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[Brian Tegtmeyer] Hello! And welcome to the State of 911 Webinar series, hosted by NHTSA’s National 911 Program. My name is Brian, and I'll be the moderator for today's session. Next slide.

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This webinar is designed to provide useful information for the 911 stakeholder community about federal, state and local participation in the planning, design, and advancement of 911. It includes, realized, real life experiences from leaders utilizing processes to improve 911 throughout the country.

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In today’s session, you will learn about the city of New Orleans Real Time Crime Center (RTCC) and the role in proactively monitoring locations across the city using advanced technology to provide critical intelligence to first responders on a 24 by 7 basis.

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Additionally, we will hear updates on the progress made by the next generation task force and the important aspects of this initiative for standards-based NG911 interoperability, conformance, testing and certification

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Today's webinar is being recorded and will be posted on 911.Gov

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For more information on the National 911 program, webinars, access to archive recordings, or learn more about the national 911 program, please visit 911.gov

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For closed captioning, hover at the bottom of the zoom screen for meeting controls and then click the ‘CC’ button to start viewing the captions

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Feedback, or questions about webinars can be sent to NHTSA.national911.gov

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The National 911 program would like to also make you aware of the documents and tools. Section of the 911.Gov website which has been updated with new resources and improved access

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911 stakeholders are encouraged to submit links and documents that would be of use and interest to the 911 colleagues and policy documents, plans, and reports across several topics, such as Governance, Management, Operations, Post-Crash Care, Standards and Best Practices, and Technical Information.

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You may access the web page under the resources, dropdown menu, or scan the QR code in the bottom right corner of this slide.

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Content can be submitted by clicking the online submission form on the top right side of the docs and tools page.

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The National 911 program would also like to invite you to visit the 911 telecommunicator tree of life and share the name of a remarkable telecommunicator who is inspired you.

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Share your story at 911treeoflife.org to honor that special telecommunicator who's making a difference in your community.

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Please note that all participants’ phone lines have been put in ‘listen only’ mode and this webinar is being recorded. to ask questions of our presenters

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10:35:16
To ask a question of our presenters. You may feel free to submit a question in this Q&A. Tool, and you may do this by using the Zoom's Q&A feature located at the bottom of your screen in the meeting controls. You can enter your question at any time during the presentation, and it'll be entered into the queue.

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Hover your mouse over the bottom of the page to access the meeting controls.

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Individuals registered for this webinar will receive access to today's PowerPoint presentations, and the Webinar.

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With that I'd like to go ahead and introduce our first topic and speaker.

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I'd like to introduce. Ross Bourgeois

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Director of Public Safety Supports Services Office of the Public Safety and Homeland Security at the City of New Orleans.

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Who's here to talk to us about Real Time Crime Center in New Orleans. Ross. Take it away.

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[Ross Bourgeois] Good morning! Or good afternoon. My name is Ross Bourgeois, and I'm the Director of Public Safety Support, the City of New Orleans. Just to give you some background on the City’s of New Orleans Real Time Crime Center. We can go to the next slide.

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Oh, in early 2017, the mayor's office.

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At the time issued a glossy public facing document that you see there on the slide. Talking about a citywide public safety initiative. In that 20 something or so page document. There was one paragraph in there that said establish a centralized command center.

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And I was tasked with taking that one sentence and bringing it to life.

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So. We moved very quickly. There was two incidents that occurred in the latter part of 2016, in the downtown area, and it was an outcry.

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For the city to do something about some high profile incidents that took place in the downtown area. And the city partnered with

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The convention center and some State hospitality resources to put forth this plan that you see there. And we began renovating an existing city building in July, July of 2017, we began our furniture and tech move in, in October, and we

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opened in November fully functional, fully operational.

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I certainly don't recommend that, that quick of a turnaround. However, we had some important milestones that the mayor wanted to meet and we,

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we would do that shortly thereafter, in February of 2018.

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To coincide with the start of the Mardi Gras season in New Orleans we began our 24/7 coverage. Also at the Crime Center we have

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A resident intel analyst that is housed there from Louisiana State Fusion Center. The Fusion Center in Louisiana, is run by the State police and it’s in Baton Rouge.

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With the exception of this one analyst that serves the New Orleans metropolitan area and having analyst is housed at the Real Time Crime Center, so, we can quickly turn our operation into an intelligence hub, we do that quite, quite frequently, for

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For major special events. And, go to the next slide, Our place within city government

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Is different, to my knowledge, than any other Real Time Crime Center in the Country. We're a standalone agency. So, the City of New Orleans

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The mayor supervises the Director of Public Safety, and he supervises all the Public Safety agencies, Police, Fire, EMS, Emergency Management.

