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State of 911

Webinar Series

NHTSA NATIONAL 911 PROGRAM

July 16, 2024

911.gov

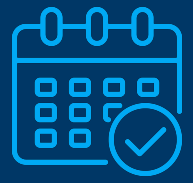
STATE OF 911 WEBINAR SERIES

VARIETY OF TOPICS

Provides useful information to the 911 community on the advancement of 911.

EXPERIENCE

Brings Federal, State and local leaders to you!



REGISTER

Held every other month with opportunity for Q&A.
Closed captioning is available.

FEEDBACK & QUESTIONS

nhtsa.national911@dot.gov

911.GOV RESOURCE: DOCS & TOOLS

Categories

- All
- Governance
- Historical Documents
- Management
- National 911 Program
- Operations
- Post-Crash Care
- Standards and Best Practices
- Technical

Sort By

- Title
- Publish Date

911.gov Docs & Tools

Have a resource you'd like to share with the community? **Click here to share**

Search Documents & Tools

302 results

NSGIC Addresses for the Nation - Pathways from Restricted Data to Open Data

This white paper describes how three states—Arizona, Kansas and Kentucky—overcame policies in place that restrict data from being shared publicly to become NAD partners.

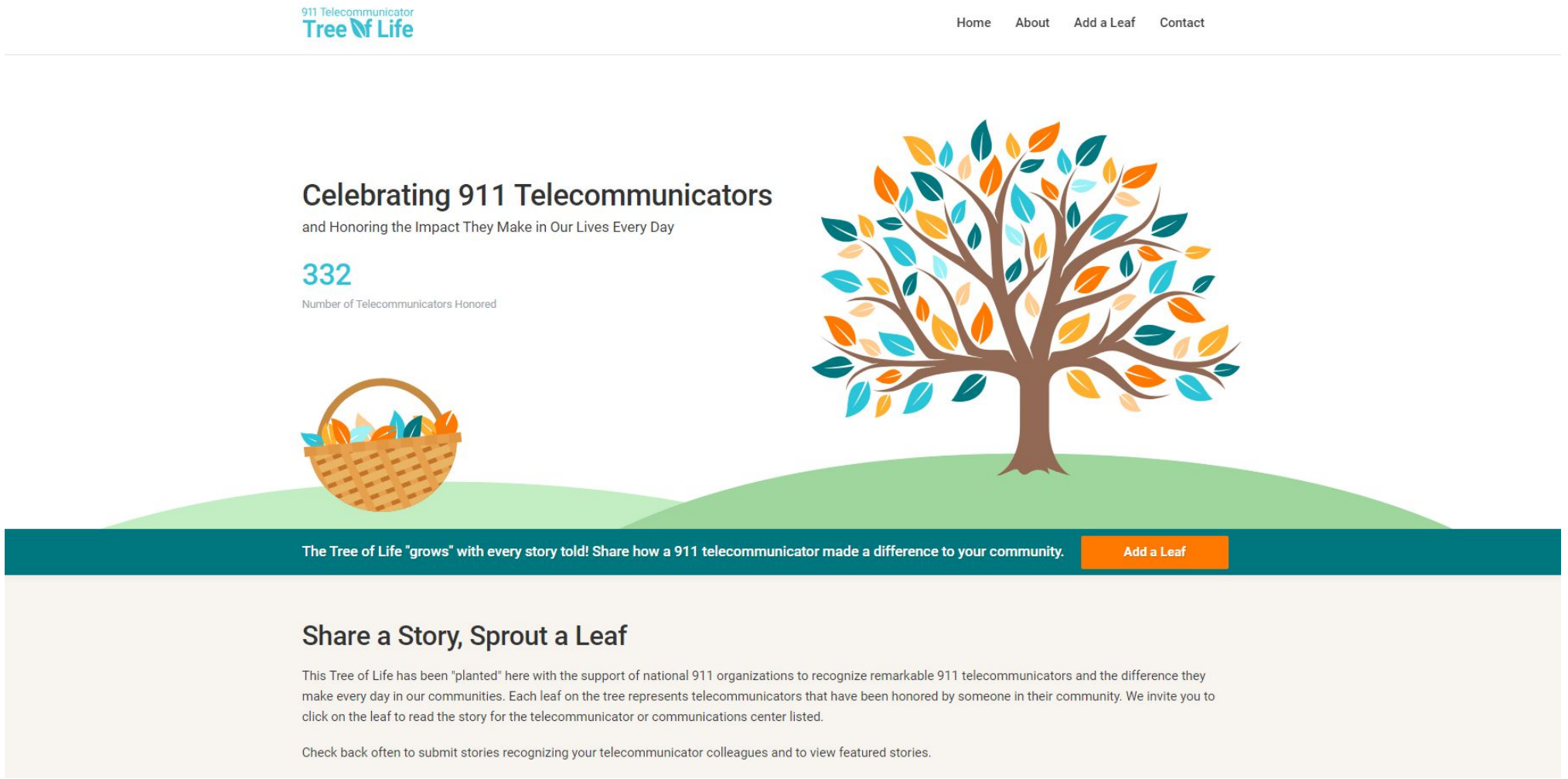
Jun 7, 2023 / Technical / GIS / National 911 Program / Additional Resources

What Is a Safe System Approach?

This webpage explains the principles and objectives of the U.S. Department of Transportation's Safe System Approach.

Jun 7, 2023 / Post-Crash Care / National 911 Program / Additional Resources

NATIONAL TELECOMMUNICATOR TREE OF LIFE



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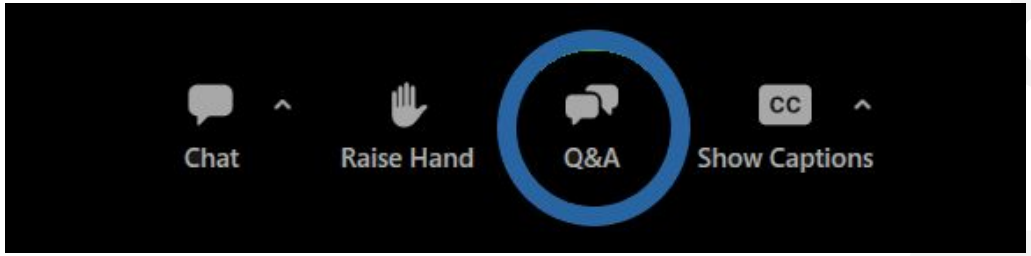
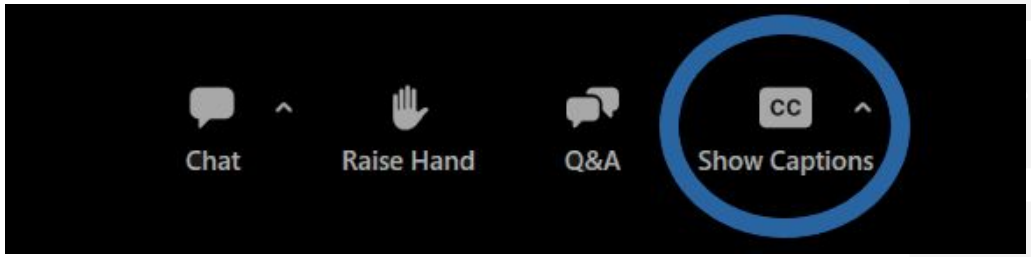


