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EVENT'S SOCIAL MEDIA CAMPAIGN IS THE  
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AWARDS 2018 FOR "BEST USE OF  
SOCIAL MEDIA" DRIVING CHANGE.

# 2017 REPORT | UPDATE 2

## 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...

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## • 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

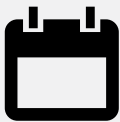
emergency response and provide them with recommendations on improving citizens safety.

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 UNDERTAKEN BY EENA ON:**



**1<sup>ST</sup> UPDATE**  
**1 MARCH 2018**



**2<sup>ND</sup> UPDATE**  
**27 SEPTEMBER 2018**  
**01 OCTOBER 2018**



**3<sup>RD</sup> UPDATE**  
**27 FEBRUARY 2019**

NB: This is the second update of the progress of EENA regarding the next steps agreed during all the workshops. On 20 September 2018, EENA held the first EENA Drones & Public Safety Summit in Brussels. This was a result of the EENA Members Workshop 2017, and specifically the workshop on drones. As a result, this update comes with a delay of 2 working days to accommodate for this addition. Should you wish to access the [first update](#) to our members, or [the original report](#), you can do so by visiting the EENA website at [www.eena.org](http://www.eena.org).

# • Programme overview •

## DAY 1

AM

PM

Introduction		
eCall & TPS eCall remaining issues	Start-up programme & 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.



**Cristina Lumbreras**

MODERATOR

**Luca Bergonzi**

CO-CHAIR

**Andy Rooke**

CO-CHAIR

**Alexis Gizikis**

CO-CHAIR

## SPEAKERS



## 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	<ul style="list-style-type: none"><li>More information about what will happen when 2G and 3G will not be available is needed.</li><li>Work on NG112 has to speed up.</li></ul>
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
<b>Agreements between TPSPs and PSAPs</b>	<ul style="list-style-type: none"> <li>To standardise and centralise</li> </ul>	<ul style="list-style-type: none"> <li>Public authorities</li> </ul>
<b>Quality certification</b>	<ul style="list-style-type: none"> <li>To continue with the certification</li> <li>Public authorities have to support EENA on this</li> </ul>	<ul style="list-style-type: none"> <li>EENA</li> <li>Public authorities</li> </ul>
<b>Blockage of TPS eCall</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>Public authorities</li> <li>TPSP</li> </ul>
<b>Revisit EN16102. Standardised communication between TPSPs and PSAPs</b>	<ul style="list-style-type: none"> <li>Mandatory link between voice and data</li> <li>Direct connection from the PSAP to the vehicle</li> <li>Define what is a recognised TPSP</li> </ul>	<ul style="list-style-type: none"> <li>CEN</li> <li>Public authorities (be more involved in standardisation process)</li> </ul>

## Next steps for EENA

### WORKING GROUP

Start a working group on 112 eCall open issues

Update

The [eCall open issues document](#) was published.

This document has been done by the EENA Tech & Ops Committee.

### CERTIFICATION PROGRAMME

Continue with the TPSP certification programme.

Update

The certification programme is up-and-running, with the [first company certified](#).

### INVOLVEMENT IN STANDARDISATION

Continue to be involved in standardisation procedure.

Inform all EENA PSAP members how they can join standardisation group.

Update

EENA is following-up the CEN TC278 WG 15 work on eCall.

# 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	<ul style="list-style-type: none"><li>• Implement Innovation processes within Emergency Response Organisations; including experimentation to understand who is the end user</li><li>• Define guidelines for presenting innovation to Public Administration</li><li>• Involve integrators to be able to overcome tech challenges in critical systems (triple collaboration: startups, corporations &amp; emergency services).</li><li>• Define reference template agreements for innovation, covering confidentiality, responsibility of all parties, Intellectual Property in a simple way</li><li>• Define guidelines to ensure continuity of service once/if startup disappears / is absorbed by some other entity (e.g. work with standards)</li></ul>	<ul style="list-style-type: none"><li>• Public authorities</li><li>• Startups</li><li>• Integrators</li></ul>
Funding	<p>In the field of Public Safety, disseminate information of:</p> <ul style="list-style-type: none"><li>• Funding and other resources available for new startups and new projects</li><li>• Public Private Partnership opportunities</li></ul>	<ul style="list-style-type: none"><li>• Public authorities</li><li>• Corporations</li></ul>