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Juvenile Detention, Police, Secondary Employment, Mosquito Control and our agency consists or Real Time Crime Center.

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Citywide Radio Shop, Physical Security and Municipal Facilities and a grant that does some biological and nuclear hazmat detection. But primary. My primary responsibility is the Real Time Crime Center.

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And the Citywide Radio Shop being, being probably the largest two, and most relevant to this conversation, so we do not fall within the scope of a Police Department like most Real Time Crime Centers or Sheriff's Office, we fall outside of that. But I

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I believe that, that, that was done… not that I believe it was done intentionally… and I, and I believe that,

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By us falling outside of the Police Department, we are able to, the technology is able to transcend all of the, all of the disciplines of public safety. So, what, what I see from talking to my colleagues throughout the country

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They've sometimes become a little myopic, and that quite frankly, the technology that we deploy can be utilized, you know, across all of the disciplines, specifically Emergency Management.

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But Police, Fire, EMS and the like.

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So we can go to the next slide.

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Within the real time center. Another somewhat unique aspect is that we have our own in-house technology staff so that we've got technology staff, that, that reports to me. I don't have to depend on the City's IT department.

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For that technology support, obviously we do depend on the City's IT department for certain things like our network, and you know, e-mail and the like. But all of our applications and all of our unique hardware

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Or so are maintained and supported by in-house staff. That's really critical, and really a large portion of our success is having that in-house IT staff.

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We, I don't have to compete with other city entities. Whatever else is going on whatever you know, other things that are going on with its city government, those folks are just very specific to, to our tasks. And later on the presentation, will talk about how we build and maintain our own camera hardware.

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And that would be impossible if we didn't have our own house so.

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On the operation side, we've got training section that makes sure that reviews our reports and makes sure that we're following our own procedures. And you know, does any in house in service and new hire training. And then, obviously, we've got four shifts, our folks work twelve hours

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With the supervisor and the technicians.

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So, prior to the Crime Center we had

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A very limited amount of camera infrastructure that was installed in early 2017 prior to the NBA all-star game that was held in New Orleans and the Mardi Gras season. It was just a long Bourbon Street. Almost a one, through one, through 900 block of bourbon.

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End up being 20 locations with 80 plus camera views. That went back to City Hall via fiber, we

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There were, there was, it was just being recorded and without that

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Monitoring or without the software to bring it to us. We had very few requests

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For that video, quite frankly, you know it was up there for almost an entire year before the Crime Center opened and we had

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Probably just a less than a few dozen requests for that video the cameras were just there

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And they almost kind of blended in. So, the next slide will talk about our approach.

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Since we opened in the latter part of 2017, primarily.

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We really got kicked off in early 2018. We've installed over 700 cameras.

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Those camera locations are chosen by the police. Those police district commanders know their, know, their areas. You know, decent. We get, we get ranked lists from them. We replace these cameras as quickly as we can based on, based on their locations. Our primary communication is a

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Cox communications metro, ethernet, ten megabits per second that we have one of the largest commercial metro ethernets setups

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In the country and another large portion of our success is that we have our own account is so large where we have our own dedicated Cox technician. So there's a Cox technician that comes to work every day and simply works on our account, so that any cameras that we're seeing packet loss or

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Any other intermittent connectivity issues. They are.

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They simply work on our account, so they're very familiar with our equipment and the like along Bourbon Street, and we'll see green light, which will come up later on

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In the presentation, we do have some fiber. we do not. We're the New Orleans is an old city. We're 300, just over 300 years old.

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So we don't have a citywide fiber network, so we have to depend on the Cox. But we do have a few areas where we, we do have some fiber connectivity, and we're able to leverage that.

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Our primary camera, as you see depicted on the slide, is an Axis PTZ. It's got a 30x optical zoom. Oh! We, we really like the speed dry feature. We get a lot of rain here in New Orleans.

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We got a full 360 degree field of view.

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We've got some mobile trailer deployments. We're trying to get kind of away from those simply because they're bulky and

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Somewhat problematic in favor of a lot of some LTE Pole mounting cameras where we utilize LTE backhaul, and we can get those up pretty rapidly to respond to hotspots or major special events that are going on. Obviously, they're subject

to some, some network, congestion.

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Oh, for major special events could you utilize about a dozen or.so LTE Pole mounted cameras for that purpose.

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Next slide.

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So, in addition to the cameras that that we own and maintain, we've got about another. twice as many or double that amount of a Federated private sector camera feeds. We've got camera feeds on the enterprise level from the National World War II museum.

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The United States Custom House.

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The housing authority of New Orleans, the French market district, the farmer's market and French market and area, the area around Jackson Square.

