authorities • EENA
Innovation	• Work with drone-shield providers / users to define use cases for emergency drones to be excluded • Study new use cases for drone use.	• Public authorities • Technology providers
Security	• Enforce collaboration with law enforcement organisations to stop non-emergency civilian drones (including media drones) flying while emergency aircrafts are flying	• Public authorities

Next steps for EENA

GUIDELINES

Create a guidelines for public authorities considering using drones:
• List training materials and key contacts
• Develop checklist

SELF-ASSESSMENT/ CERTIFICATION

Consider the creation of a drone expert self assessment / certification:
• Produce checklist for self-assessment

WORKING GROUP

Keep an active EENA Working Group on Drones:
• Follow-up & disseminate information on regulation
• Follow-up & disseminate standardisation efforts for operations & training.
• Disseminate good examples of use cases, best practices & success stories via webpage.
• Produce new documents and hold thematic webinars
• Run collaboration project with emergency services and technology providers to test

EMERGENCY SERVICES EXEMPTIONS
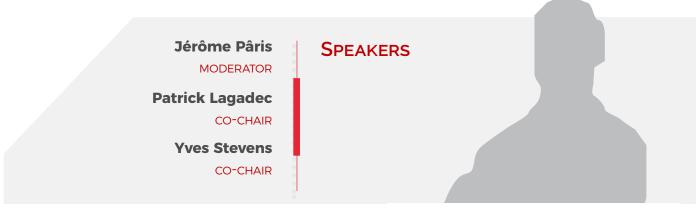
Lobbying for emergency services exemptions
• Harmonised regulations with provisions for emergency operations.
• Categorisation and identification of drones

Workshop 9: Public warning & crisis communication preparedness

SUMMARY

THIS GROUP DEFINED GUIDELINES ON HOW TO BEST PREPARE EMERGENCY SERVICES' COMMUNICATION (INCLUDING ALERTING CITIZENS) IN A CRISIS. IT FOCUSED ON PREPAREDNESS AND PROCEDURES.

SPEAKERS

Jérôme Pâris
MODERATOR

Patrick Lagadec
CO-CHAIR

Yves Stevens
CO-CHAIR

Requirements

Item	Action	Stakeholder
Mindset	• State the decisive importance of out-of-the box surprises – «Our essential area of responsibility is the unknown». • Participate in specific mind-opening sessions on unconventional challenges and surprises • Make sure senior staff participates to specific mind-opening sessions on unconventional challenges and surprises	Strategic leaders
Expertise	• Decision making support: set up a specific unit dedicated to unconventional surprises (Rapid Reflection Force, RRF) trained to prepare analysis and options in the unknown	Strategic leaders
Training & exercises	• Be prepared to deal with essential surprises • Be prepared to deal with their Rapid Reflection Force	Strategic leaders
Training and exercises	• Set up trainings for Ministries' and emergency services' crisis communication staff to be prepared on how to react when they face unconventional crises • Make sure trainings are adapted to today's context: more and more unexpected events, a lot of unknown ≥ expert should be trained to quickly react to the unknown = but no automatic reaction	Public authorities

Item	Action	Stakeholder
Procedures	• Define a clear single procedure: ✓ Who should communicate? ✓ Which channel should be used? ✓ Clear message ✓ No validation by Minister/Mayor or any top leader ✓ Clear mandate given to the crisis communication team • Checklists.	Public authorities
Means to reach the population	• Make a set of tools available for Ministries' and emergency services' crisis communication staff that they can use in a crisis • e.g. localised SMS/cellbroadcast, app, VOST, radio/TV partnerships …etc • Have in advance prepared messages that authorities could directly use. • Take into account multilingualism. • Public authorities should rely on local partners.	Public authorities
Social Media	• Set-up Virtual Operations Support Teams/Partner with existing ones • Define which public authority/emergency service should take the lead in case of a crisis, depending on the type of crisis	Public authorities
Training	• Be trained to quickly react to the unknown = no automatic reaction	Emergency services
Means to reach the population	• Have a defined strategy on how to use the crisis communication toolkit • e.g. very short chain of command, use third-parties (social media, press) to relay verified information • Adapt to new ways of communications and different types of citizens	Emergency services
Social media	• Be present on social media (Twitter/Facebook) before any crisis occurs	Emergency services

Next steps for EENA ●————————————————

DOCUMENT

Publication of an EENA Operation Document on Crisis Communication and Public Warning preparedness.

ADVOCACY

Lobbying at European level to get public warning in the legislation (EECC - European Electronic Communications Code).