Item	Action	Stakeholder
<b>Information repository</b>	Maintain and disseminate information of: <ul style="list-style-type: none"> <li>• Emergency services willing and available to cooperate with startups</li> <li>• Roadmap of what emergency services will demand/need in the following years</li> <li>• Accelerators and incubators to collaborate with</li> <li>• Volunteer organisations that may benefit from similar support</li> </ul>	<ul style="list-style-type: none"> <li>• EENA</li> <li>• Public authorities</li> </ul>
<b>Confidentiality</b>	<ul style="list-style-type: none"> <li>• Define guidelines and templates to handle confidentiality, interoperability with other critical ICT systems, cyber security, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Public &amp; European authorities</li> </ul>
<b>Visibility</b>	<ul style="list-style-type: none"> <li>• Provide visibility to startups in public safety specific events (i.e. EENA events)</li> </ul>	<ul style="list-style-type: none"> <li>• EENA</li> </ul>

## Next steps for EENA •

### START-UP PROGRAMME

Run the CrisisTech programme and report back to EENA members on the progress with dedicated communications.

#### Update

The programme was **launched** on 29/30 of January in Brussels, Belgium.

### DEDICATED SPACES

Dedicated space for start-ups:

- EENA will provide a platform for start-ups to present their ideas and vision, including in EENA events.

#### Update

Start-ups have been invited to the EENA Conference 2018 under special terms to maximise their benefit. CrisisTech start-ups have also been invited under privileged terms to dedicated events, such as the EENA Drones & Public Safety Summit, and networking events. Moreover, the start-ups are ongoingly notified about opportunities via dedicated communications.

### SHARING OF OUTPUTS

Share programme results to the EENA community:

- EENA will provide results and lessons learned for others to use and benefit from. Depending on the programme, the output can be in the form of a white paper, webinar, video presentation, or other in order to best fit the programme's results.

#### Update

Pending for a later stage of the CrisisTech programme (after finalisation of 1 calendar year). In the meantime, any important results or news are shared with the entire EENA community via dedicated communications.

# 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.

**Gary Machado**

MODERATOR

**Fiona Lee**

CO-CHAIR

**Tadas Maroscikas**

CO-CHAIR

**Kaili Tamm**

CO-CHAIR

## SPEAKERS



## Requirements

Item	Action	Stakeholder
Consistency of AML location & network Cell-ID location	Use both locations indicated if network or handset-based (and subset)	<i>Requirements defined in 2017</i>
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	<ul style="list-style-type: none"> <li>Not needed when making an emergency call.</li> <li>No possibility to opt out.</li> </ul>	
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	<ul style="list-style-type: none"> <li>Deploy AML</li> <li>AML message sent only in AML ready countries based on MCC only or MNC/MCC</li> </ul>
Public authority	<ul style="list-style-type: none"> <li>Be able to receive AML SMS and Data SMS</li> <li>Get in touch with OS providers directly</li> <li>Ask MNOs to get in touch with OS providers</li> </ul>
MNO	<ul style="list-style-type: none"> <li>Carry SMS free of charge</li> </ul>
National Telecom Regulatory Authority	<ul style="list-style-type: none"> <li>Ask MNOs to get in touch with OS providers</li> </ul>

## 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	<ul style="list-style-type: none"> <li>Discuss with EENA and national authorities ways to adapt any government legislation.</li> <li>Take into account upcoming EU legislation mandating the use of handset-based location.</li> </ul>	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 •

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## PUBLICATION

EENA to publish the updated requirements and recommendations.

Update:

This will be part of the upcoming ETSI Standard.

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## APPLE

EENA to continue engaging with Apple and ensure compatibility with AML.

Update:

This has been done. Apple announced the deployment of AML in **January 2018**.

---

## PROMOTION

EENA to continue promoting AML to more countries.

Update:

Ongoing and done daily.

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## EU LEGISLATION

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

Update:

This is being done and followed very carefully. The formal vote on the legislation is scheduled to take place on the 13 November at the European Parliament.

# 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.

**Cristina Lumbreras**

MODERATOR

**Wolfgang Kampichler**

CO-CHAIR

**Fidel Liberal**

CO-CHAIR

**Andy Hutton**

CO-CHAIR

## SPEAKERS



## Recommendations

Item	Action	Stakeholder
Communication	Communicate about NG112 components	Technology providers
Communication	Why NG112 should be deployed now: <ul style="list-style-type: none"><li>Highlight the risk of proprietary solutions</li><li>Highlight technological neutrality</li><li>Some aspects of the concept are still not clear</li></ul>	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 •

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## PLUGTESTS EVENT

3rd edition of the plugtest event

Update:

The 3<sup>rd</sup> edition of the NG112 Plugtest will take place from 28th January to 1st of February 2019

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## STANDARDISATION

Finalise standardisation work inside ETSI

Update:

Slow organisational process but ongoing. Publication date is planned for February 2019.

