

2014 Video Quality in Public Safety (VQiPS) Workshop After Action Report



Workshop Overview

<i>Name:</i>	2014 VQiPS Workshop
<i>Date of Workshop:</i>	April 29 - May 1
<i>Location:</i>	Houston, Texas
<i>Workshop Participants:</i>	Law Enforcement, Fire Response, Emergency Medical Services (EMS), Academia and Industry
<i>Workshop Type:</i>	Plenary, breakout sessions and a public safety video applications lab
<i>Workshop Setting:</i>	Educational, interactive and networking meeting
<i>Workshop Overview:</i>	<p>This year's workshop commemorated the five-year anniversary of the VQiPS project and verified the path forward. Workshop attendees interacted with other first responders and listened to case studies about efforts in different cities to establish video systems and use them for daily operations. Workshop attendees departed with a shared understanding of the VQiPS tools available to the end user community, an increased awareness of new video technologies, and insight into how first responders use video in the field. Highlights of this year's workshop included a Public Safety Video Applications Lab; a preview of the Digital Video Quality Handbook – Version 2; updates from the National Public Safety Telecommunications Council (NPSTC), the Public Safety Communications Research (PSCR) Program, and FirstNet; and sessions on the Command Center Experience and an Introduction of Public Safety Broadband Issues. The workshop also featured case study presentations from Chicago, Illinois; Philadelphia, Pennsylvania; Seattle, Washington; Houston, Texas; Baltimore, Maryland; Beverly Hills, California; and Washington, D.C. The case study presentations highlighted policy issues each city faces with video systems, such as retention rates. Attendees can use the lessons learned from these presentations to support efforts to establish their own video systems.</p>
<i>VQiPS Vision and Mission:</i>	<p><u>VQiPS Vision</u> The VQiPS Working Group will create a collaborative environment that accelerates the ability of users to specify and deploy video technology solutions that meet user requirements and improve public safety and homeland security enterprise operations.</p>

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VQiPS Mission

The VQiPS Working Group creates knowledge products, fosters a knowledge-sharing environment, and supports research, development, testing and evaluation for enhanced video quality through measurable, objective and standards-based solutions across the full spectrum of video-use cases for the public safety community.

VQiPS Background and Goals:

The VQiPS initiative, which started in 2008, is a multi-stakeholder partnership between the Department of Homeland Security's (DHS) Science and Technology Directorate, the U.S. Department of Commerce's PSCR Program, public safety practitioners, the private sector, standards development organizations and the global research community. VQiPS gathers input from practitioners and video experts and delivers unbiased guidance and educational resources that help the first responder community clearly define and communicate its video quality needs. In the beginning, the group sought to accomplish two tasks: educate end users about video system components and provide knowledge tools to help end users define their own use case requirements. VQiPS accomplished these goals with the development of the VQiPS Web Tool, the Video Quality Standards Handbook and multiple technical reports. Moving forward, VQiPS will support the build-out of the Nationwide Public Safety Broadband Network by developing video-over-broadband materials and guides, as well as connect to FirstNet to provide technical information and video feedback.

Workshop Participant Feedback

Participants offered the following anecdotal feedback to guide the development of future Workshops:

Tactical

- Increase the number of actively-moderated, focused-panel discussions with more time added for presenters to answer questions from attendees
- Increase communication between moderators and panelists prior to the meeting to finalize presentations
- Increase the number of academia participants at the meeting
- Send breakout session abstracts to registrants in advance of the workshop
- Require case study presentations to follow a uniform format, including:
 - Background information on city and video system
 - Lessons learned from implementing video systems
 - Information on current or future challenges
 - Description of how the city uses video or specifications and details of current video project
- Increase networking time for attendees
- Extend the workshop to three days
- Incorporate additional case study presentations in the agenda (schedule for mornings)

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- Include the following information: ongoing Operating & Maintenance (O&M) cost containment issues (e.g., linking cameras to other systems), storage, staffing, retention, utilization, policy and cost
- Develop and distribute charts with the retention rates for each state and major city presenting at the Workshop
- Highlight the VQiPS roadmap of deliverables and milestones at the next workshop
- Strategic
- Engage end users for documentation on policy and video use
- Investigate the following topics of interest for future presentations:
 - Impact of records retention
 - How to work with partner agencies
 - Exploiting video (e.g., facial recognition, analytics)
 - Lessons learned using video for major events
 - Camera placement
 - Wireless communications and video
 - Common video policy issues and solutions
 - How end users can increase the passive monitoring of cameras without making it cost prohibitive
- Develop and distribute a white paper on potential policy issues users may face, as well as potential solutions
- Establish an EMS focus group to research the current challenges for the EMS community and present the findings at the workshop
- Develop model guidance and policies to set groundwork for debate on emerging technologies