Workshop 10: Cybersecurity and public safety

SUMMARY

THIS GROUP IDENTIFIED THE WEAKNESSES OF THE CURRENT EMERGENCY SERVICES IT SYSTEMS AGAINST CYBERATTACKS. THE GOAL WAS TO CREATE GUIDELINES TO INCREASE THE STRENGTH OF THESE SYSTEMS AND THE MEASURES TO BE TAKEN IN CASE OF CYBERATTACK.

Cristina Lumbreras
MODERATOR

SPEAKERS

Pablo Gutierrez Astilleros
CO-CHAIR

Bill Mertka
CO-CHAIR

Alexis Gizikis
CO-CHAIR

Recommendations

Item	Action	Stakeholder
Risk assessment plan	• Consider cybersecurity at the general risk assessment plan • Include template, latest standards and checklists • Involve all stakeholders	Public authorities
People	• Have a person responsible for cybersecurity • Internal training • Include the human behavior in the risk assessment plan	Public authorities
Testing	• Perform penetration testing and include social media	Public authorities
Technology	• Consider the inevitable need for internet connection in the future • Use reference to standard architectures • Consider the use of call identity	Public authorities & vendors
Tenders	• Consider security in tenders • Ensure your vendor adheres to standards including their employee standards	Public authorities
Contingency plans	• Make sure there is a plan in case of attack (include Telephony DoS) • Describe protocols and procedures to be followed in case of attack	Public authorities

Next steps for EENA

Working Group

Continue work on the Cybersecurity Working Group (Include the Telephony DoS in the focus of the group)

Document

Cybersecurity Recommendations Technical document's publication (Include Telephony DoS)

EENA Conference

Include Cybersecurity in the EENA Conference programme

Who-is-Who document

Highlight Cybersecurity services from companies in the "Who is who" document

Workshop 11: Virtual Operation Support Teams - VOST

Summary

This group defined guidelines for the collaboration between emergency services and VOST, and also for the creation of new VOST with the support of emergency services.

Speakers

Iratxe Gomez
MODERATOR

Volker Tondorf
CO-CHAIR

Marina Tymen
CO-CHAIR

Recommendations

Item	Action	Stakeholder
Collaboration	• Setup a « Code of Conduct » for digital volunteers • Develop guidelines and templates for collaboration between emergency services and Digital Volunteers. • Be aware of the fact that a legal framework could be counter-productive in this quite new field	• Public authorities • VOST
Tools	• Benchmark of existing and new tools that could help VOSTs at their work, and consider this as a task for the EENA SMEM workgroup.	• Industry • Researchers • EENA
Information repository	Provide a space to collect information about: • Existing organisations and their basic functioning • Agreement templates / models • Best practices and checklists	• Public authorities • VOST • EENA
Insurance	• Have digital volunteers insured, either as part of the bigger organisation they are associated with, or as an independent organisation. • Include the figure of digital volunteers in civil protection-specific insurance policies	• Insurance companies • Public authorities
Security	• Analyse cybersecurity aspects that could affect the work of digital volunteers, search for tools to minimize that issue	• VOST • Researchers
Networking	• Make sure that digital volunteers are active in the EENA SMEM working group	• EENA • VOST

Next steps for EENA

Document

Publish an EENA Operations Document about VOST:
- Describe the different models, including existing agreements with public and private entities.
- Include information about tools used by different teams and best practices

Guidelines

Publish guidelines for the creation of new VOST teams:
- Provide a checklist for setting up new organisations, considering the different models.

New vost teams

Collaborate with Public Authorities for the creation of new VOST teams (and get them to join the regional hubs):
- Provide information about VOST in information packages for public authorities
- Provide the link between key people within the international VOSG coalition and new VOST

Working Group representation

Have representation of different VOST teams in the EENA SMEM WG:
- Participation in production of case studies and webinars
- Involvement in potential benchmarking of different tools
- Involvement in potential projects with private companies and public authorities

Workshop 12: AED mapping

Summary

This group defined guidelines on how to contribute to mapping AED locations as well as on how to maintain such a database.