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## STANDARDS PROMOTION

Promote the use of ETSI Standards once they have been published

Update:

Provisioned and will be done.

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## WEBINAR

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

Update:

The webinar about the NG112 concept took place in March 2018.

# 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

**Volker Tondorf**

CO-CHAIR

**Alexis Gizikis**

CO-CHAIR

## SPEAKERS



## Recommendations

Item	Action	Stakeholder
<b>Strategy</b>	<ul style="list-style-type: none"> <li>Allocate resources within the communications team for SMEM, and maintain a presence in Social Media</li> <li>Define &amp; 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.</li> <li>Indicate clearly which are the reference accounts to follow in crisis situations</li> <li>Study the collaboration with third party organisations (i.e., digital volunteers under specific agreements), and cross-border cooperation</li> </ul>	<ul style="list-style-type: none"> <li>Emergency services</li> <li>Crisis centres</li> </ul>
<b>Dissemination</b>	<ul style="list-style-type: none"> <li>Share best practices and case studies</li> <li>Provide information about what internet companies can provide to emergency services and citizens / travellers</li> <li>Work with « Influencers » to amplify key messages (as education / prevention and in emergency situations)</li> </ul>	<ul style="list-style-type: none"> <li>EENA</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>Train the use of social media in drills and exercises with other emergency agencies. Include training in international cooperation.</li> <li>Provide guidelines on how to train people in the use of Social Media</li> <li>Provide guidelines and template agreements for collaboration between emergency services and digital volunteers</li> </ul>	<ul style="list-style-type: none"> <li>Emergency services</li> <li>Digital volunteers</li> </ul>

Item	Action	Stakeholder
Tools	<ul style="list-style-type: none"> <li>Provide tools for the integration of social media channels into PSAP / Crisis Centre operations, for incident detection, information retrieval, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Social media companies</li> <li>Integrators</li> </ul>
Innovation	<ul style="list-style-type: none"> <li>Look into new channels used more often by younger people (other than Facebook and Twitter)</li> <li>Drive the development of new tools, and possibly work with private companies for testing new tools.</li> <li>Analyse the challenges, such as the dissemination of hoaxes and rumours through Whatsapp and other apps.</li> </ul>	<ul style="list-style-type: none"> <li>Emergency services</li> <li>Social media companies</li> <li>Integrators</li> </ul>

## Next steps for EENA

### WEBINARS

Webinars on Social Media in Emergency Management for sharing best practices.

#### Update:

- A first webinar took place on 16 January 2018
- EENA will continue organising dedicated webinars to share with the EENA community best practices and experiences.

### DOCUMENTS & RESOURCES

Share best practices and facilitate knowledge sharing with dedicated resources.

#### Update:

- Following the EENA Members Workshop, EENA has already published the following documents on SMEM:
- Crisis communications & social media
  - Internet companies and public safety
  - Social Media in Emergency Management – Meet VOST

# 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).

**Gary Machado**

MODERATOR

**Salvatore Baglieri**

CO-CHAIR

**John Medland**

CO-CHAIR

## SPEAKERS



## 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	<ul style="list-style-type: none"><li>• HTTPS only (MSISDN limitation) ? Use of HTTPS not recommended until MSISDN issue is solved.</li><li>• HTTPS can be used along with SMS</li></ul>
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
<b>Altitude</b>	<ul style="list-style-type: none"> <li>• Metres above WGS84 reference</li> <li>• PSAP adaptations; "raw" message as interim solution before GIS adapted?</li> </ul>
<b>Altitude accuracy &amp; level of confidence</b>	<ul style="list-style-type: none"> <li>• Include an accuracy level (equivalent to radius of circle for lat and long)</li> <li>• Have a minimum level of confidence of 68%</li> </ul>
<b>Emergency number used to trigger the AML message</b>	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.
<b>Source of Information</b>	Identify the source software providing AML location, to help diagnose any problems with locations, e.g. AEL101 or Fruit Company OS v3.2.
<b>Positioning method</b>	Add "U "for unknown (in addition to G, W, C and N) to cover cases where dominant location mechanism not clear.
<b>Floor number</b>	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.
<b>Voice or SMS</b>	Type of emergency initiated by caller (could be "V" or "S")
<b>Others</b>	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
<b>HTTPS</b>	<ul style="list-style-type: none"> <li>• Wait for the MSISDN issue to be solved by Google</li> <li>• Matching can be based on IMSI-numbers, if available on voice network</li> </ul>	PSAPs
<b>Roaming</b>	<ul style="list-style-type: none"> <li>• Countries to set up a long number.</li> <li>• AML/Roaming to be activated country by country</li> </ul>	PSAPs

# Next steps for EENA •

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## V2 PUBLICATION

Agree on and publish a V2.