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Oh, Domino’s, every Domino's Pizza location in the city of New Orleans. They, they federate to us on the enterprise level. So they have a compatible management system. and we do a land to land federation so we get access to the cameras that they've designated that are exterior and public facing that share with us. S0 we can.

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By adding these locations to our system, we can, we've doubled our canopy of coverage, and some, some pretty, pretty significant areas.

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In addition to those enterprise level federations, we use utilize a product called Stratocast, where individual businesses and residences

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To install one or multiple cameras may stream that video to the cloud.

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And when they do that we're

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Able to access that video from the cloud and we can access this video through the same video management system as ours. So just basically we’re able to get extend the, the eyes that we have and the ability that we have to support our public safety partners. into areas where we would never have a public safety camera.

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Go to the next slide

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So this year we've installed, or we're going to finish the installation of a hundred 4 new cameras, and all of those are going to be in the French Quarter. Literally, this will be on every corner of the historic French Quarter. So we're really excited about that. We're gonna pretty much have end to end coverage in the French Quarter. In addition to that, we're wrapping up our new

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150 new pole mounted license plate readers. We had about 50 existing.

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That we're coming to end of life. So we place those and we added a whole 100 new units to cover key locations at the elevated expressway entrances and exits, so basically everywhere you could exit from the interstate system into the city of New Orleans. You're gonna cross one of our license plate readers.

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And that has already started to pay a lot of dividends with investigations and what not. We've completed our

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Refresh along Bourbon Street, so those cameras that were installed in 2017, we've refreshed those. But the cameras were still functioning, but we just added some cameras that had better, better light coverage, and better nighttime coverage and repurpose those other cameras elsewhere.

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And our parks, schools, recreation centers.

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We just recently did a, a complete refresh with them or help them with their and they all, they all were.

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Integrated into our, into our system. We can go to the next slide.

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So, just like every other major metropolitan area, I would probably venture to say, every other police department in America. We're suffering from a lack of a lack of commission police officers. We're a hundred percent civilian staff, placing commission police officers in the Real Time Crime Center was never, was

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Ner really an option. We, we utilized the Motorola Command Central Aware Platform. So if you imagine the CAD over at the 911 center.

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In our is one island in our video management system is another island, the Motorola Command Central Aware platform is, the is the bridge that connects the two.

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And into that integrated platform we have. We're feeding our CAD, our CAD data. Uh, obviously, our video feeds GPS locationing on our entire fleet of 2,200 Motorola, portable radios and mobile radios.

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Some automatic vehicle, locator information from police cars, fire engines and ambulances, and our series of flood sensors. Obviously, New Orleans is a city that’s below sea level. We're surrounded by water, so flooding is a major concern. So we depend on complicated series of pumps.

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To keep the city dry at critical underpasses where, where we're prone to flooding, we've installed flood sensors.

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And when those when those flood sensors activate, we get an alert over in the Crime Center and then we're able to utilize our camera.

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To verify that, that, that area if that.

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Area is flooded and we communicate that back to the 911 center and or directly

to the responders in the field, and we have pre-staged barricades, type 3 barricades at those locations that the responders can quickly erect.

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Because obviously, sometimes the flashing lights that say do not enter, area flooded, sometimes motorists will, will disregard that. So if we're able to quickly, you know, erect those type 3 barricades, we can shut down those underpasses and eliminate either someone driving to the, the standing water

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Several feet of standing water and or which will eliminate potentially having to send a responder there on a rescue.

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The Crime Center was designed to increase efficiency.

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It's not going to solve crime because a lot of questions I get is, how many crimes have you solved or how many convictions does this netted and I.

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Submit to you that, you know, chromosol by good old fashioned.

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We're in a more tool in the office or detectives.

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Tool bult. So we

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[Silence]
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[Brian Tegtmeyer] Ross we lost your audio.

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Okay, well, while we're waiting for Ross to come back, we did have some questions that I can at least start with. The answer was the 1st question we had, for Ross was, Where does 911 call taking and dispatch operations sit in their org chart from the org chart

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Ross had showed in some preliminary background. I know from speaking with him, the 911 is handled at a parish level for the city of New Orleans. So it's not part of the city government directly. So 911 is a separate partner entity that the Real Time Crime Center Works with.

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We had a couple other questions that were in our feed that were answered either by this current slide or by I think they were all answered by this current slide. So we've answered some of those questions, we'll give Ross just a couple

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Seconds to see if we can get him back online and if not, we may have to transition to our next presenter.

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As always, a copy of this webinar will be available within a couple of weeks on 911.Gov.

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[Ross Bourgeois] Hello!

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[Brian Tegtmeyer] Are you back, Ross?

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[Ross Bourgeois] Yes, I apologize. Apparently I lost the Internet.