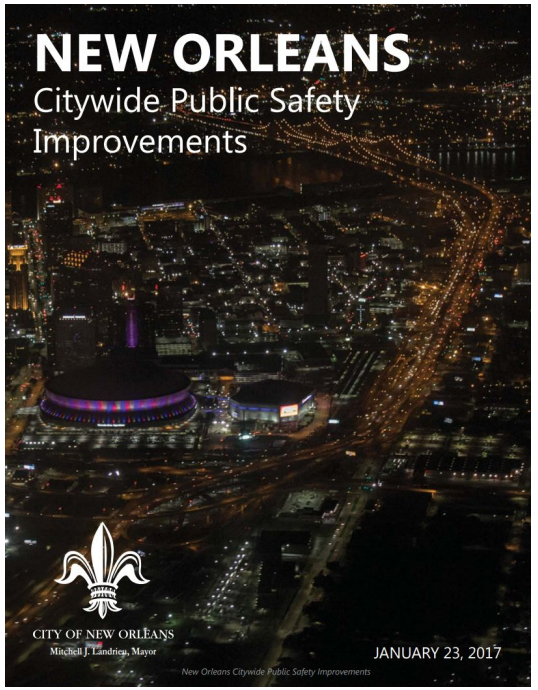


City of New Orleans

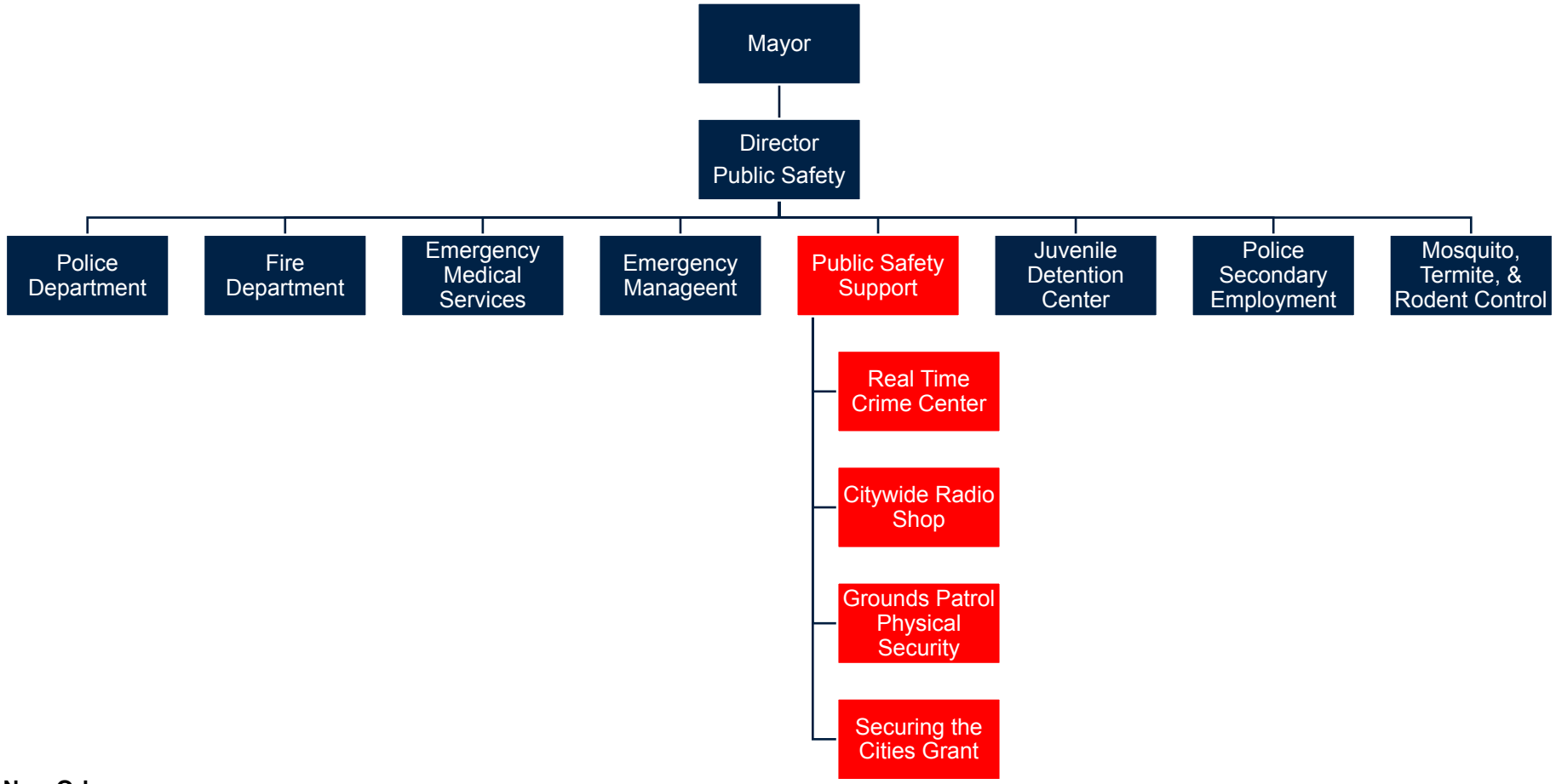
REAL TIME CRIME CENTER

Background

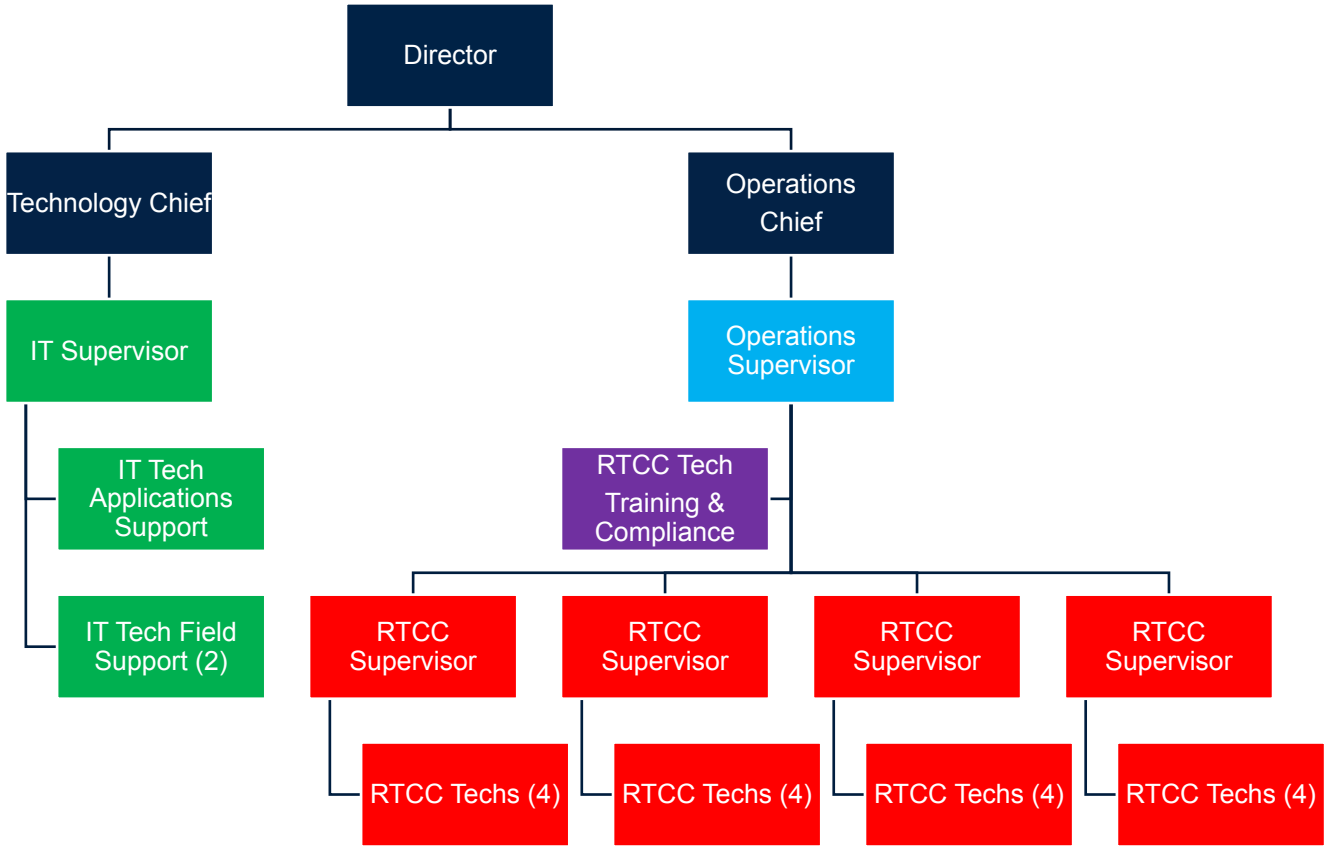
- Early 2017 – Citywide Public Safety Initiative
- Renovations to existing facility began July 2017
- Furniture/Tech move October 23, 2017
- Opened for first shift November 23, 2017
- 24/7/365 Coverage began February 1, 2018
- Louisiana State Fusion Center, Resident Intelligence Analyst imbedded at the RTCC since June 2021.



Organization Structure
Within City Government



Organization Structure
Within the RTCC



Initial Installation (Pre-RTCC)

- Initial Cameras were hung on Bourbon Street
- Mixture of PANO/PTZ and bullet cameras
- 21 locations overall, with 80+ camera views
- Fiber backhaul to City Hall
- Spans 10 blocks of Bourbon St.
- Installation completed by 2017 NBA All-Star Game (February 9th, 2017)

Our Approach

- 700+ Total Camera locations chosen by NOPD District Command Staff
- Cox Communications Commercial Metro-Ethernet Backhaul (10 Mbps)
- Fiber on Bourbon Street and Lafitte Greenway
- Axis PTZ Camera
  - 30x Zoom / +20 Tilt
  - Speed Dry
  - Full 360 FOV
- Mobile Trailer Deployments
- LTE Pole Mounted Cameras

Private Sector Federations

- 770+ Federated Private Sector Camera Feeds
  - Enterprise level federations
    - National World War II Museum
    - Federal Protective Services – US Customs House
