

Video Data for Emergency Response

New Orleans, LA

SCENARIO

At the end of 2016, a sudden rise in crime in the heart of New Orleans caused a groundswell of concern around the city's ability to attract conferences, sporting events, and entertainment.

SOLUTION

The city turned a city-owned building into a state-of-the-art Real Time Crime Center (RTCC) and worked with partners like Axis Communications to use technology as a force multiplier for daily operations and emergency response services.

In Phase 1, factory-trained RTCC staff deployed a mixture of pan-tilt-zoom and fixed-view devices in the French Quarter, connecting these cameras via point-to-point wireless infrastructure. In Phase 2, staff installed more pan-tilt-zoom devices at predetermined locations throughout the city. RTCC also equipped first responders, the system's end users, with wireless capabilities for radio and hardware updates.

The camera network integrates with 911 dispatch and delivers a centralized view from any device. When first responders receive a call for service, cameras and assets within 0.10 mile of the scene automatically display on a map, and the video feeds begin to play.

RESULT

Since the initial deployment, the RTCC has incorporated 500 more citizen and business cameras into the system via the SafeCam Platinum program. Certified professionals manage the system on a daily basis. With the over 20,000 labor hours saved, the New Orleans Police Department and other agencies have been able to reinvest in additional feeds and devote time to emergency response services and proactive community engagement that builds rapport and fosters trust between agencies and the communities they serve.

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