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[Brian Tegtmeyer] Alright!
If you want to move to your next slide. [Ross Bourgeois] Yeah, do we get to the end of this one? [Brian Tegtmeyer] Yes.

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[Ross Bourgeois] Okay. Great. So a lot of questions we get about, how do we increase public safety efficiency. And as I spoke about time, time is the time, time is something we, we can never get back. So if we can make our police officers more efficient and more effective.

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They can spend more time in the community.

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Whether that's whether that's a patrol officer, who can, who can

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Finish. Save 20 min on a crash or a detective that's investigating a homicide.

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Giving them back an hour in that critical first 48 that everyone knows all about when you're investigating a homicide. If we can put those officers back in the field.

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Back in the field they can spend more time patrolling the neighborhood, spend more time engaging in the community. If they can engage in the community, we can build the trust in the community and then we can build trust in the community.

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Folks can feel better about their police department. They feel better about their city, they feel better about their government. When they feel better about their government and their city and their Police Department, they’re going to be more

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Involved, and when they are more involved, we're gonna get better information. We're gonna get better cooperation. We're gonna get more witnesses that will come forward and we're gonna get more tips.

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And those that better information that we're gonna get from the community is going to help us to build better cases.

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When we build better cases, we allow the prosecutors to build better prosecutions, we build better prosecutions, we hold more people accountable.

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When we hold more people accountable, we achieve justice.

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When we achieve justice we make our city safer. So it is not a straight line. You don't build a Crime Center.

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And, and become safer, you have to invest the time back in the community to achieve the justice.

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So that you can make your city or your area safer. So this is kind of our life cycle we try to, we try to remind folks that it's not a straight line and we

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If, if we're doing our part, we need our partners to do their part as well.

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We can go to the next slide.

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So this is a picture of one of our workstations in the in the Real Time Crime Center, if you see you see the, the middle screen. The middle screen is the direct feed from the computer aided dispatch over at the 911 center. Our 911 center in New Orleans is a consolidated PSAP.

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It's and it's operated as a, as a state communications district. They serve only the City of New Orleans, or the Parish of Orleans, which completely won, and the same. But they, they do all the dispatching, and call taking for Police, Fire, EMS, as well as 311.

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So when that information, so when we get that information from CAD of all the calls that are coming in and any call or any incident, whether it's Police, Fire, or EMS.

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That has a, that has a camera within a 10th of a mile. We get an alert and when we get an alert, that map on the right centers on the location and we get good, good situational awareness of what's going on, we can see.

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You can see the radios dots on a map from Police, Fire and EMS radios vehicles. Can’ wet see our cameras. We see other incidents, so that we get a real situational awareness of that. And then the cameras that are within that 10th of a mile, the closest 16 appear on the screen on the left.

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And we were able to pan, tilt, and zoom those cameras. Our staff doesn't have to remember

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Where the cameras are located, or even know where the cameras are located. Because we present them to them and then we can read the live comments that the dispatchers and call takers over at the 911 center are placing into the incident.

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From there we are.

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From there we're able to manipulate the cameras, go back in time on the video. And then, most importantly, we're able to communicate directly with those in the field via the radio. So we, we go directly onto the top group for the appropriate, appropriate responder, and talk directly to them, let him know what we see.

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Sometimes let him know what we don't see.

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We can go to the next slide.

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So how do you make it all work. Well, our foot, our, our footage is maintained for 30 days, so our unsaved footage is auto deleted after 30 days and anything that we need to archive.

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Goes to Evidence.com, and it's kept there into perpetuity. That's how we share video with our partners.

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Share video with the public. In some cases, if it requires it.

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That's how we share video with our with the prosecutors. It's all Evidence.com with an immutable audit trail.

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All of our staff is, our IT staff is certified to operate all our systems, and we can do most, if not all, of the maintenance and troubleshooting in-house.

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The camera boxes you saw in previous slides, the assembly installation and maintenance are done by our in-house staff.

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That that gives us two things.

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We believe that we make a better contractors do, and then we we've got some ownership there and we're able to respond to trouble issues really quickly. We've got our own bucket trucks. Our staff is in the field virtually, every day.

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Virtually, every day, servicing our equipment and getting it back online if necessary. We do some 3D printing with some parts.

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Because we had to add some ventilation because of heat, so we use some 3D printing of some fan parts.

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And can we go to the next slide.

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A lot of time ,a lot of folks ask, what are our policies? Every, anybody I tell that is looking to, to start one of these Crime Centers. You have to have a policy before you open, and you have to stick to it. As I mentioned previously, our pre-archival video is deleted after 30 days.