    - Housing Authority of New Orleans
    - French Market District
    - Domino's Pizza
  - Stratocast Federations
    - 317 Business Camera Feeds
    - 188 Residential Camera Feeds

What's Next?

- 104 new video cameras this year
  - Additional French Quarter cameras
- 150 new license plate readers this year
  - Replaced 50 existing pole mounted units
  - Add 100 new units
    - Key locations at/near interstate entrances and exits
- Refresh with updated cameras
  - Bourbon Street
  - City parks, pools, playgrounds, and recreation centers

Making it All Work

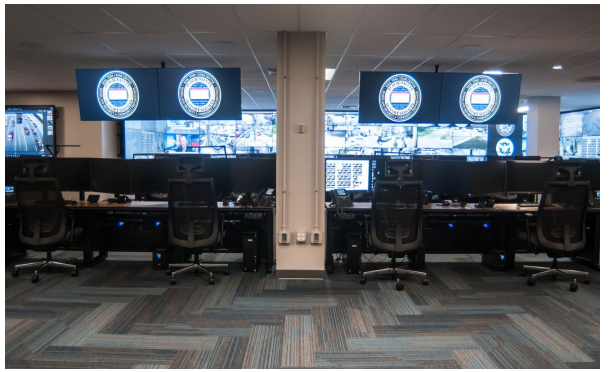
- 100% Civilian Staffed (12-hour shifts)
- Motorola CommandCentral Aware as an integrated solution
  - CAD Data, Camera, Radios, AVL, flood sensors
- Genetec Security Center VMS
  - Ability to Federate was key
- Designed to increase efficiency, not directly solve crime

RTCC's Role in Public Safety Efficiency

CITY OF NEW ORLEANS
LOUISIANA

Making it All Work

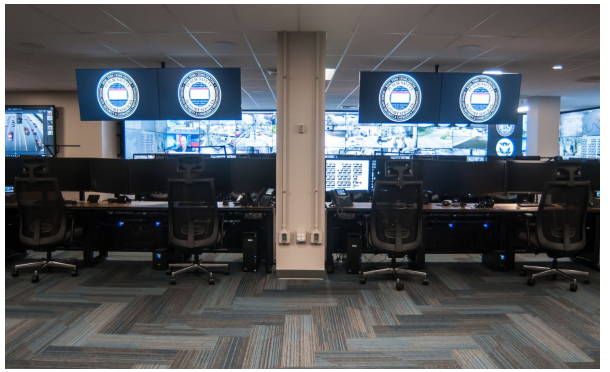
- Archived footage is preserved by Evidence.com indefinitely
  - Allows for fluid chain of custody as it relates to handling evidence
- Entire IT staff is Certified in both Axis and Genetec
- All assembly, installation, and maintenance is done by in-house technology staff
- 3D printing of custom needed parts also done in-house



Policy

You have to have one…and stick to it!