Update:

This will be done by the ETSI Standard.

## ETSI STANDARDISATION

Coordination with ETSI for standardisation of V2.

Update:

This is being done and led by Cristina Lumbreras and John Medland.

## ALTITUDE

Start explaining the use of altitude / training.

Update:

Remains to be done.

---

## STATUS UPDATES

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

Update:

Pending. This will be done by December 2018.

## BEST PRACTICES

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

Update:

Pending. This is provisionally planned with a deadline of March 2019.

# 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.

**Cristina Lumbreras**

MODERATOR

**James Winterbottom**

CO-CHAIR

**Bertrand Casse**

CO-CHAIR

**Luca Bergonzi**

CO-CHAIR

## SPEAKERS



## 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	<ul style="list-style-type: none"><li>Live implementation – in parallel in different countries</li><li>Interconnection between countries will be done at the same time</li></ul>	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 •

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## DOCUMENT

Publish implementation document.

Update:

An [implementation project has been launched](#). A document with the project results will be shared at the end of it.

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## ETSI

Continue work with ETSI.

Update:

The [ETSI Standard on PEMEA](#) has been published.

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## TASK FORCE

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

Update:

This is ongoing in the framework of the implementation project.

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## PROMOTION

Continue PEMEA promotion and the Apps WG.

Update:

Ongoing. Indicatively, a dedicated PEMEA session during the EENA Conference 2018 was done; the PEMEA implementation project was launched.

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## PARTNERSHIPS

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

Update:

Ongoing

# 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

**Eric Rodriguez**

CO-CHAIR

**Alexis Gizikis**

CO-CHAIR

## SPEAKERS



## Recommendations

Item	Action	Stakeholder
Legal framework	Harmonisation of regulations, including: <ul style="list-style-type: none"><li>• Consideration of drones as an Emergency Vehicle, with a critical classification and special identification</li><li>• Push for special categories and exemptions for the use of drones in Public Safety to overcome current restrictions</li></ul>	European Authorities
Standardisation	Develop standards for drone operations and training in the field of public safety and security, and involve all relevant stakeholders.	<ul style="list-style-type: none"><li>• Standardisation bodies</li><li>• Public authorities</li><li>• Technology providers</li></ul>
Training	<ul style="list-style-type: none"><li>• Provide training materials for organisations considering adopting a drone programme, including self-assessment checklists.</li><li>• Carry out joint exercises with multiple emergency services using drones</li></ul>	<ul style="list-style-type: none"><li>• Public authorities</li><li>• Technology providers</li></ul>

Item	Action	Stakeholder
<b>Testing</b>	Collaborate with manufacturers to: <ul style="list-style-type: none"> <li>• Test hardware, software and tactical approach</li> <li>• Run pilot projects to test new technologies in the field</li> </ul>	<ul style="list-style-type: none"> <li>• Public authorities</li> <li>• Technology providers</li> </ul>
<b>Information Repository</b>	<ul style="list-style-type: none"> <li>• Provide an access point to international examples of SOPs, drone-programme implementation documents, training procedures, use cases etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Public authorities</li> <li>• EENA</li> </ul>
<b>Innovation</b>	<ul style="list-style-type: none"> <li>• Work with drone-shield providers / users to define use cases for emergency drones to be excluded</li> <li>• Study new use cases for drone use.</li> </ul>	<ul style="list-style-type: none"> <li>• Public authorities</li> <li>• Technology providers</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>• Enforce collaboration with law enforcement organisations to stop non-emergency civilian drones (including media drones) flying while emergency aircrafts are flying</li> </ul>	<ul style="list-style-type: none"> <li>• Public authorities</li> </ul>

## Next steps for EENA •

### GUIDELINES

Create a guidelines for public authorities considering using drones:

- List training materials and key contacts
- Develop checklist

Update:

See Next Steps "Working Group" & "Additional"

### WORKING GROUP

Keep an active EENA Working Group:

1. Follow-up & disseminate information on regulation
2. Follow-up & disseminate standardisation efforts for operations & training.
3. Disseminate good examples of use cases, best practices & success stories via webpage.
4. Produce new documents and hold thematic webinars
5. Run collaboration project with emergency services and technology providers to test

Update:

Points 1 to 4: Ongoing & see Next Steps "Working Group" & "Additional".  
Point 5: Publication in September 2018 of a [study on drone efficacy](#) evaluating the impact of drones for locating lost persons in search and rescue events. It shows that drones help search and rescue teams find victims faster but also that new standards, tactics and protocols have to be prepared.

