

# State of 911

Webinar Series

**State of 911 Webinar FAQ:** Insights on Real Time Crime Centers and Updates by the Next Generation 911 Interoperability Taskforce

July 16, 2024

---

## **Real Time Crime Centers (RTCC) and 911**

**The following answers are provided by:**

- Ross Bourgeois, Director, Public Safety Support Services, Office of Public Safety & Homeland Security, City of New Orleans

**What system(s) are you using to aggregate all of these data feeds?**

Motorola CommandCentral Aware with Genetec Security Center VMS

**Could a community or regional deployment of Emergency Medical Dispatch be considered?**

The DOT's SS4A grants encourage EMS systems to develop plans to address roadway crashes in their community and apply for planning and demonstration grants. Eligible recipients include a political subdivision of a state (such as a county, city, town, borough or special district), metropolitan planning organizations, and federally recognized tribal governments. For more details on eligible plans and projects, please refer to the official SS4A FAQ page: [SS4A Eligible Plans and Projects](#).

**What portion of the entire federated camera systems depends on commercial or private wireless?**

Cox Communications Commercial Metro-Ethernet Backhaul (10 Mbps) with assigned Cox resource for RTCC support.

**Curious how many local businesses are federating with you?**

770+ Federated Private Sector Camera Feeds. Local businesses include Domino's Pizza, French Market District. Also included are the National World War II Museum, the Federal Protective Services – US Customs House and the Housing Authority of New Orleans. 317 Business and 188 Residential Camera Feeds streamed to Stratocast cloud.

**What map do you use in the RTCC?**

Motorola CommandCentral Aware

**How is RTCC communicating updates to the responders? Radio, phone? Portable radio or full console radio?**

Radio and phone.

---

**Next Generation 911 Interoperability Taskforce**

**The following answers are provided by:**

- Budge Currier, Assistant Director of Public Safety Communications, California's Office of Emergency Services

**Can you please give an example of a service that is conformance tested and of a provider who does such testing?**

A conformance test might be the ingress Border Control Function, or the Location Validation Function, or the Emergency Call Routing Function (ECRF). There are a number of providers / vendors who offer these services, and the goal would be to eventually test each of the providers to ensure the individual functional element conforms to the standard.

**What is an example of a NG911 service that needs conformance testing?**

The NG911 services consist of a number of functional elements and components. An entire NG911 system would be everything from the origination of the call in the device to the delivery of the information to the first responder in the field. This entire service / call flow will need to be eventually tested. Initially the goal is to start with the Next Generation Core Services (NGCS), refer to NENA, ATIS, and APCO for a definition, to ensure that NGCS conforms to the standard. Then to test one NGCC to another (end to end interoperability) then to work out from the NGCS to the entire call flow listed above.

**Do I need an API to integrate Text to 911 into CAD?**

Technically no, the location in a legacy 911 system will be passed via a serial connection from an integrated text to 911 to CAD. In an NG911 system the text to 911 should flow through the NG911

system (it does in California) and the location information is passed to CAD through the serial connection. For those vendors that support EIDO and EIDO conveyance, the location information and other data related to the CAD incident can pass from the NG911 CPE to the CAD compliant EIDO solution. Additional testing and development is needed for all CAD vendors to be fully compliant with the standards. In the event a PSAP does not want to complete a CAD upgrade, APIs are possible to support sending information from NGCS to CPE to CAD. A longer, more complicated response is needed for over-the-top text to 911 solutions.