Jérôme Pâris
MODERATOR

Stephen Hines
CO-CHAIR

Demetrios Pyrros
CO-CHAIR

Speakers

Recommendations

Item	Action	Stakeholder
Legislation	• Make sure that anyone is allowed to use AEDs.	Public authorities
AED provision	• Make AED provision mandatory in public locations, at least in locations with presumably high incidences of cardiac arrest and remote isolated areas. • Clarify who pays what e.g. battery when AED has been used	Public authorities
AED location	• Define guidelines on how to optimize AED placement, based on emergency services data related to cardiac arrests locations and/or based on mathematical models • Create and maintain a public database where AED owners and emergency services can share the location of AEDs • Make provision of AED location information into a public database mandatory for AED owners	Public authorities
AED maintenance	• Define strict guidelines for maintenance of AEDs • Make sure AED owners keep emergency services informed on availability of their AEDs and their good functionning	Public authorities
Use of AEDs	• Promote the ability of anyone to use AEDs	Public authorities
AED location	• Make the location of their AEDs public (online database accessible by emergency services at least)	AED owners
AED availability	• Make sure their AEDs are always operational and current • Keep emergency services informed on when their AEDs are available. • Keep emergency services informed on the good functioning of their AED.	AED owners

Item	Action	Stakeholder
AED location	• Provide data to public authorities on locations with relatively high incidences of cardiac arrest (based on figures they have and/or thanks to mathematical models that can be used to optimise the placement of AEDs)	Emergency services
Caller location	• Make sure to have the most accurate caller location as possible (so that the closest AED can be used)	Emergency services
Use of AED	• Ability to explain to the caller how to use the AED and how to perform CPR • Need to build a community of volunteers (Good Samaritan) able to reach very quickly the scene of incident and knowing how to use an AED/how to perform CPR	Emergency services
AED Map	• Integration of AED mapping in the GIS/CAD or Access to cloud based AED map • Feed the AED map	Emergency services
Sourcing	• Provide reliable AED mapping • Allow emergency services to feed the map	AED Mapping companies/ Apps
Supervision	• Provide a mapping (location, AED working) that is always up-to-date (reliability) • Make the map dynamic so that emergency services can update the map when AED has been used, AED missing…	AED Mapping companies/ Apps
Location	• All AEDs to be able to geo-locate themselves and share their location with the online database accessible by emergency services	AED manufacturers
Supervision	• AEDs to provide status of the machine (operational, need maintenance…etc) • Manufacturers to follow guidelines defined by public authorities	AED manufacturers

Next steps for EENA

White paper

EENA to publish an operations document (white paper) on AED mapping & to submit an article/paper on AED mapping to scientific journals

Promotion

EENA to promote the use of AED mapping among emergency services in Europe

EU Level

Raise the AED mapping issue at EU-level

Issue to Manufacturers

Raise the AED mapping issue to AED manufacturers

ERC & ILCOR

Raise the AED mapping issue to the European Resuscitation Council (ERC) and to International Liaison Committee on Resuscitation (ILCOR)

Meet your MEP

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.

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).

90 EMERGENCY SERVICES

28 EUROPEAN COUNTRIES

200 MEPS FROM ALL POLITICAL GROUPS

DOWNLOAD THE POSITION PAPER

In pictures...

March in honour of terrorist attacks victims and emergency services

THE 3-DAY EVENT CONCLUDED WITH A MARCH IN HONOUR OF VICTIMS OF TERRORISM & IN SUPPORT OF EMERGENCY SERVICES

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
- **Lucie-Belle Dissirier**, representing Ministry of the Interior, France
- **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

In pictures...

List of participants

Last name	First name	Organisation	Country	Workshop											
				1	2	3	4	5	6	7	8	9	10	11	12
Albiac	Juliette	Fire Safe Europe	Belgium									✓			
Alevantis	Panagiotis	Haniotika Nea	Greece		✓		✓					✓			✓
Alvela	Katlin	Estonian Emergency Response Centre	Estonia	✓				✓				✓	✓		
Andreassen	Espen	Norwegian Police ICT Services	Norway			✓			✓	✓		✓			
Babic	Danica	Permanent Representation of Slovenia to the EU	Slovenia	✓				✓				✓		✓	
Baglieri	Salvatore	Google	Italy			✓			✓						
Bariona	Marioluca	Territorial Emergency Service 118	Italy			✓			✓			✓			✓
Behrens	Jens	Greater Copenhagen Fire Department	Denmark	✓						✓				✓	
Bergonzi	Luca	Beta 80	Italy	✓			✓			✓					✓
Bergstrom	Gunnar	SOS Alarm	Sweden					✓				✓			
Blay	Ludovic	VISOV	France		✓			✓				✓		✓	
Buckingham	Elton	Police Force	Malta		✓			✓		✓				✓	
Buffard	Delphine	Deveryware	France			✓			✓			✓	✓		

