



# Workshop Recap

Christchurch – May 2018

## KEY ITEMS

- Workshop on Communications During Major Outages
- NECWG-A/NZ's 4<sup>th</sup> Industry Engagement Forum
- Innovation in Europe
- New Zealand Leads the Way in Mobile Location
- New Zealand Police Innovation Lab
- Start-ups Post the Earthquake
- Business Continuity in Emergency Services
- The Rise of Machine Communications

## Events

### June 2018

- NENA Conference – Nashville, Tennessee, U.S.A.

### November 2018

- NECWG-A/NZ – Hobart, Tasmania

### April 2019

- EENA Conference – Dubrovnik, Croatia

### May 2019

- NECWG-A/NZ – Darwin, Northern Territory

## Workshop on Communications Protocols During Major Outages

Members of NECWG-A/NZ joined with telecommunications carriers, representatives of the Australian Government, and the Australian Emergency Call Person (ECP) to discuss and workshop the communications protocols during major outages like that experienced by the Triple Zero (000) service on 4 May 2018.

The group heard from Telstra on their investigations into the outage, NSW Police in relation to the impact on New South Wales and the enacting of their business continuity plan and its impacts, and from the State of Victoria representatives (ESTA and Victoria Police) in relation to the impact on their services.

While significant work is being undertaken in relation to the technical issues surrounding the outage, the NECWG-A/NZ identified that an equally significant issue was the communications protocols used during the outage which saw some confusion in the community about who they should call, and among certain jurisdictions for whom the media communications contradicted with their capability.

The group identified that one State's business continuity messaging to its local community was relayed across the country leading to a level of confusion and misdirection of callers. In addition, the group identified the timing and content of messaging into the Emergency Services Organisations (ESO's) was inconsistent leading to further confusion in relation to the status of the issue influencing decisions made by the ESO's.

The group, including the ESOs, carriers, government, and ECP, conducted a workshop to collaborate on the needs, expectations, and opportunities to improve communications in response to a future major outage of the Triple Zero (000) service.

The workshop focused on what the communications response plan should include, responsibilities within the process, methods of communications between the ECP and ESO's, between ESO's, and most critically, with the community.

The results of the workshop are being collated to form the basis of further discussion between the stakeholder parties with the intent to establish a common and consistent communications model to deal with major events impacting Triple Zero (000).



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### The 4<sup>th</sup> NECWG-A/NZ Industry Engagement Forum *Innovation in Emergency Communications*

On 24 May 2018, the 4<sup>th</sup> annual Industry Engagement Forum was conducted in conjunction with the NECWG – A/NZ workshop.

The NECWG-A/NZ Industry Engagement Forum is a collective gathering of members from the broader Emergency Communications community that joins forces to explore, and tackle the challenges facing emergency communications.

Since its first event in Sydney 2015, the events have focused on the Next Generation Triple Zero (NG000) strategy, alternative communications models for emergency services, advanced mobile location, and the Emergency Communications Centre of the Future (ECCF).

This collegiate approach to emergency communications has resulted in the publication of white papers on mobile location and the ECCF as well as driving a common focus on the needs of Australian and New Zealand providers of emergency communications.



The 2018 Industry Engagement Forum, held in Christchurch, New Zealand focused on innovation in emergency communications.

Christchurch was an ideal location to explore this topic as the members were able to learn how the City and region dealt with the aftermath of the devastating 2011 earthquakes and how innovative thought supported its recovery.

More than 30 people representing 13 industry organisations travelled to Christchurch to join NECWG-A/NZ members for this event (see following pages).



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### Innovation in Europe

NECWG-A/NZ was pleased to be joined by Benoit Vivier from the European Emergency Number Association (EENA) who provided the key note address on emergency communications innovation in Europe.

EENA is a non-governmental organisation based in Brussels, with the mission to contribute to improving the safety and security of people. Their vision is that every citizen can access emergency services and receive the appropriate information and care during an emergency or a disaster.

Benoit discussed current development in areas such as Drones and Cybersecurity.

He also highlighted the successes in Europe of innovations such as Advanced Mobile Location, Pan European Emergency Mobile Applications (PEMEA), and e-call in-vehicle emergency telematics.

