



Next Generation 9-1-1: Incident Related Imagery

Video and Picture integration in the
Emergency Communications Centre



Monica Million, ENP

Principal, Million Consulting Services, LLC.

Founding Member Collaborative Coalition for International
Public Safety

Past President, NENA

Disclosure Statement:

- *I have no current relationships with commercial entities*
- *I have received no speaker's fee for this learning activity*
- *This program has received no financial or in-kind support from any commercial or other organization*



Ronald Williscroft

ENP, COML

Former Director, 9-1-1 Communications, Winnipeg Fire Paramedic Service

Founding Member, Collaborative Coalition for International Public Safety

Director & Past President, APCO Canada

Disclosure Statement:

- *I have no current relationships with commercial entities*
- *Past employers:*
 - *Bell Cellular (Bell Mobility)*
 - *Motorola Canada*
 - *AT&T Solutions Canada*
 - *Rogers Communications*
- *I have received no speaker's fee for this learning activity*
- *This program has received no financial or in-kind support from any commercial or other organization*

Presentation Summary

- Provide an insight to recent research conducted by the Collaborative Coalition for International Public Safety (CC:IPS) on the integration of Incident Related Imagery (IRI) into the Emergency Communications Centre
- Oversight from other countries, past, present & future (NG – Next Generation)
- Share observations on approaches from both initial and down-stream agencies and considerations for differing agencies: Law Enforcement, Paramedicine, Fire/Rescue and others.



Learning Goals

- New digital services to assist Emergency Services including imagery will be driven greatly by public expectation. We will present some considerations on how to incorporate these into your centres and look at some best practice initiatives from Law Enforcement, Paramedicine, Fire/Rescue and others
- Short Discussion on Canadian CRTC Decisions & impacts
- Imagery has been seen as having a negative impact on mental health, we will present recent research that shows it may in fact be beneficial and lessen stress reactions



Things to Consider

- Public Expectation
- Existing Systems – CCTV
- Live Feed – Drone/Command Unit/
Aircraft
- Smart Cities/Motorways

How is Imagery deployed?

- Existing CCTV Feeds
- NG Call Handling Solutions
- Hosted Municipal/Regional portals
- Over The Top Applications (OTT)
- Data Aggregators



Benefits of Imagery

- Live, Real time situational awareness
- Fire/Rescue
- Law Enforcement
- Paramedicine
- Cost Guard/Search & Rescue/
Emergency Management



D 1393 ft H 168 ft
H.S 0.0 mph V.S 0.0 mph N/A

Requirements

- Bandwidth
- Storage
- Auditing
- Realtime editing / analytics
- Pull/Push ability
- Metadata capture
- Cybersecurity



Canadian Perspective - CRTC Decisions

Work for the ECC

- Imagery will not be allowed to transit the ESINet
 - Cybersecurity risk
 - Network resiliency issue
- A municipal (regional/national) portal must be established
- Provincial or National data aggregators may provide OTT or device based imagery and metadata (still to be determined)
- PSAP data sharing facilitated through infrastructure (EIDO)

Best Practices

- Pitkin County, CO, USA
- Salta Argentina
- Geneva Switzerland
- UK
- Australia/NZ
- Chandler, AZ, USA
- Winnipeg, MB, Canada

Mental Health Research

It's not like you thought it might be!

- Prior to NG9-X-X – research revealed 17-25% of telecommunicators met cut-off for probable PTSD – 5 times greater than the general population and 4 times greater than other front line responders
- With this information, you might assume imagery will have a negative impact
- Lilly's research shows that access to imagery may have appositve impact by:
 - reducing feelings of helplessness and increase a sense of agency
 - reduce guilt and self-blame
 - provide visual contact, which has a documented positive impact on stress
 - provide information on event severity
 - provide information on call outcomes

<https://lilly-consulting.com/research>

Mental Health Research

The successful plan

- Robust wellness program – EAPs are not enough
- Hiring practice including psychological screening assessment
- Change management plan and open communication
- Gradual implementation, assess needs and application (may require re-assessment of workflow or job/position structure)
- Don't think old ways will continue to work i.e. debriefings

Thank you!



Ronald E. Williscroft, ENP, COML



+1.204.481.0468



ron.williscroft@apco.ca



www.apco.ca



Monica Million, ENP



+1.970.640.3235



monica@millioncs.com



www.millioncs.com





SCAN HERE FOR DOCUMENT



CC:IPS

INSPIRING GLOBAL INTEROPERABILITY
AND ENHANCING PUBLIC SAFETY

<https://cc-ips.org>

<https://www.linkedin.com/company/cc-ips-the-collaborative-coalition-for-international-public-safety>