Last name	First name	Organisation	Country	Workshop											
				1	2	3	4	5	6	7	8	9	10	11	12
Carrasco de la Sierra	Jose Ramon	Region of Murcia	Spain						✓			✓			
Casse	Bertrand	Deveryware	France	✓			✓			✓				✓	
Chorvath	Matej	Ministry of the Interior	Slovakia	✓			✓			✓					
Christensen	Kurt	Greater Copenhagen Fire Department	Denmark			✓			✓	✓				✓	
Christofi	Christos	Cyprus Police	Cyprus	✓			✓				✓		✓		
Chwojka	Christof	Emergency Communication & Coordination Centre	Austria									✓			✓
Coupeau	Philippe	Systel	France		✓		✓			✓			✓		
Dabrowa	Pawel	The State University of Applied Sciences	Poland			✓			✓						✓
Dardel	Paul	AEDMAP	France		✓						✓				✓
Davcik	Borislav	Healt Center Dom zdravlja Subotica	Serbia		✓			✓			✓		✓		
del Rey	Diego	112 Murcia	Spain						✓					✓	
Delgado Molina	Sergio	Civil Protection	Spain										✓	✓	
Donnelly	Colum	AREU - Lombardy Emergency Medical Services region	Italy	✓				✓				✓		✓	

Last name	First name	Organisation	Country	Workshop											
				1	2	3	4	5	6	7	8	9	10	11	12
Fagan	Tim	Facebook	Ireland	✓				✓				✓		✓	
Fernandez Caballero	Jesus	Permanent Representation of Spain to the EU	Spain												
Fletcher	Mark	Avaya	USA			✓			✓		✓		✓		
Galichet	Olivier	Ministry of the Interior	France			✓			✓			✓			
Gislason	Tomas	112 Iceland	Iceland	✓					✓		✓				✓
Gloden	Jerome	Luxembourg Rescue Services Agency	Luxembourg			✓			✓	✓				✓	
Gutierrez Astilleros	Pablo	Telefonica	Spain		✓				✓		✓		✓		
Hagreize	Jop	VRT	Netherlands								✓				
Hines	Stephen	London Ambulance Service NHS Trust	UK	✓					✓		✓				✓
Hutton	Andrew	Unify	UK	✓			✓			✓			✓		
Jaksic Horvat	Kornelija	Health Center Dom zdravlja Subotica	Serbia		✓			✓			✓				✓
Joly	Corinne	Belgian Police	Belgium									✓		✓	
Jurevica	Elina	State Emergency Medical Service	Latvia		✓			✓				✓			✓

Last name	First name	Organisation	Country	Workshop											
				1	2	3	4	5	6	7	8	9	10	11	12
Kampichler	Wolfgang	Frequentis	Austria			✓	✓			✓			✓		
Kelly	Michael	ECAS	Ireland			✓			✓				✓		
Keogh	Raymond	National Police	Ireland	✓			✓				✓			✓	
Kette	Fulvio	Local Health Unit of Friuli Occidentale	Italy		✓		✓			✓					✓
Klusa	Dace	State Emergency Medical Service	Latvia		✓				✓		✓				✓
Kokarevics	Raimonds	Information Centre - Ministry of the Interior	Latvia	✓				✓		✓		✓		✓	
Kokic	Atila	Emergency Medical Services	Serbia								✓				
Kooy	Tom	Stan The CPR Network	Netherlands								✓				✓
Kovaļevskis	Andris	Information Centre - Ministry of the Interior	Latvia			✓			✓				✓		
Kunnasvuori	Martti	Emergency Response Center	Finland			✓	✓				✓		✓		
Lagadec	Patrick	Senior research scientist (retired) at the École polytchnique	France									✓			
Lajko	Nora	Emergency Medical Services	Serbia								✓				✓
Lambert	Guillaume	Ministry of the Interior	France						✓	✓			✓		

Last name	First name	Organisation	Country	Workshop 1	2	3	4	5	6	7	8	9	10	11	12
Lee	Fiona	Google	USA			✓			✓			✓		✓	
Lehti	Teemu	Emergency Response Center	Finland			✓	✓			✓			✓		
Liberal	Fidel	University of the Basque Country	Spain		✓		✓			✓				✓	
Maillefaud	David	Fire and rescue service - Vienne region	France		✓			✓				✓		✓	
Maroscikas	Tadas	Lithuanian Emergency Response Centre	Lithuania			✓			✓	✓			✓		
Martins	Carlos	Police of Public Safety	Portugal							✓				✓	
McBride	Freddie	European Communications Office	Ireland	✓						✓			✓		
Medland	John	BT PSAP	UK			✓			✓	✓			✓		
Mene	Francis	Specialist in national and civil safety (Retired)	France			✓			✓			✓		✓	
Mertka	William	HUAWEI	USA							✓			✓		
Meskens	Freddy	Federal Police	Belgium	✓			✓			✓				✓	
Moynihan	Ciaran	BT ECAS	Ireland	✓						✓					
Nieminen	Marko	Emergency Response Center	Finland		✓			✓				✓		✓	

