MEETING OF MINISTERS RESPONSIBLE FOR OEA/Ser.K/XLIX

PUBLIC SECURITY IN THE AMERICAS (MISPA) GTS/SES/doc.2/21 Rev.1

4 May 2021

First Meeting of the Subsidiary Technical Group Original: Spanish

on Emergency and Security Systems

May 6 and 7, 2021

Washington, D.C.

**DRAFT SCHEDULE**

(Presented by the Chair)

**THURSDAY, MAY 6**

2:00 – 2:30 p.m. Participants connect

2:30 – 2:45 p.m. **OPENING SESSION**

1. Remarks by the Director General of the ECU-911 Integrated Security Service, Mr. Juan Zapata
2. Remarks by the Acting Director of the OAS Department of Public Security (DPS), Guillermo Moncayo
3. Remarks by the Permanent Representative of Ecuador to the OAS, Ambassador Carlos Játiva Naranjo

2:45 – 3:00 p.m. **INTRODUCTORY SESSION**

1. Adoption of the Draft Schedule
2. Report from the Department of Public Security

3:00 – 4:00 p.m. **PANEL 1: Presentation of the Guide for the Establishment and Strengthening of National Emergency and Security Systems in the Countries of the Americas**

**Introduction and moderation**: Karen Bozicovich, Information and Knowledge Section Chief, OAS DPS (10 minutes)

**Panelists:**

* Marco Garnica Montenegro, Assistant Technical Director of Education, ECU-911 Integrated Security Service (10 minutes)
* Luis Alfaro Ubico, Legal Counselor, 911 Emergency System of Costa Rica (5 minutes)
* Brigadier General Vicente Mota Medina, ERD, Executive Director, 911 National Emergency and Security Response System of the Dominican Republic (10 minutes)
* David Pérez Esparza, Head, National Information Center of Mexico (5 minutes)
* Liliana Díaz Garay, Director, 911 Emergency System of Paraguay (5 minutes)

**Q&A and dialogue among the delegations** (15 minutes)

***Objective:*** *Fulfill recommendation 8 of the document “Quito Recommendations for Strengthening International Cooperation in the Area of Public Security, Preventing and Fighting Transnational Organized Crime,” which calls for the “Protocol-**Guide for the Establishment of National Emergency Systems in the Countries of the Americas” to be finalized.*

***Deliverable:*** *A digital version of the Guide in English and Spanish will be made available through the Emergency and Security Systems (ESS) Community Library.*

4:00 – 4:15 p.m. **BREAK** [ESS-Community Presentation]

4:15 – 5:25 p.m. **PANEL 2: Practical problems that emergency and security systems faced due to the impact of COVID-19. Adaption, improvement, and innovation experiences**

**Introduction, moderation, and closing: Patricio Tudela** (10 minutes)

**Panelists:**

* Bolívar Tello Astudillo, Assistant Technical Director of Operations, ECU‑911 Integrated Security Service (10 minutes)
* Juan Carlos Degrandez, Deputy Director, 911 National Emergency System of Honduras (10 minutos)
* Omar Smith, Director, 911 National Emergency System of Panama (10 minutes)
* Liliana Díaz Garay, Director, 911 Emergency System of Paraguay (10 minutos)

**Q&A and dialogue among the delegations** (20 minutes)

***Objective:*** *Learn about and share specific solutions conceived and implemented by the emergency and security systems to respond effectively to the numerous impacts of COVID-19. Explain the ones that may be useful and harnessed by other emergency and security systems in the region*

***Contribution:*** *Each panelist, on behalf of the emergency and security system for which she or he works, will submit at least one form[[1]](#footnote-2) with a systematized adaption, improvement, or innovation experience that she or he would like to document and share with the other systems in the region.*

***Deliverable****: The OAS DPS will upload the information to the ESS Community experiences map and compile the forms in a document that will be made available through the Community of Practice for this topic within the same community.*

5:25 – 5:30 p.m. **First day closing**

* Instructions for day two

**FRIDAY, MAY 7**

10:00 – 11:00 a.m. **PANEL 3: Measures and actions to reduce the misuse of emergency numbers**

**Introduction, moderation, and closing:** Cristina Lumbreras, Technical Director of EENA (10 minutes)

**Panelists:**

* Gary Almeida Brito, National Emergency Regulatory Director, ECU-911 Integrated Security Service (10 minutes)
* Marvin Palma Siles, Operations Coordinator, 911 Emergency System of Costa Rica (10 minutes)
* Omar Smith, Director, 911 National Emergency System of Panama (10 minutes)

**Q&A and dialogue among the delegations** (20 minutes)

***Objective:*** *Exchange and learn about experiences and measures of varying nature adopted to prevent and reduce the number of prank and improper calls. Become familiar with the different typologies and categories used, the metrics calculated to determine the extent of the problem and estimate the effectiveness of measures taken, and the various ways to establish protocols for the identification and management of prank and improper calls.*

***Individual contribution:*** *Each panelist will submit a bullet point list of the measures adopted by her or his emergency and security system or agency to prevent and reduce the number of prank or improper calls.*

***Deliverable****: The OAS DPS will compile the lists in one document, organized by country (system) and type of measure, and make it available through the Community of Practice for this topic in the ESS Community.*

11:00 a.m. – 12:00 p.m. **PANEL 4: Emergency and security systems that are inclusive and accessible to all people. Exchange of experiences, guidelines, and criteria to address and respond to emergencies involving persons with disabilities, persons with mental health conditions, and victims of gender‑based or domestic violence.**

**Introduction, moderation, and closing:** Leonardo Dorony, President of NENA Mexico-Latin America (10 minutes)

**Panelists:**

* Celia Gómez Sánchez, Specialist from the Emergency Regulations Department (10 minutes)
* Gil Fábrega, Executive Director, SUME 9-1-1 of Panama (10 minutes)
* April Heinze, 9-1-1 and PSAP Operations Director, NENA (10 minutes)

**Q&A and dialogue among the delegations** (20 minutes)

**Objective:** *Exchange and learn about experiences, instruments, and measures adopted by different emergency and security systems to address and respond to emergencies involving persons with disabilities, persons with mental health conditions, and victims of gender‑based and domestic violence. Become familiar with protocols, guidelines, criteria, and standards established by the different emergency and security systems to address these types of situations appropriately.* *Gain a better understanding of how each system manages and channels these cases so they can be handled.*

***Individual contribution:*** *Each panelist will submit a bullet point list of between 5 and 10 guidelines, criteria, or standards used to address and respond to the three types of emergencies discussed in this panel. If available, panelists will also send copies of the special protocols used for these types of emergencies.*

***Deliverable****: The OAS DPS will compile the lists in three documents based on the type of emergency/user and make them available through the Community of Practice on this topic in the ESS Community. In addition, it will also upload to the corresponding Community of Practice, the specific protocols shared by panelists.*

12:00 - 12:40 p.m. Dialogue among the delegations and adoption of recommendations (40 minutes)

12:40 – 1:00 p.m. **CLOSING SESSION**

1. Remarks by the Director General of the ECU-911 Integrated Security Service, Mr. Juan Zapata
2. Remarks by the Acting Director of the OAS Department of Public Security, Guillermo Moncayo

DPASP00088E01

1. . The Department of Public Security will send the form to the panelists so they can document the adaptation, improvement, or innovation experience they have selected. [↑](#footnote-ref-2)