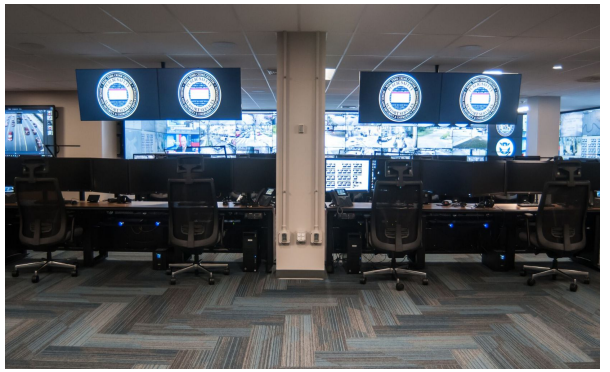
- Pre-archival video is deleted after thirty days
- Remote viewing of video prohibited in most circumstances
- All exported video goes **ONLY** to the evidence platform
  - No video leaves on a thumb drive, disc, etc.
- Photos are prohibited in the command room



Accountability

Be accountable to yourselves and your community!

- Exterior public facing camera feeds only
- Seven cameras in the command room that our staff doesn't have access to
- Next generation firewalls monitor network traffic from each PC
- Each monitor produces its own recorded video feed
- We can recreate the physical space, network traffic, and desktop monitors at any given time



Community Support…*It is critical!*
Transparency, Transparency, Transparency!

- Our city owned cameras are mapped on our public facing website.
- Hosted over 100 tours of the RTCC for neighborhood and community groups.
- Attended over 100 community meetings.
- Be transparent about what you do and openly discuss what you ***don't*** do.
- Leverage your elected officials.
- Share your success stories.

CITY OF NEW ORLEANS
NEIGHBORHOOD
ENGAGEMENT OFFICE

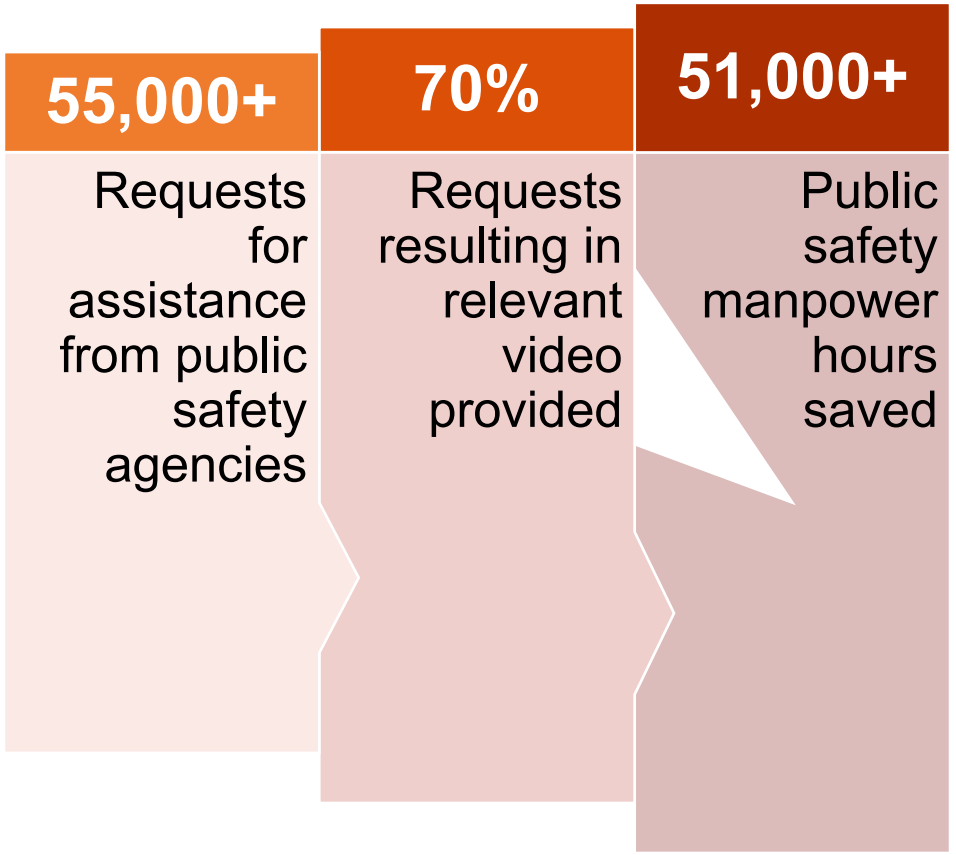
Beyond Crime Cameras

- Sewerage & Water Board installed 10 cameras to monitor frequent flood locations
  - Video captured by RTCC and better notifications are made when flooding occurs
- Sanitation Department installed 10 RTCC Cameras to monitor / deter / enforce illegal dumping
  - Cameras visibly the same as a Crime Camera except capabilities enhanced with Axis Radar
  - Using Q6125-LE PTZ because of lower light identification needs