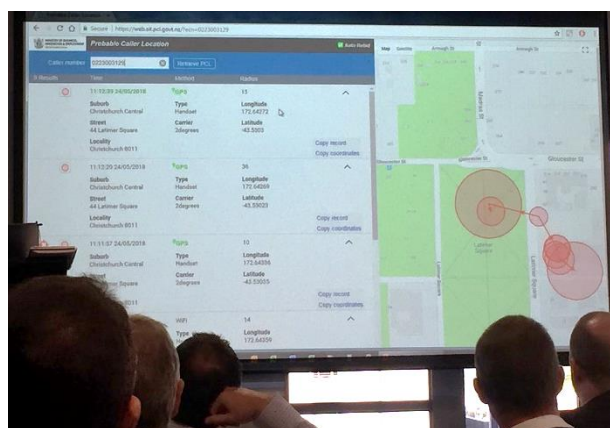
EENA is actively promoting continued innovation through its 'Plugtest' events where industry comes together in a collaborative environment to work on solutions to specific challenges or service improvements.

Recently EENA has created the 'CrisisTech' model to support startups in developing innovative solutions and opportunities for emergency services or the community to be better informed about emergency events.

### New Zealand Leads the Way in Mobile Location

New Zealand's Ministry of Business, Innovation and Employment (MBIE) have actively pursued the implementation of Advanced Mobile Location which they refer to as Emergency Caller Location Identification (ECLI).

This resulted in the introduction of the ECLI for Android phones in 2017 and more recently in March 2018 with Apple iPhones after the release of IOS11.



New Zealand has developed this capability to allow for tracing of callers in need which is vital in situations where the victim is moving (e.g. abduction).

The MBIE representatives demonstrated this capability to the group but also highlighted some focus areas for future development including:

- Access to ECLI from international visitors roaming on New Zealand's carrier networks;
- Increasing the accuracy of location data to within 50 meters with a 95% accuracy;
- Extending the location information into Voice over LTE (VoLTE) or IP telephony services.







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### New Zealand Police Innovation Lab

The attendees of the NECWG-A/NZ Industry Engagement Forum learned of the work being undertaken by the New Zealand Police Innovation Lab.

With a key organisational goal to make New Zealand the 'Safest Country' the two-pronged focus of policing presence in the community and the intelligence space means the Police Innovation Lab plays a key role in assisting in the realisation of outcomes in both these focus areas.

The New Zealand Police Innovation Lab has developed relationships with key strategic partners to create outcome driven tools and services that support key user requirements.

The Innovation Lab is, and will continue to be, a key provider of innovative capability developer in the goal of making New Zealand the safest country.

### Startups Post the Earthquake

The [Enterprise Precinct and Innovation Campus](#) (EPIC) was established in the aftermath of the 2011 earthquake to provide and innovation space for startups and established organisations to continue to operate amid the damage resulting from the earthquake.

Colin Andersen presented on how EPIC came into being and how startup collaboration supported the city and region as they got back on their feet. The campus has been recognized world wide for its innovate development and work space collaboration capabilities.

### Business Continuity in Emergency Services

Representatives of New Zealand Police, New Zealand Fire, and St John Ambulance who were all in the middle of the earthquake zone discussed with members the work they did in the lead up to and following the earthquake.

For emergency services people and our industry colleagues, this was a reminder of the critical and vital nature of this service and the 'unseen' impact these events have on the first point of contact the community have with emergency services.

### The Rise of Machine Communications

The group heard from a representative of the Queensland Public Safety Business Agency on the rise and opportunities of machine based communications for emergency services.

There is little doubt that the community generally is making a significant shift toward non-voice communications and with the imminent introduction of 5G technology the opportunity for intelligent sensors and machine to machine communications, the opportunity to use this capability in support of emergency response is growing.

The group heard how machine communications could support the development toward the [Emergency Communications Centre of the Future \(ECCF\)](#) in moving the service from a reactive to a proactive posture.

They also heard some of the considerations and challenges faced by Emergency Service Organisations in making this transition but also the benefits that could be available from this transition.

### 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.

#### For more information:

contact your local  
NECWG – A/NZ Representative



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