### SELF-ASSESSMENT/ CERTIFICATION

Consider the creation of a drone expert self assessment / certification:

Update:

Not provisioned for 2018.

### ADDITIONAL (NOT PREVIOUSLY PLANNED)

1st [Summit on drones and public safety](#) (20/09/2018, Brussels).

Main topics discussed:

- How emergency and rescue services are using drones in Europe
- Integrating drones in the information systems of control rooms
- How to train emergency and rescue services
- Technologies available to ensure the best use of drones
- The latest updates on drone EU legislation

### EMERGENCY SERVICES EXEMPTIONS

Lobbying for emergency services exemptions

- Harmonised regulations with provisions for emergency operations.
- Categorisation and identification of drones

Update:

See next steps "Working Group" & "Additional"

# 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.

**Jérôme Pâris**

MODERATOR

**Patrick Lagadec**

CO-CHAIR

**Yves Stevens**

CO-CHAIR

## SPEAKERS



## Requirements

Item	Action	Stakeholder
<b>Mindset</b>	<ul style="list-style-type: none"> <li>State the decisive importance of out-of-the box surprises – «Our essential area of responsibility is the unknown».</li> <li>Participate in specific mind-opening sessions on unconventional challenges and surprises</li> <li>Make sure senior staff participates to specific mind-opening sessions on unconventional challenges and surprises</li> </ul>	Strategic leaders
<b>Expertise</b>	<ul style="list-style-type: none"> <li>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</li> </ul>	Strategic leaders
<b>Training &amp; exercises</b>	<ul style="list-style-type: none"> <li>Be prepared to deal with essential surprises</li> <li>Be prepared to deal with their Rapid Reflection Force</li> </ul>	Strategic leaders
<b>Training and exercises</b>	<ul style="list-style-type: none"> <li>Set up trainings for Ministries' and emergency services' crisis communication staff to be prepared on how to react when they face unconventional crises</li> <li>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</li> </ul>	Public authorities

Item	Action	Stakeholder
<b>Procedures</b>	<ul style="list-style-type: none"> <li>Define a clear single procedure: <ul style="list-style-type: none"> <li>✓ Who should communicate?</li> <li>✓ Which channel should be used?</li> <li>✓ Clear message</li> <li>✓ No validation by Minister/Mayor or any top leader</li> <li>✓ Clear mandate given to the crisis communication team</li> </ul> </li> <li>Checklists.</li> </ul>	Public authorities
<b>Means to reach the population</b>	<ul style="list-style-type: none"> <li>Make a set of tools available for Ministries' and emergency services' crisis communication staff that they can use in a crisis</li> <li>e.g. localised SMS/cellbroadcast, app, VOST, radio/TV partnerships ...etc</li> <li>Have in advance prepared messages that authorities could directly use.</li> <li>Take into account multilingualism.</li> <li>Public authorities should rely on local partners.</li> </ul>	Public authorities
<b>Social Media</b>	<ul style="list-style-type: none"> <li>Set-up Virtual Operations Support Teams/Partner with existing ones</li> <li>Define which public authority/emergency service should take the lead in case of a crisis, depending on the type of crisis</li> </ul>	Public authorities
<b>Training</b>	<ul style="list-style-type: none"> <li>Be trained to quickly react to the unknown = no automatic reaction</li> </ul>	Emergency services
<b>Means to reach the population</b>	<ul style="list-style-type: none"> <li>Have a defined strategy on how to use the crisis communication toolkit</li> <li>e.g. very short chain of command, use third-parties (social media, press) to relay verified information</li> <li>Adapt to new ways of communications and different types of citizens</li> </ul>	Emergency services
<b>Social media</b>	<ul style="list-style-type: none"> <li>Be present on social media (Twitter/Facebook) before any crisis occurs</li> </ul>	Emergency services

## Next steps for EENA •

### DOCUMENT

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

#### Update:

Done, several documents:

- **Crisis Communications**
- **VOST teams**

### ADVOCACY

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

#### Update:

In June 2018, the European Parliament, the Council and

the European Commission reached an agreement on these aspects of the European Electronic Communications Code (EECC), marking a massive step forward for public safety: the deployment of a Reverse 112 system (warning the public of threats) will be mandatory in all EU countries within 3 years.