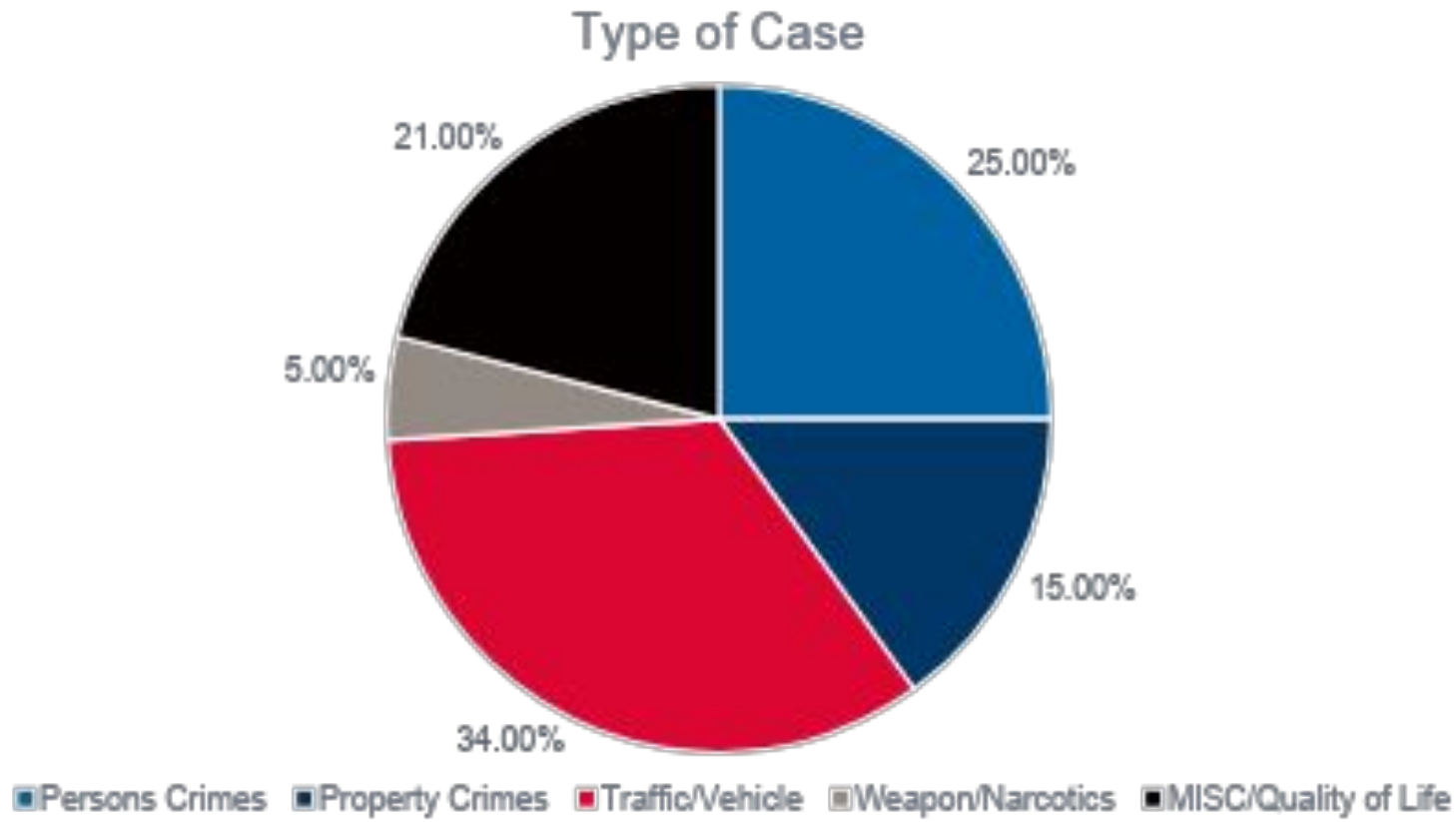
Beyond Crime Cameras

- Flood water sensors at critical underpasses also trigger network of cameras
- Lafitte Greenway Linear Park
  - 2.6 miles long
  - Covered by an additional 77 cameras
  - 18 Emergency Call boxes

Services Provided to Date



Types of Cases



Ross Bourgeois
ross@nola.gov

City of New Orleans

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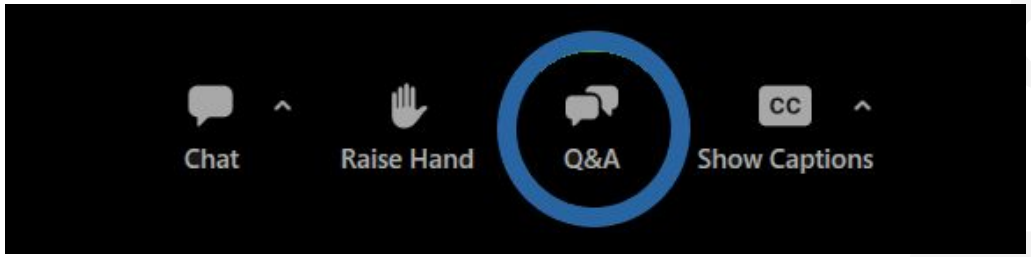
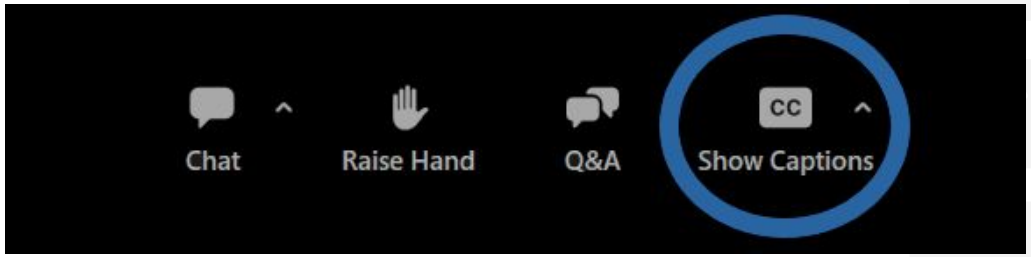




Session:
Making NG911 Truly Interoperable: Interoperability Testing & Certification for NG911

Tuesday, July 2 | 3:30PM - 4:30PM

Budge.Currier@caloes.ca.gov
Moderator

NG9-1-1 Interoperability Task Force

Session Overview:

Interoperability and continuity are essential capabilities of 9-1-1 and the overall emergency communications landscape. This requires compatibility between products, services, systems and networks to ensure interoperability between NG9-1-1 and other communications systems. This calls for cooperation between all public safety stakeholder entities. This session will cover an important initiative for standards-based NG9-1-1 interoperability testing and certification.

Standards - A Lego Analogy

Clear Specifications & Interfaces

- Height, Length, Bump Sizes, etc.
- Grooves, Bumps, Joints, etc.

