



Workshop Recap

Perth – November 2016

KEY ITEMS

- Expressions of Interest for Location and ECS
- 3rd Annual Industry Engagement Forum Planning Underway
- Mobile Location – The Hottest Topic
- Sub-Committee Updates
- NZ Update
- NG000 Strategy Refresh
- Emergency+ App Trialling Video
- NBN Battery Backup Update

Events

April 2017

- EENA Conference – Budapest, Hungary

May 2017

- Industry Engagement Forum – Sydney
- NECWG-A/NZ – Sydney

June 2017

- NENA Conference – San Antonio, Texas, U.S.A.

Calls for Expression of Interest for Emergency Call Service

Post the release of the final report of the National Triple Zero (000) Operator review, the Department of Communications and the Arts (DoCA) issued a call for Expressions of Interest for the provision of the Emergency Call Service.

The document seeks responses from suitably qualified organisations that can deliver the Emergency Call Person (ECP) service currently provided by Telstra under contract to the Commonwealth. Respondents are to demonstrate their capability to manage around 8 million calls per year and deliver these within tight timing requirements to the Emergency Service Organisations.

The document also highlights the needs for the respondents to be able to accommodate Next Generation Triple Zero (NG000) capabilities as they are developed.

The DoCA made it clear, after some initial queries and media speculation, that the service is to be delivered from within Australia.

The Expression of Interest closed on 25 November. The DoCA indicated at the NECWG-A/NZ meeting that they are aiming for a mid-2017 determination of the way forward after the evaluations of responses has been completed.

Calls for Expression of Interest for Emergency Mobile Location Services

The Department of Communications and the Arts (DoCA) issued a call for Expressions of Interest for the provision of the Mobile Location Services to support the Emergency Call Service.

The document seeks responses from suitably qualified organisations that can deliver mobile location to the Emergency Call Person (ECP) service. Location information is the most critical data element used by emergency services in their response to persons in need.

The Expression of Interest closed on 14 October. The DoCA indicated at the NECWG-A/NZ meeting that they are aiming to have completed the evaluations of responses by late 2016 with a view to determining a way forward in early 2017.



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Mobile Location – The Hottest Topic

In May 2016, the 2nd Annual Industry Engagement Forum was conducted in conjunction with the NECWG – A/NZ workshop. Over 40 representatives of public safety focused vendors again joined with members of the emergency communications sector to hear about progress on the NG000 strategy and discuss 5 Hot Topic areas:

- Location Identification (led by Steve Moore – QAS);
- SMS and Beyond (led by Craig Anderson – PSBA);
- Public Safety in an IP World (led by Lance Martin – WA Police);
- Smart Alerting (led by Greg Wild – NSW Fire); and
- Industry Engagement in a NG world (led by Chris Beatson – NSW Police).

As a result of this Forum, and in recognition of the efforts taking place around the globe, one day of the NECWG-A/NZ workshop in Perth was dedicated to location identification.

Invitations were opened to industry representatives to join NECWG-A/NZ members in hearing from Google, the European Emergency Number Association, and Communications Alliance on advancements and capabilities available right now in mobile location.

Ed Parsons – Google

Google have been particularly active in developing mobile location capability for use by Emergency Services. In Europe they partnered with British Telecom, and HTC to trial an automated mobile phone based location identification service (AML) which – on dialing the 999 emergency number – activated the GPS signal of the phone and issued via SMS the lat/long details of the device to British Telecom (the British version of our ECP).

This successful trial has now seen Google make this capability available on all Android phones across the world. Ed Parsons presented on concepts related to the benefits of the capability. The table groups of NECWG-A/NZ and industry representatives then considered the Google presentation and discussed opportunities, risks, and considerations of the capability in an Australia / New Zealand context.

James Winterbottom – EENA

James presented on a protocol developed by EENA to deal with location identification through smartphone Apps in a multi-jurisdictional environment. The Pan-European Mobile Emergency Application (PEMEA) architecture has been designed to ensure that Apps built within certain jurisdictions are able to identify changes in location and direct enquiries to the correct emergency service provider. This is particularly relevant in a European context where travel between countries is frequent. While Australia and New Zealand operate centralised ECP services, we are often responding to visitors from each other's country, or other international visitors. Having this capability inbuilt with emergency Apps built in this region would potentially assist in removing confusion about who to contact in an emergency situation, and how to locate them.

Alexander Osborne and Mike Ryan – Communications Alliance

Communications Alliance is a collective of the telecommunications carriers in Australia. They presented on the considerations and implications of mobile location from a carrier network perspective and the advantages of using the carrier networks in identifying and presenting mobile location to emergency services.

The presentations provided the NECWG-A/NZ members and industry an opportunity to gain insights into development and capability that could be made available to Australian and New Zealand emergency services and community.



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Sub-committee Updates

SMS to Triple Zero – noted the development of the AML service which could provide an opportunity to advance the technical design of the SMS to 000 service.

Standards – investigations will commence into understanding the implications of the location identification capabilities on National Standards for Triple Zero (000).

New Zealand Update

New Zealand's Wellington Free Ambulance successfully upgraded their TriTech CAD system in August 2016.

Wellington Free Ambulance have been approved to implement a digital radio network.

The NZ Government has given approval to their Mobile Caller Locate Steering Committee for AML to be used in the government contract for mobile location.

NZ Police recently completed to roll out of 13,000 mobility devices to in-field staff. They are also being populated with new Apps to assist in location identification, electronic statements and digital video recording.

NZ Police are also discussing delivery of SMS messaging directly into their CAD system.

NG000 Strategy Refresh

The Next Generation Triple Zero (NG000) strategy was developed in 2013. NECWG-A/NZ are planning to undertake a review and refresh of the strategy in 2017 to make sure its addresses changing circumstances and incorporates latest thinking as it prepares for the coming years.

**For more information
contact your local
NECWG – A/NZ Representative**

3rd Industry Engagement Planning Underway

NECWG-A/NZ is preparing for its 3rd Industry Engagement Forum (IEF) day in May 2017 to be held at the Australian Institute of Police Management in Sydney.

The forum will provide updates on the hot topics discussed at the 2nd IEF in Melbourne and, is proposed to focus on a specific topic of the 'Communications Centre of the Future'.

The day is expected to cover a range of subjects related to the operation, function, and capabilities to be accessed and provided by the people, technology, and infrastructure in Communications Centres.

Emergency+ App Trialing Video Communications

The Emergency+ App has recently undergone development to incorporate a capability to deliver video to emergency services as part of a call made to 000 from the App.

This has the potential to increase situational awareness of the incident and the surrounds the person may be encountering.

NECWG – A/NZ Overview

NECWG – A/NZ is established to address the core issues of the Emergency Call Services in both Australia and New Zealand, establish standards and policies for the interaction with the ECS, to foster the relationship between emergency and non-emergency service providers and, to ensure that the relevant issues are considered within both an individual nation and Australasian framework.