[More info here.](#)

# 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

**Pablo Gutierrez Astilleros**

CO-CHAIR

**Bill Mertka**

CO-CHAIR

**Alexis Gizikis**

CO-CHAIR

## SPEAKERS



## Recommendations

Item	Action	Stakeholder
<b>Risk assessment plan</b>	<ul style="list-style-type: none"><li>Consider cybersecurity at the general risk assessment plan</li><li>Include template, latest standards and checklists</li><li>Involve all stakeholders</li></ul>	Public authorities
<b>People</b>	<ul style="list-style-type: none"><li>Have a person responsible for cybersecurity</li><li>Internal training</li><li>Include the human behavior in the risk assessment plan</li></ul>	Public authorities
<b>Testing</b>	<ul style="list-style-type: none"><li>Perform penetration testing and include social media</li></ul>	Public authorities
<b>Technology</b>	<ul style="list-style-type: none"><li>Consider the inevitable need for internet connection in the future</li><li>Use reference to standard architectures</li><li>Consider the use of call identity</li></ul>	Public authorities & vendors
<b>Tenders</b>	<ul style="list-style-type: none"><li>Consider security in tenders</li><li>Ensure your vendor adheres to standards including their employee standards</li></ul>	Public authorities
<b>Contingency plans</b>	<ul style="list-style-type: none"><li>Make sure there is a plan in case of attack (include Telephony DoS)</li><li>Describe protocols and procedures to be followed in case of attack</li></ul>	Public authorities

# Next steps for EENA •

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## WORKING GROUP

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

Update:  
Ongoing

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## DOCUMENT

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

Update:  
The document was published in June 2018.

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## EENA CONFERENCE

Include Cybersecurity in the EENA Conference programme.

Update:  
This has been done.

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## WHO-IS-WHO DOCUMENT

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

Update:  
Provisioned and pending.

# 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.

**Iratxe Gomez**

MODERATOR

**Volker Tondorf**

CO-CHAIR

**Marina Tymen**

CO-CHAIR

## SPEAKERS



## Recommendations

Item	Action	Stakeholder
Collaboration	<ul style="list-style-type: none"> <li>• Setup a « Code of Conduct » for digital volunteers</li> <li>• Develop guidelines and templates for collaboration between emergency services and Digital Volunteers.</li> <li>• Be aware of the fact that a legal framework could be counter-productive in this quite new field</li> </ul>	<ul style="list-style-type: none"> <li>• Public authorities</li> <li>• VOST</li> </ul>
Tools	<ul style="list-style-type: none"> <li>• Benchmark of existing and new tools that could help VOSTs at their work, and consider this as a task for the EENA SMEM workgroup.</li> </ul>	<ul style="list-style-type: none"> <li>• Industry</li> <li>• Researchers</li> <li>• EENA</li> </ul>
Information repository	Provide a space to collect information about: <ul style="list-style-type: none"> <li>• Existing organisations and their basic functioning</li> <li>• Agreement templates / models</li> <li>• Best practices and checklists</li> </ul>	<ul style="list-style-type: none"> <li>• Public authorities</li> <li>• VOST</li> <li>• EENA</li> </ul>
Insurance	<ul style="list-style-type: none"> <li>• Have digital volunteers insured, either as part of the bigger organisation they are associated with, or as an independent organisation.</li> <li>• Include the figure of digital volunteers in civil protection-specific insurance policies</li> </ul>	<ul style="list-style-type: none"> <li>• Insurance companies</li> <li>• Public authorities</li> </ul>
Security	<ul style="list-style-type: none"> <li>• Analyse cybersecurity aspects that could affect the work of digital volunteers, search for tools to minimize that issue</li> </ul>	<ul style="list-style-type: none"> <li>• VOST</li> <li>• Researchers</li> </ul>
Networking	<ul style="list-style-type: none"> <li>• Make sure that digital volunteers are active in the EENA SMEM working group</li> </ul>	<ul style="list-style-type: none"> <li>• EENA</li> <li>• VOST</li> </ul>

# 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

Update:

Done. The document has been **published in December 2017**.

## GUIDELINES

Publish guidelines for the creation of new VOST teams:

- Provide a checklist for setting up new organisations, considering the different models.

Update:

Done. Part of the document **published in December 2017**.

## 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.

Update:

This is ongoing. EENA is always available to assist with the creation of new VOST teams by sharing knowledge & expertise, e.g. via **dedicated documents and resources**.

## 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

Update:

Instead of a working group, EENA will facilitate sharing between VOST teams on an ad-hoc basis with dedicated webinars, documents, and so on, depending on opportunities and new trends.