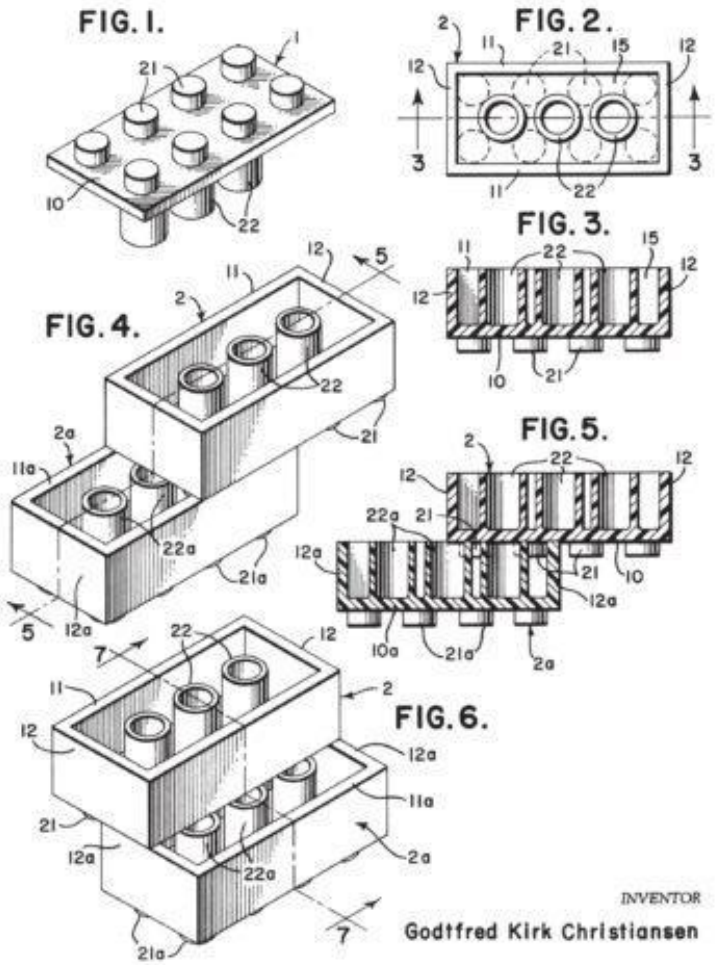
Quality Assurance / Testing

- Accuracy of 1/200mm
- 60 Billion Brick per Year

Scaleable, Compatible & Extensible

- Garage Set: 69 Pieces (1965)
- Eifel Tower: 10001 Pieces (2022)

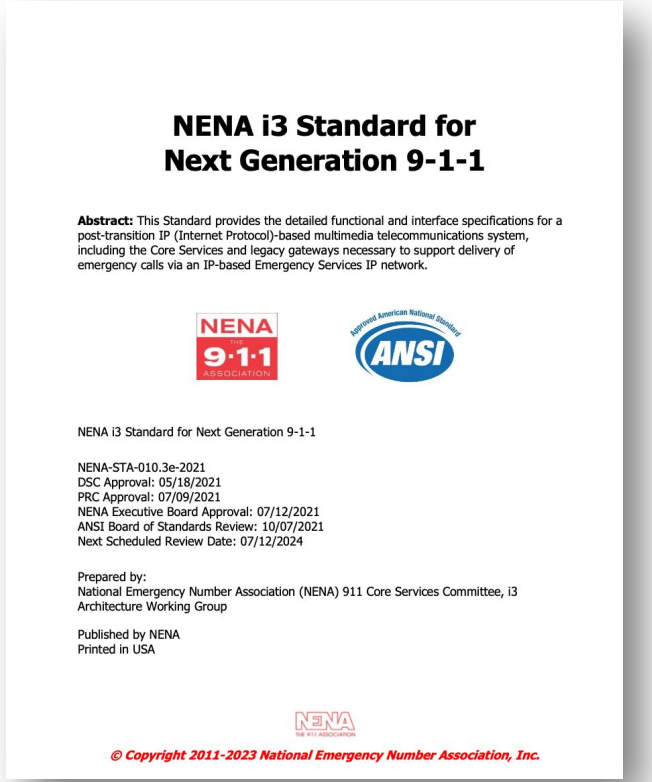
“Evergreen“ ever since…1932



Source: https://patents.google.com/patent/US3005282A
Slide concept-Michael Proestler, Grid Gears

How to test & verify?

- Challenges
  - NENA i3 ~660 Pages with 235 references to other standards
- How can we ensure that everyone has a common understanding?
- Test Approaches
  - Interoperabilty Testing
  - Collaboration Events
  - Conformance Testing



NENA i3 Standard for Next Generation 9-1-1

Abstract: This Standard provides the detailed functional and interface specifications for a post-transition IP (Internet Protocol)-based multimedia telecommunications system, including the Core Services and legacy gateways necessary to support delivery of emergency calls via an IP-based Emergency Services IP network.

NENA i3 Standard for Next Generation 9-1-1

NENA-STA-010.3e-2021
DSC Approval: 05/18/2021
PRC Approval: 07/09/2021
NENA Executive Board Approval: 07/12/2021
ANSI Board of Standards Review: 10/07/2021
Next Scheduled Review Date: 07/12/2024

Prepared by:
National Emergency Number Association (NENA) 911 Core Services Committee, i3 Architecture Working Group

Published by NENA
Printed in USA

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Interoperability Testing

- Verify that two (or more systems) can interact with each other
- Phase: Project Integrations / Test Integrations
- Potential Outcomes:
  - All systems are standard conformant and can talk to each other
  - One system is not standard conformant and so they cannot talk to each other
  - All systems are not standard conformant but somehow can talk to each other
- The more systems are interoperable with each other, the better the chance that they are also standard conformant

Collaboration Events

- Interoperability Testing on Steroids
- Multiple Vendors / Exponential Number of Combinations
  - Multiple core services
  - Multiple implementations
  - Multiple scenarios
- Evaluation/Feedback on Standards themselves
  - Discussions
  - Blind Spots
  - Clarifications
- Event for the industry
  - No Certification
  - No Disclosure of Why or Who failed a test case
  - There is no such thing as „Verified/Certified by Collaboration Event“