After Actions Based on Lessons Learned

Based on the information gathered through participant feedback of the 2014 VQiPS Workshop, DHS will incorporate the following actions into the planning for the next workshop:

- Include additional sessions on variability of records retention schedules and policies (e.g., develop and distribute charts with the retention rates for each state and major city presenting at the workshop)
- Dedicate a full day to case studies with more time for Q&A
- Send abstracts and descriptions of each breakout session to Workshop attendees one week before the workshop begins
- Increase communication with instructors on what attendees should accomplish during the hour-long lab demonstration session
- Establish a hashtag for the workshop allowing attendees to provide feedback and suggestions for improvement
 - Gather feedback on VQiPS and the workshop through NPSTC channels
- Confirm audio/visual requirements with panelists four weeks before the workshop
- For more information on the VQiPS program or the 2015 VQiPS Workshop, please contact the support team at VQiPS_Working_Group@hq.dhs.gov.

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Appendix A: Workshop Agenda

Fifth Video Quality in Public Safety Workshop

*Crowne Plaza
1700 Smith Street
Houston, TX
April 30 – May 1, 2014*

Purpose: To celebrate the 5-year anniversary of VQiPS and chart the path forward

Outcomes:

- Shared understanding of the VQiPS tools available to the end user community
- Increased awareness of developing technologies, promising practices, and lessons learned
- Shared awareness of the progress and future direction of the VQiPS project
- Better understanding of user needs

Agenda

Wednesday April 30th

7:00 – 8:00AM Registration

8:00 – 8:15AM Welcome and Opening Remarks

8:15 – 8:25AM Introduction of New OIC Director

8:25 – 8:30AM Workshop Overview

8:30 – 8:40AM “Welcome to Houston”

8:40 – 9:30AM NPSTC, PSCR, and FirstNet Update

9:30 – 10:00AM Introduction of Public Safety Broadband Issues

10:00 – 10:55AM Command Center Experience

10:55 – 11:10AM ~Break~

11:10 – 12:10AM First Responder Applications and Needs Assessment Panel Breakouts

Session #3A: Research Video Initiatives
Session #3B: Cracking the Code to Forensic Video and Mobility

*12:10PM – 1:40PM ~Lunch~ *Not Provided**

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1:40 – 2:05PM *VQiPS Video Tool Box and Case Study*

2:05 – 2:25PM *~ Break~*

2:25 – 3:25PM *Lab/Educational Panel Breakouts*

Public Safety Video Applications Lab (Group #1)
Session #5A: Mobile Devices

3:25 – 3:35PM *~ Break~*

3:35 – 4:35PM *Lab/Educational Panel Breakouts*

Public Safety Video Applications Lab (Group #2)
Session #6A: Mobile Devices

4:35 – 5:35PM *Case Studies*

<ul style="list-style-type: none">• Houston, TX• Baltimore, MD• Beverly Hills, CA

5:35 – 5:45PM *Closing and Adjourn*

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Thursday May 1st

8:30 - 8:35AM *Regroup, Re-grounding, and Recap*

8:35 - 9:00AM *Video Program Vision, Mission, and the 5 Year Roadmap*

9:00 - 9:20AM *Video Standards Roundup*

9:20 - 10:20AM *Case Studies Presentation*

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| <ul style="list-style-type: none">• Chicago, IL• Philadelphia, PA• Seattle, WA |
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10:20 - 10:35AM *~ Break~*

10:35AM - 11:35AM *Educational Panel Breakouts*

Session #11A: End User Discussion of Local Control of Video
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Session #11B: From PSAP to ASAP Next Gen 9-1-1

11:35 - 1:05PM *~Lunch~ *Not Provided**

1:05 - 2:15PM *Top 10 Technologies in Physical and Cyber Security*

2:15 - 2:30PM *~ Break~*

2:30 - 3:30PM *Educational Panel Breakouts*

Session #13A: Introduction to User Tools for Interoperability
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Session #13B: The Art of Designing and Funding Public Safety Video Projects
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3:30 - 3:45PM *~ Break~*

3:45 - 4:45PM *Educational Panel Breakouts*

Session #13A: Policy Issues in Video Use and Application

Session #13B: Television to the Rescue – How Existing TV Bandwidth can Improve Public Safety Communications
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4:45 - 5:00PM *Closing*