# 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
<b>Legislation</b>	<ul style="list-style-type: none"> <li>Make sure that anyone is allowed to use AEDs.</li> </ul>	Public authorities
<b>AED provision</b>	<ul style="list-style-type: none"> <li>Make AED provision mandatory in public locations, at least in locations with presumably high incidences of cardiac arrest and remote isolated areas.</li> <li>Clarify who pays what e.g. battery when AED has been used</li> </ul>	Public authorities
<b>AED location</b>	<ul style="list-style-type: none"> <li>Define guidelines on how to optimize AED placement, based on emergency services data related to cardiac arrests locations and/or based on mathematical models</li> <li>Create and maintain a public database where AED owners and emergency services can share the location of AEDs</li> <li>Make provision of AED location information into a public database mandatory for AED owners</li> </ul>	Public authorities
<b>AED maintenance</b>	<ul style="list-style-type: none"> <li>Define strict guidelines for maintenance of AEDs</li> <li>Make sure AED owners keep emergency services informed on availability of their AEDs and their good functioning</li> </ul>	Public authorities
<b>Use of AEDs</b>	<ul style="list-style-type: none"> <li>Promote the ability of anyone to use AEDs</li> </ul>	Public authorities
<b>AED location</b>	<ul style="list-style-type: none"> <li>Make the location of their AEDs public (online database accessible by emergency services at least)</li> </ul>	AED owners
<b>AED availability</b>	<ul style="list-style-type: none"> <li>Make sure their AEDs are always operational and current</li> <li>Keep emergency services informed on when their AEDs are available.</li> <li>Keep emergency services informed on the good functioning of their AED.</li> </ul>	AED owners

Item	Action	Stakeholder
<b>AED location</b>	<ul style="list-style-type: none"> <li>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)</li> </ul>	Emergency services
<b>Caller location</b>	<ul style="list-style-type: none"> <li>Make sure to have the most accurate caller location as possible (so that the closest AED can be used)</li> </ul>	Emergency services
<b>Use of AED</b>	<ul style="list-style-type: none"> <li>Ability to explain to the caller how to use the AED and how to perform CPR</li> <li>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</li> </ul>	Emergency services
<b>AED Map</b>	<ul style="list-style-type: none"> <li>Integration of AED mapping in the GIS/CAD or Access to cloud based AED map</li> <li>Feed the AED map</li> </ul>	Emergency services
<b>Sourcing</b>	<ul style="list-style-type: none"> <li>Provide reliable AED mapping</li> <li>Allow emergency services to feed the map</li> </ul>	AED Mapping companies/ Apps
<b>Supervision</b>	<ul style="list-style-type: none"> <li>Provide a mapping (location, AED working) that is always up-to-date (reliability)</li> <li>Make the map dynamic so that emergency services can update the map when AED has been used, AED missing...</li> </ul>	AED Mapping companies/ Apps
<b>Location</b>	<ul style="list-style-type: none"> <li>All AEDs to be able to geo-locate themselves and share their location with the online database accessible by emergency services</li> </ul>	AED manufacturers
<b>Supervision</b>	<ul style="list-style-type: none"> <li>AEDs to provide status of the machine (operational, need maintenance...etc)</li> <li>Manufacturers to follow guidelines defined by public authorities</li> </ul>	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.

#### Update:

EENA Document on [AED Mapping & Emergency Response](#) published in May 2018. Scientific paper is being prepared.

### PROMOTION

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

#### Update:

EENA Document on "AED Mapping & Emergency response" sent to all EENA members in May 2018. Moreover, AED mapping session included in the programme of the annual EENA Conference held on 25-27 April 2018.

### EU LEVEL

Raise the AED mapping issue at EU-level.

#### Update:

Ongoing. EENA has started identifying key players in the field.

### ISSUE TO MANUFACTURERS

Raise mapping issue to AED manufacturers

#### Update:

Pending to be done.