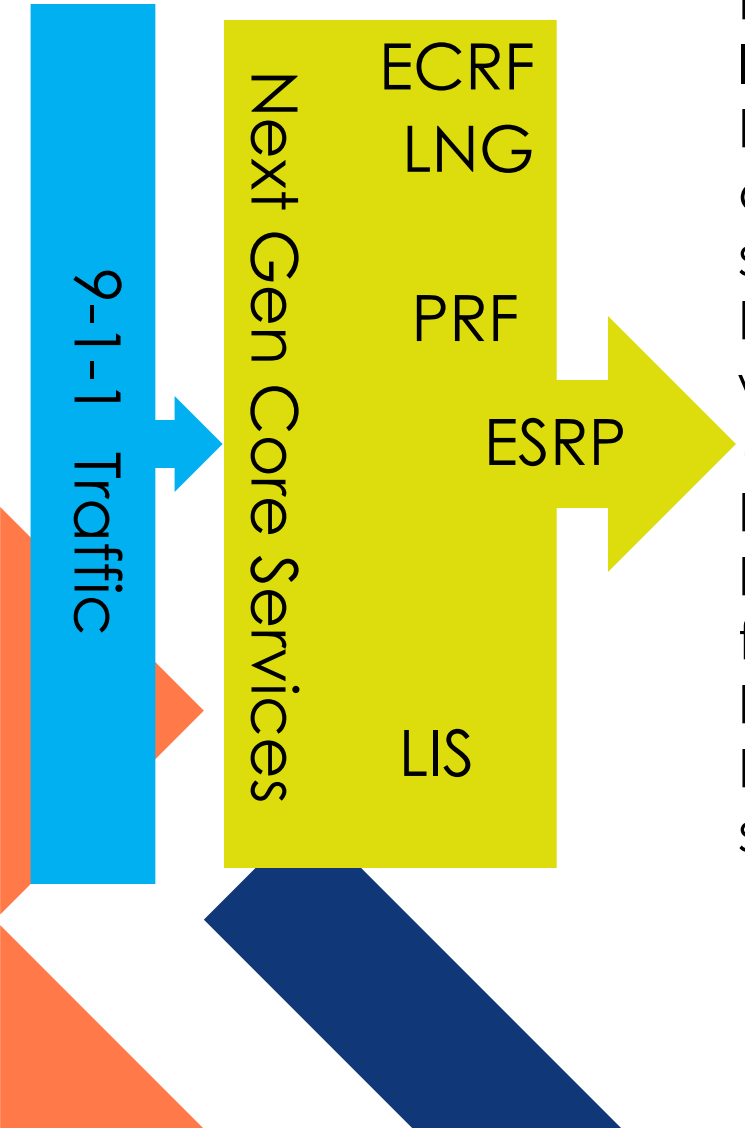
Conformance Testing

- Focused on a Single Service / Building Block
- Independently developed test cases
- Traceable to requirements in the standards
- Foundation for Certification Programs

Stakeholder Poll - Informal

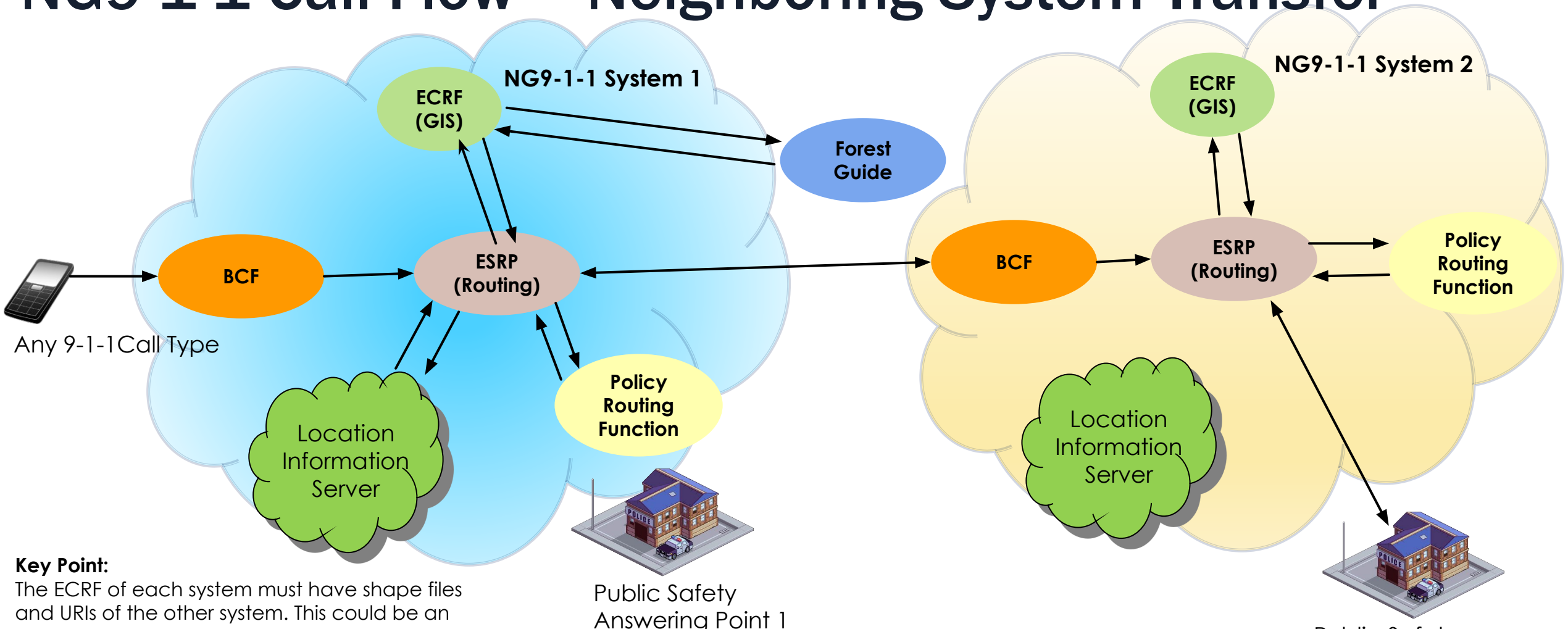
- What is the most important consideration for a NG911 testing program?
- What is the expectation if you purchase a testing program?

NG9-1-1 Terms and Technology



ESRP - Emergency Services Routing Proxy essentially replaces the legacy routing function
PRF – The Policy Routing Function is where default, alternate, contingent, and emergency routes are located. The PRF is the specific functionality regarding 9-1-1 traffic routes
ECRF - Emergency Call Routing Function is the functional element where caller location is linked to routing information to route the call (think GIS)
LIS - Location Information Server provides location information
LNG – Legacy Network Gateway – performs specific interworking functions to support ingress of legacy originating networks
PIDF-LO - represent location information in XML
Forest Guide – Provides ability to interconnect multiple NG 9-1-1 systems

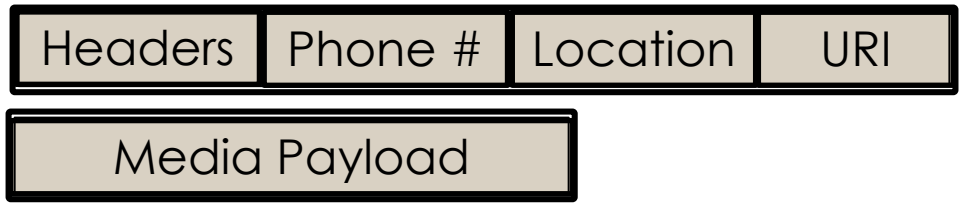
NG9-1-1 Call Flow – Neighboring System Transfer