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So every minute we're deleting a minute 30 days ago. Remote viewing a video outside of our facility is prohibited in most circumstances, simply because we can't control it. If it's not in our facility, we only send our video to the evidence platform.

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We've prohibited photos in our command center.

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Simply because you know, we've got a lot of video there. We don't want any unauthorized recordings or screenshots.

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We can go to the next slide.

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Our accountability and community support is, is really great. We really enjoy.

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A lot of support. We've done a lot of tours. We leverage, we leverage our community support whenever we can.

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We do a lot of stuff with sewage board and Sanitation department to, to monitor, flooding and

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And make those notifications, as I mentioned, with

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With the responders, that we can shut down those roadways when necessary, and we do a lot of illegal dumping enforcement through cameras located there.

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Next slide.

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I spoke about the fraud sensors. We've got this linear park here that we've put 77 cameras and 18 call boxes, just another use where we have end to end coverage and a linear part that that stretches throughout the city.

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Next slide.

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We've, we've done about 55,000 requests for assistance and saved over 51,000 man hours since we opened in 2017.

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This is the spread of our cases. 25% of persons crimes. 15% of property crimes, 34% traffic and vehicle related incidents. 5% of weapons and narcotics and 21% miscellaneous or quality of life. So, and that those percentages have, have bared through since we started in 2017.

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With only a few cases over 1,500 cases a month now.

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And as I mentioned, our flooding sensors populate a website streetwise.nola.gov, where it also accepts the feeds from the CAD for

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For traffic accidents or flooded streets. And it's a publicly available website.

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[Brian Tegtmeyer] Okay. Well, thank you so much for that information on your RTCC. We do have some questions that were in the chat that we will not be able to get to right now. How it works is, if we are unable to run, due to our time constraints, we are unable answer them live, we will

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Get them answered by Ross, and that'll be included in the posting on 911.Gov. So if you asked a question and Ross is able to answer it for you, we will get those answers from him, and we will include

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That into our posted answers on that 911.Gov. I really appreciate your taking the time today. And providing everyone with this important information on your RTCC. So..

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[Ross Bourgeois] Thank you, my pleasure.

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[Brian Tegtmeyer] With that I would like to introduce our second speaker. I have the pleasure to introduce a colleague and friend, Budge Currier, the Assistant Director of Public Safety Communications from California's office of Emergency Services (Cal OES). Who is here today to an update on Next Generation 9I1 interoperability

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and the NG9-1-1 Interoperability Task Force. Budge! Go ahead!

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[Budge Currier] Thank you, Brian. I appreciate it. Feel advanced to the next slide.

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Really gonna talk about interoperability and what interoperability means to NG911. These slides are similar to what I had used at a recent conference, but I'm really gonna tailor them to this audience.

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So, we're really gonna focus in on Next Generation 911 (NG911) and the importance of a testing and certification process to make sure that what we, as stakeholders are purchasing is actually interoperable with systems that we're using to support 911.

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Next slide, please.

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So I borrowed this slide and I gave the slide concept. There you'll see Michael's name from grid gears in the bottom right. I don't know how many of you have ever played with Legos or have Legos. Maybe you still play with Legos, which is totally fine as well. But, Legos have been around for a long time.

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Certainly since the 30’s and if you've got any of these Lego pieces laying around you realize that a set that was bought in the 1900 s.

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Still is compatible with Lego pieces that are that you could purchase today, and the tolerance and specifications on these are amazing. None of us doubt that if we buy a set of Legos and we click them together that they're going to snap together with anything else that we have, and they come in sets, and they're scalable and everything. So the

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The concept that we're trying to really highlight on this slide is the fact that interoperability can be done even at very large scale over a long period of time.

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And it really comes down to defining how these pieces interact with one another. So if we take this Lego concept of how you can buy a garage set that was built in 1965 and attach it to an Eiffel Tower set that was bought in 2022 and the two

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Will absolutely connect together, work together, all of the pieces are the same, and the tolerances that they have, which is shown on this figure on the right, is really quite remarkable. So if we can achieve that kind of accuracy.

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You know, producing 60 billion bricks per year. Why can't we just go buy an off the shelf 911 system and have it work with Next Gen 911, a call processing equipment system, or a CAD system. And that's really the analogy that we're going to, we'd like to get in place. Where, no matter what we buy,

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We have absolute confidence that the systems are going to be able to work together. That's what this entire interoperability task force is focused on and so

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Borrowing this. This analogy is really what we're going to look at. Moving forward. If you hit the next slide.

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So here's some of the challenges. I don't know how many of you have read the NENA i3 standard but it is about 660 pages and there are 235 external references to other standards in that document. For example. If you've been around Next Gen 911, you've probably heard the term SIP

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or Session Initiated Protocol.