### ERC & ILCOR

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

#### Update:

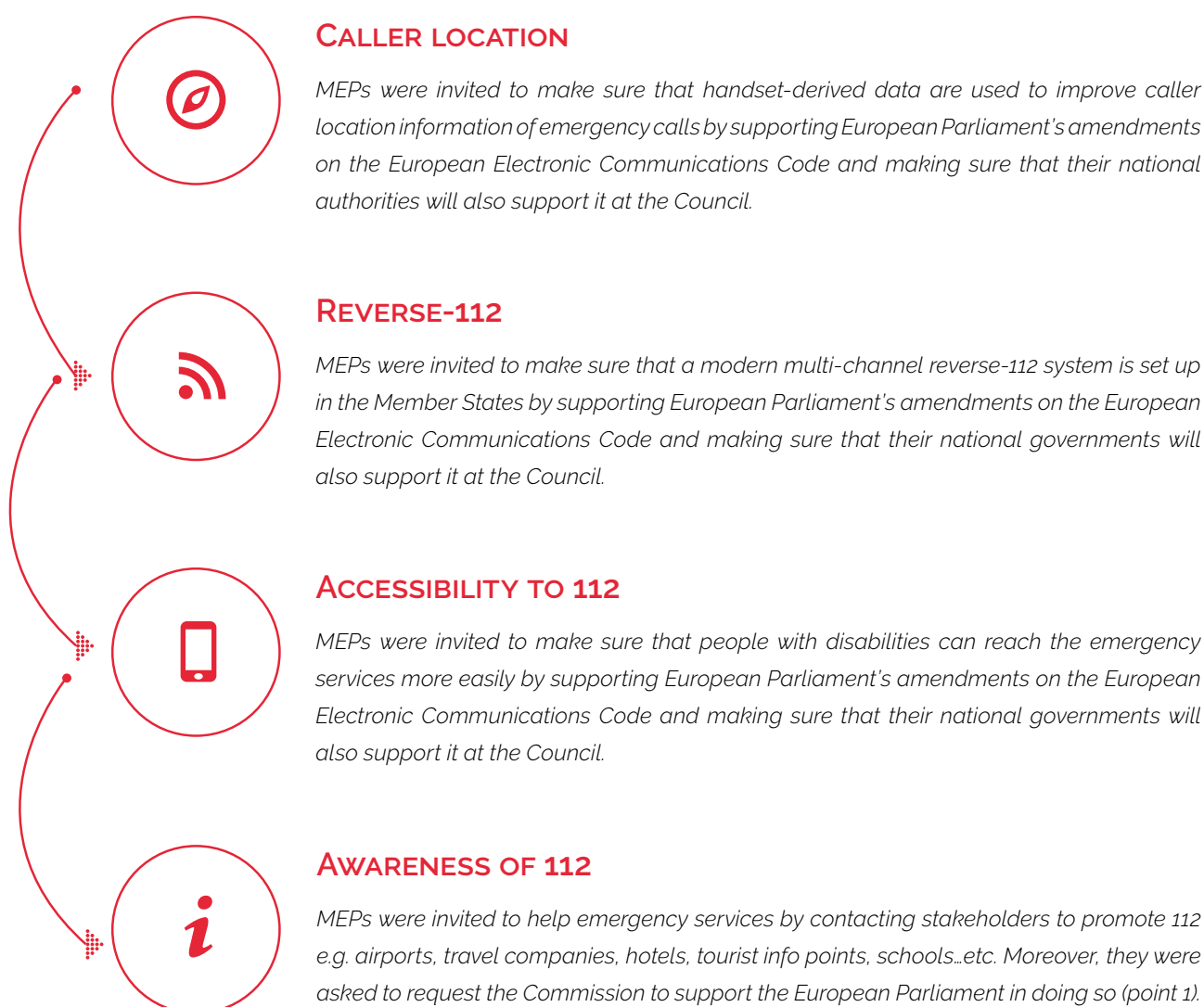
Pending to be done.

# 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:**



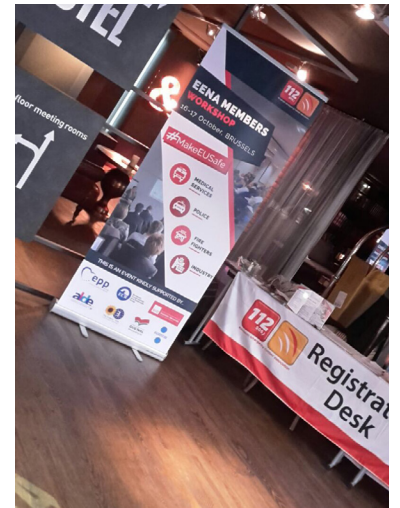
**90**  
EMERGENCY  
SERVICES

**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.

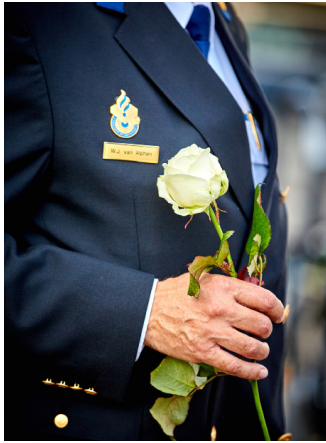
The march started outside the Council of the European Union and concluded at the Memorial To Victims of Terrorism, located in the European headquarters in the Belgian capital.

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 JOINED 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...



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

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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](http://www.eena.org).

Do you have questions or comments? Contact Petros Kremonas at [pk@eena.org](mailto:pk@eena.org).



european emergency number association