Last name	First name	Organisation	Country	Workshop											
				1	2	3	4	5	6	7	8	9	10	11	12
Nuessler	Dieter	F-E-U	Germany					✓				✓		✓	
O'Brien	Gerry	National Police	Ireland			✓			✓			✓	✓		
Padar	Tibor	Hungarian National Police HQ	Hungary		✓			✓				✓		✓	
Palkavniece	Inta	State fire & rescue service	Latvia		✓			✓				✓		✓	
Pereira	Paulo	ANACOM	Portugal	✓					✓			✓			
Pyrros	Demetrios	Emergency Medical Services	Greece		✓				✓			✓			✓
Rata	Daniel	Special Telecommunications Service	Romania	✓			✓			✓			✓		
Rodriguez	Eric	SDIS13 - Fire & Rescue Service of Bouches-du-Rhone	France		✓			✓			✓			✓	
Rodriguez Fernandez	Jose Maria	112 Madrid	Spain												
Rooke	Andy	ERTICO	UK	✓											
Rossini	Carolina	Facebook	USA			✓		✓				✓	✓		
Schmidtpott	Henning	Emergency Control Center Freiburg	Germany			✓			✓	✓			✓		
Schuh	Christopher	Luxembourg Rescue Services Agency	Luxembourg	✓				✓				✓			✓

Last name	First name	Organisation	Country	Workshop											
				1	2	3	4	5	6	7	8	9	10	11	12
Seguret	Frederic	Secourisme.net	France		✓			✓				✓			✓
Skoglund	Bjorn	SOS Alarm	Sweden	✓					✓	✓				✓	
Smet	Dany										✓				
Smolders	Spencer	Fire department of Brussels	Belgium			✓						✓		✓	
Softic	Mirnesa	Ministry of Security	Bosnia & Herzegovina			✓		✓				✓		✓	
Spevec	Davor	National Protection and Rescue Directorate	Croatia	✓			✓					✓		✓	
Stevens	Yves	National Crisis center	Belgium									✓			
Suarez	Monica	Voxbone	Belgium	✓			✓			✓			✓		
Suarez Torres	Jorge	Generalitat Valenciana	Spain			✓		✓				✓		✓	
Tamm	Kaili	Emergency Response Center	Estonia			✓			✓	✓					✓
Tavcar	Bostjan	Administration for Civil Protection and Disaster Relief	Slovenia	✓			✓			✓			✓		
Tondorf	Volker	Organisation for the Promotion of Social Media & Technology in Civil Protection	Germany			✓		✓				✓		✓	
Tymen	Marina	VISOV	France			✓		✓				✓		✓	

Last name	First name	Organisation	Country	Workshop 1	2	3	4	5	6	7	8	9	10	11	12
Urbanek	Jan	General Directorate of Fire and Rescue Service	Czechia	✔						✔			✔		
Valls Estefanell	Marc	Unblur	Spain		✔			✔			✔		✔		
van Alphen	Willem	National Police	Netherlands	✔			✔					✔		✔	
Van Riet	Greet	Police	Belgium			✔			✔	✔					✔
Vande Kerkhof	Nico	Emergency zone of Noorden Limburg	Belgium								✔				
Velchev	Stiliyan	National System 112, PSAP Ruse	Bulgaria			✔			✔	✔			✔		
Voisard	Daniel	OFCOM/BAKOM	Switzerland			✔	✔			✔					
Winterbottom	James	EENA Technical Committee	Australia			✔	✔			✔					✔
Zagwijn	Martijn	Brandweer Twente	Netherlands	✔											
Zamarro	Alfonso	Unblur	Spain		✔		✔					✔	✔		
Zeinstra	Jan	Astrid	Belgium			✔			✔						

The events were organised with the valuable support of...

This report provides a summary of the EENA Members Workshop and Meet Your MEP events and is by no means exhaustive.

For further information, please visit our website at www.eena.org.

Do you have questions or comments? Contact Petros Kremonas at pk@eena.org.