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Well, that SIP is a separate standard that is incorporated into this NENA i3 Standard on how 911 calls are delivered and processed and routed in an extra 911 environment. So, not everyone reads all. 660,

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Certainly not everyone is going to go through all 235 references that are in that document.

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And each of the vendors that are out there in this space have doing a great job to, to make their systems compatible, interoperable and there's a variety of tested approaches that are out there. But really the goal is trying to make sure that everybody is on the same page. We all have a common understanding of what this means.

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And with a document with that much depth to it and detail, everybody interprets it slightly different, or there are examples in the standard where you can make a

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Choice. Both choices are compatible with the standard, but if you choose option A and I choose option B, and we go connect the two systems together, they're not going to be interoperable because I'm completely standards compliant with option A, you're completely standards compliant with option B, but A and B can't talk to each other, so there's a variety of test approaches

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that are out there, and they fall into three broad categories and as we discuss these, it's important to understand that you need to understand those different environments.

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So that we have a good appreciation for our interoperability testing is all about versus collaboration events and conformance testing. so I'm gonna walk

through

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Each of these quickly at a high level. If you go to the next slide.

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Interoperability testing is really making sure that two different systems work together. For example, we're here in California. If I need to route a Next Gen 911 call to Arizona, and the system that Arizona is using, which is our neighbor.

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And I pushed that 911 call into Arizona. If they're interoperable, then I can deliver the call to them, they can answer it, route it to the 911 center or the PSAP that's in Arizona, deliver the call, read the location, get the audio and be able to transfer that call further down the line.

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And these projects really focused on the interfaces between the two systems. So I could be doing something unique inside my system. But as long as what I'm sending in that call, going to Arizona.

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Aligns with what they're expecting to receive in Arizona, then the systems will be quote unquote, interoperable. And so you can have systems that are standard and could talk to one another. But maybe within the system there might be some unique.

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Differences between my system and Arizona, so they’re not preventing us from talking to one another. So these two systems would be considered interoperable, but you may not be guaranteed that they're absolutely compliant to the standard.

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Which, if you go to the next slide, there's been a lot of work that's been done by the vendors to figure this question out, how do we make sure that we're not only interoperable, my system could talk to your system, whether it's call handling to Next Gen core services.

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Or Next Gen core service A talking to Next Gen core service B, but also

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That the individual components within the system are also compliant to the standard. In other words, our two systems are interoperable and standard compliant, so they have these industry collaboration events, or ICE events, where multiple vendors come together, and, and they bring their systems into these environments.

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And they, they validate that they're actually standards compliant as much as they can, as well as interoperable.

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And this has been quite successful. We here in California, our Next Gen 911 system is made up of four different Next Gen 911 providers. I've got one connected to every PSAP in the State. and then broke up the State into four regions. And there's a regional system, and they're completely interoperable within each other, and we've done our best to make sure that not only are they interoperable,

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They're also standards compliant and we do that through an interface control document, but all that is difficult for everybody to repeat across the country.

There's also blind spots you run into different clarifications. The standard says this, what does it really mean?

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And without an actual certification process and, and I guess you would call it authoritative source saying, yes, you're doing it as per the standard. Really difficult to validate through a collaboration event of its own that you're actually interoperable and compliant to the standard which, if you go to the next slide

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That brings in the final piece of the puzzle, which is conformance testing. So conformance testing. Next Gen core services are broken up into a variety of

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A functional elements and each of those functional elements you can test them functional element by functional element, I'm going to walk through a diagram here in the middle in, in a minute that will walk the call flow through, and you can start to see some of these functional elements that we're talking about and I

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You identify specific test cases where you walk through a scenario to validate that, that functional element actually conforms to the

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Standard and the requirements that are in the standard. And then, once they've demonstrated that conformance process, you have a certification program that says the process that you've used to certify that was accurate. So now you've got conformance testing to know each of the functional elements is compliant with the standard.

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We move on then to end interoperability testing to make sure the two systems are interoperable within one another and you're starting now to approach this Lego concept, where you buy a call processing equipment from a vendor and you snap it into your Next. Gen 911 system.

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And you have a reasonable expectation that it's all gonna work, and that there's not going to be any surprises or incompatibility issues. That's what this entire program that I'm, that I'm chairing this task force is working on. We've got a number of stakeholders and at the end of the presentation, I'm gonna be walking through that.

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On the next slide.

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I'm really hoping to have you pop into the chat window. What and there's a large number of you online, over 200 and some so really appreciate the 269 by the participant count. Really appreciate all of you joining us. But if you'll take some time to answer this question.