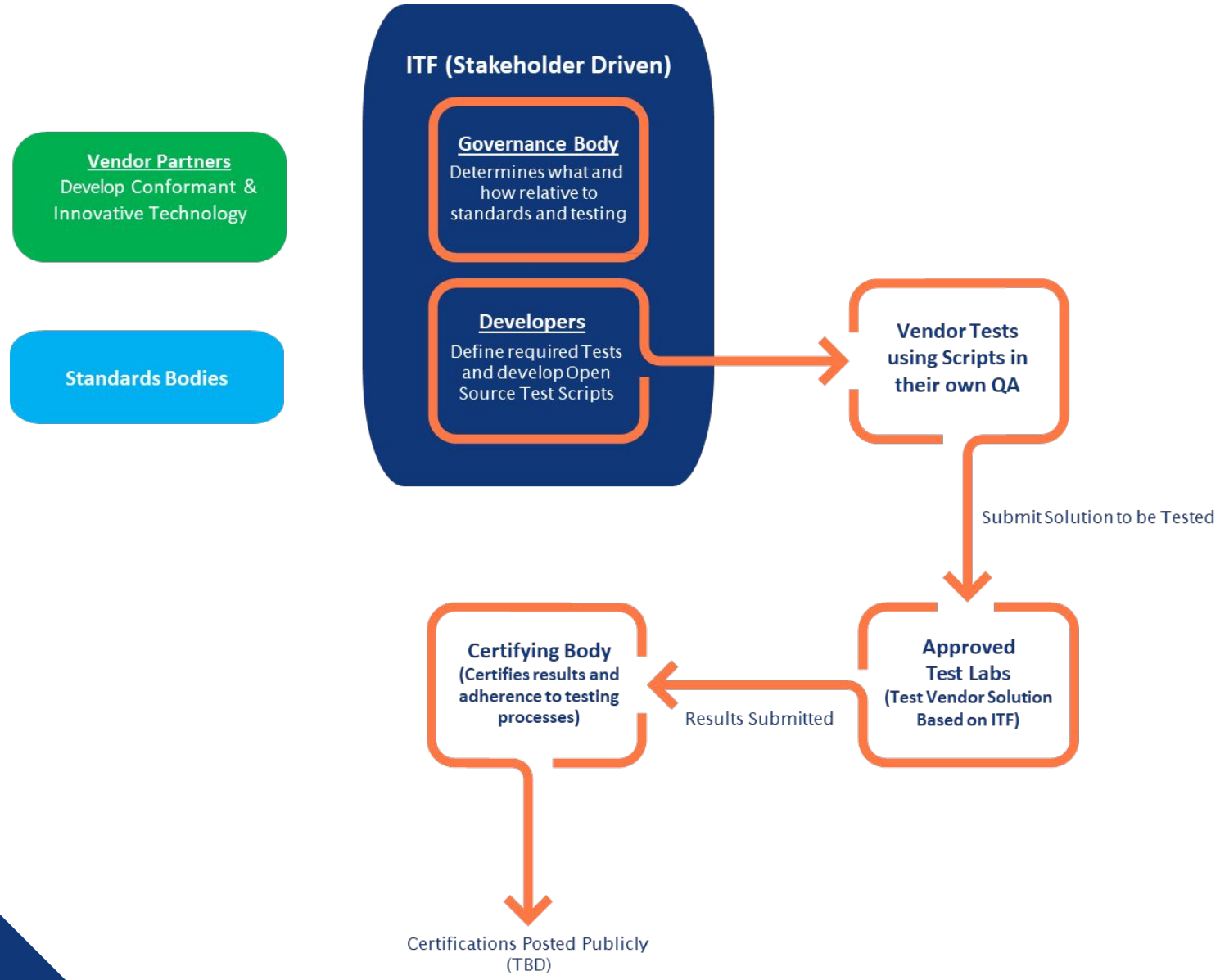
Key Point:
The ECRF of each system must have shape files and URIs of the other system. This could be an entire boundary of the other NG 9-1-1 System.

There must also be connectivity between the two systems.

PSAP Credentialing Agency and Private Key Infrastructure ensures security.



NG 911 Testing Program Diagram



NG 9-1-1 Interoperability Task Force (ITF) Goals and Overview

- Conformance to relevant standards and end to end interoperability of NG9-1-1 systems and their associated components is important to ensuring effective emergency response communications.
- **Stakeholder driven testing** of NG9-1-1 systems and system components will help to ensure standards conformance and interoperability.
- The NG9-1-1 ITF Steering Committee is working to establish the governance structure to implement the testing program
- Initial funding provided by federal government, but long term funding plan must be developed

https://ng911interop.org/

NG 911 ITF Committee Near Term Goals

- Governance – Complete RFI Process that will inform NG 911 ITF on possible governance solutions. RFI responses are due July 22, 2024
- Finance – Working in Collaboration with Governance, determine cost model and funding source for near term staffing to support year 1 tasks with permanent staff
- Technical – Identify priorities for testing element to align with Phase 3 DHS S&T goals, prioritize requirements that should be tested, identify gaps stakeholder requirements and DHS S&T Project, and ensure priorities align to stakeholder needs

https://ng911interop.org/

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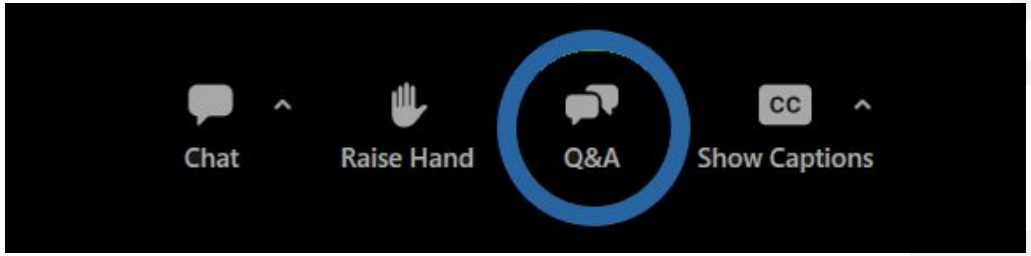

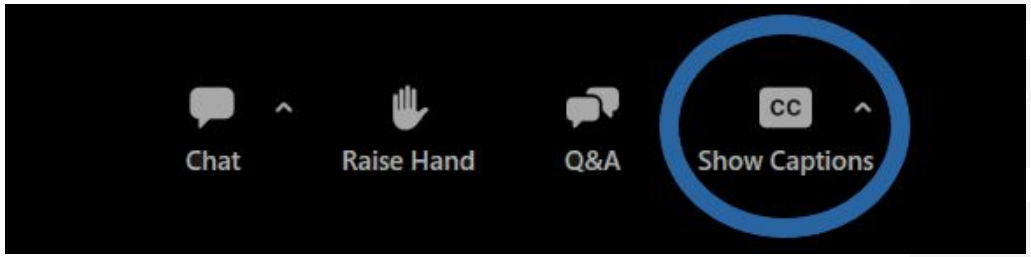

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