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You know what's the most important consideration for an extra 911 testing program. Like, what's most important for you? And maybe you could say, Hey, I'm a you know PSAP and this is what's most important, or I'm a vendor and this is what's most important.

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And then, when you purchase a and a piece of equipment, what's, what's the expectation? You know, what, what would you hope the testing program to validate.

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Because this is the kind of feedback I'm trying to bring back into this testing and conformance program and really helping to inform us on what we need to do moving forward. And I, I see a chat here, you know, give an example of a service that's conformance tested, and a provider who does such testing.

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So, You could think of all of us have cell phones, I'm sure, each of us have different applications that we use on that cell phone.

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The standard that governs that cell phone, how it interacts with the cellular network is the three GPP standard. What that means is that whether you have an Android phone, an Apple phone, regardless of manufacturer, they're all conformance tested to make sure that application on that phone.

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With that operating system and that device will communicate via a phone call, an audio phone call.

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To another manufacturer and another operating system. That kind of conformance level testing is what we're hoping to get to.

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So, think about these two questions. Please keep your answers going into the chat window there. I'd like to hear some feedback on this and in order to stimulate some thought on this, if you go to the next slide.

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I'm gonna walk through an example for you. These are the functional elements that I mentioned, and so those of you that are familiar with the legacy 911 routing I've kind of based this

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Example on legacy 911 routing. So your ESRP this is essentially your routing function. Think of this as your selective router only it actually does a lot more functionality in a selective router. The policy routing is is not really a function that's more of a, it's a store and it tells what happens under certain conditions. And I'm gonna walk you through this.

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The ECRF is what's used. You could think about this as GIS and again when we get to the example, I'll walk you through how the ECRF is helping to make a decision on where the call should go. The location information server is what delivers the location into the system and then finally, the legacy network gateway is how you interface with legacy systems

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And then PIDF-LO is how you specifically format the information so that it's standards compliant. And then the Forest Guide gives you visibility into neighboring systems. So, if you take all of this, and you look at 911 traffic coming in from the right, shown in blue into these different Next Gen Core Services.

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On the next slide. I'm gonna walk you through.

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Why conformance, testing and, and Next Gen 911 systems is so important. So if you go to the next slide and then get your finger ready with the button, because we're gonna be hit next by about 20 times on this one slide. So, no matter what kind of 911 call comes in, if you hit next.

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You see that it comes into this BCF, it's a border control function. It's a security and interface between two different networks. What are the two different networks. We're interfacing the Next Gen 911 system with the carrier network that's originating the 911 call. So that call comes in, and the first thing it does is it hits this ESRP.

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Remember, I said, that's like the routing engine, so that routing engine now has the phone number and some other basic information in a formatted message. You hit next. It goes out to the location information server. Next, it comes back into ESRP. And I now have

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Your location as a 911 caller. This is the same whether it's a text or a video call, or whatever. Once we are doing video from the carriers which we're not there yet. So now, once I know your location, I need to do some comparison. So hit next. I'm gonna go up to the ECRF.

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Think of the location as a long or a civic address that tells where you are and then I drop a pin inside of this boundary, this ECRF that has all the PSAP boundaries in it. And once I know your boundary. I can determine are you for my system? Next Gen 911 system one,

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Or maybe another Next Gen 911 system. In this case. For a neighboring system. So I'm gonna use the Forest Guide.

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To tell me. Look, I know you're not one of my PSAPs, but which, which PSAP are you? So hit next. The Forest Guide returns the location of the 911 system that location, hit next, goes down into the ESRP. And now the ESRP knows. Hey, this PSAP is not PSAP answering.

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Point number one there, it's PSAP number two on the right side.

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And it gives me the information to know that where I should send that call. But before I do that I, I visit the policy store, so hit next, and go down to the policy store and the policy store says, hey, if Next Gen 911 system two is not available. What do I do with this call?

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In this case we're gonna say that it's available. So hit next. It comes back to the ESRP. Next.

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Oh, it's not advancing! Did I lose you guys?

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Oh, there we go now! It's going. So it goes into the neighboring BCF which is again, two networks come together you need a ECRF. The ESRP here receives this. This is the routing.

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Remember I've already got the information of where the call is from the location information server on the left, so I don't need to do that again. Hit next.

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The ECRF at this point makes the detailed decision. It's not just somewhere in Next Gen 911 system two it's specifically for this PSAP here. So hit next.

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I come back with the actual. I plot that long inside a PSAP boundary. Now I know it's for PSAP number two, hit next. I need to go back out to the policy routing function to see what disposition this PSAP is in. Are there available dispatchers to answer the call? Are they all

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In a ring, no answer. Are they an alternate answer. And let's assume that they're ready to receive a call. So you hit next. The policy store returns back. What you should do under certain policies, and then finally next, one more time. The call is delivered to the PSAP. Hit next.

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And when it arrives at the PSAP, unlike today's system, all of the information about the call is immediately delivered to the PSAP. This whole rigamarole that I just went through happens in. oh, I don't know. two seconds or so. And, and it's, and it's all automated, based on information that's in the system. So.

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The takeaway from this slide is obviously system one needs to be interoperable system two so that they can pass information in the header from one system to the other, based on a standards compliant way and the call answering equipment that's in PSAP number two on the far right.

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Needs to be able to go back through the system back to that location information server on the far left there and pull back the location information as the mobile caller moves and location updates and you do a refresh and all of that. So.

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This is why Next Gen 911 interoperability testing is so important. Even if you're building a statewide system like California is, with multiple vendors where I've got this going on within the state. Even if I had a single system statewide, I still need to pass calls to my neighbor Arizona and Nevada and Oregon.

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And in some parts of the US, it's even more critical because you've got, like, say, for example, the Washington, DC area where you've got a whole PSAPs that interact with one another on a daily basis.

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If you go to the next slide.

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This talks about what we're in the process of setting up in terms of a testing program. We've got a in the center there. You've got this stakeholder driven process that contains the governance body and developers that are writing the required tests on the far left. You've got vendors, partners and standards

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Bodies that are inputting information into the system to make sure that what the stakeholders are driving aligns to what the vendors are building and what the standards, bodies are producing, and then once you get to that point, you've got a test script, a vendor would test their script

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Through their own QA process, quality assurance process, in a publicly available free script. Validate that it, that their solution is compliant. Each functional element and the entire system is conformant with the standard. They then submit that solution into some approved test lab. That test

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Lab runs the same test that was run in the other script in the box above, and then they push the result over to the certifying body and the certifying body validates that the process was the appropriate process was used.

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And so, and then, obviously, the next step is to certifications are publicly posted and made available to everybody that

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That this system, or this component has actually been tested, so this is the testing program and the process of setting up, where are we defined the functional elements? We've defined some of the requirements of testing of some of those functional elements and we've begun to write the test scripts for each of those initial elements.

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So if you go to the next slide.

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I wanna really talk about the task force itself. I'm not going to read this slide to you, but I want to save a little bit of time for questions. But if you go to NG911interoperability.org you'll get more information on what the task force is doing and if you go to the next slide. We've set up three different groups

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Within the task force a governance of finance and a technical And we've got an RFI, a request for information out right now on possible governance solutions, and what that might look like and who are the entities that might participate.

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Create and perhaps be the eventual governance body. The Finance group is working on some short term projects to identify how we might be able to get an influx of funding to do permanent staffing in year one and then the Technical Committee. Like I said, they're really working to align with DHS science and technology.

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Has got some seed money to begin to prioritize some requirements to get this off the ground, and they're really working closely with that.

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If you go to the next slide.

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I really wanna, I gotta see a couple questions here, Brian. Some are answering my query about what the important consideration.

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[Brian Tegtmeyer] Yeah, I think the only question most of them are answering your questions. The one question we do have is, how does the list the LIS get populated for each phone number.

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[Budge Currier] Okay. So the list is supposed to be maintained by the carrier.

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And the carrier would then deliver that call through that diagram that I walk through. And then they insert by reference. Most of them are doing that location, so think of it as a pointer. So the pointer comes in and then, when that hits the ESRP. The ESRP goes out to the list and pulls the information

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Directly from the carrier. So then you might ask, well, how many carriers have

lists today?

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Two carriers, so T-Mobile and Verizon. Have active lists, location servers, and they're maintaining that everybody else, we're using a transitional state where we build what's called the location database, which essentially is a list and it leverages some of the legacy information

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And we put that information in a database and we are sort of filling that role that the carriers should do on July 8th, the FCC is gonna rule to potentially ratify location 911 interface rules that they've.

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Developed and that would start the ball rolling for when 911 authorities could make a request to the carriers that they have a certain amount of time to comply with to have the lists in place, and that'll really get things moving on the carrier side. So, hopefully. That answers your question.

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[Brian Tegtmeyer] Alright, Well. That looks like all the questions we have for you today. I wanna thank Budge and Ross, our speakers today for their great information. This will conclude today's webinar. We appreciate everyone's participation. An archive version of today's webinar will be available on 911.Gov soon.

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And then our upcoming webinars are listed on the screen. [typo disregard dates] August 29th and September 12th. We'll be looking to identify what our topics will be for that, and we'll be sharing that with you as well. Again, when we post this Webinar on 911.gov

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We will also be answering the questions from any outstanding questions for either of our presenters. So again, thank you. Have a great day.