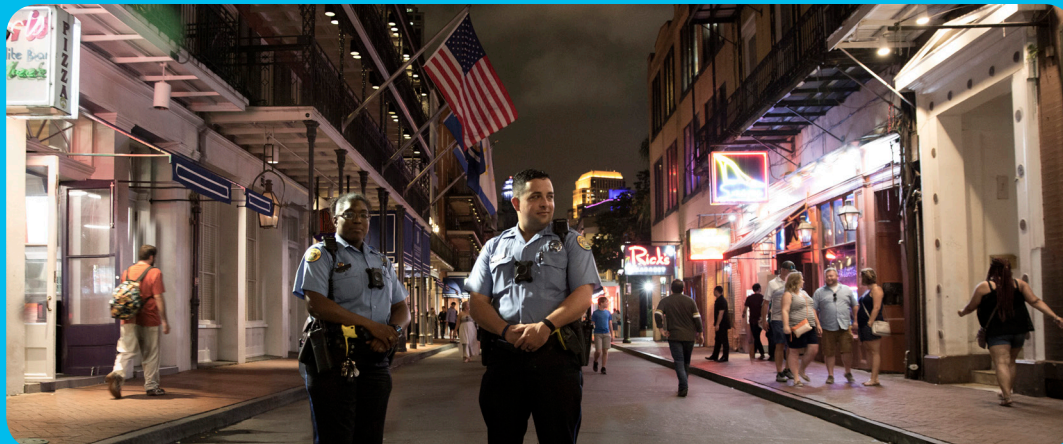




# Keeping City of New Orleans Safe with Cisco IoT Solutions

## Increasing police efficiency and public safety with Cisco IoT solutions

New Orleans, Louisiana the popular city known as The Big Easy, has long struggled with challenges in keeping the streets safe. Cisco is helping it change all that. Cisco IoT solutions, including [Cisco IR829](#) Industrial Integrated Service Routers, which are designed for outdoor environments, are enabling New Orleans police, fire, EMS and other city services to increase efficiencies that improve public safety.



## Government/Public sector

**Customer name:**

City of New Orleans

**Size:**

393,000 population

**Tourists:**

18 million tourists annually

**Industry:**

Public sector

**Location:**

New Orleans, LA



## Reducing investigation time with real-time video

Increasing the efficiency of police in the field is a primary objective for New Orleans. Access to real-time incident video footage (from cameras installed across the city, while operating on Cisco's network) helps police officers do their job more quickly. "Instead of arriving on the scene to get information, officers arrive on the scene with information, making them more efficient when they respond to a call," explains George Brown, IT manager for the Real-Time Crime Center and the New Orleans Office of Homeland Security.

For example, previously, a police officer might respond to a call that a car ran a red light and crashed into another car. It might take 20 minutes for the officer to interview both parties involved in the crash. Now, officers can arrive at the scene of an incident with real-time video of what happened to expedite the investigation. "If we give the police back 20 minutes for that call, that's 20 more minutes they can be out patrolling or responding to another call for a more productive day. Higher visibility means they have more of a presence and impact locally in their community."

Real-time video has also been critical for faster crime detection and resolution. "We've had robberies caught on camera, and were able to immediately send video to walking-beat police officers a few blocks away, who were able to casually stroll up and put the culprit in handcuffs. That's huge."

In the past, police would have had to rely on witness descriptions, and spend an inordinate amount of time tracking down surveillance video from local businesses to work cases. "That's time we've been able to eliminate. Now the RTCC can retrieve video for a particular location and time in minutes."

Having concrete evidence in hand also helps increase police efficiency when interviewing people involved in incidents. "The real-time video is like having a force multiplier as a virtual partner. It helps eliminate the challenges of conflicting stories, and adds tremendous value."

November 2016 was a turning point, when gun violence occurred two weekends in a row on the city's famed Bourbon Street. The city amplified its commitment to increase police efficiency, utilizing new technologies to provide greater visibility and faster access to critical incident information. Exactly one year after those incidents, backed by city and state funding, New Orleans opened the [Real-Time Crime Center \(RTCC\)](#), a facility that uses technology to provide critical information to first responders in the field and to assist with investigations of criminal activity or quality of life concerns.

The RTCC analyzes video footage collected from more than 400 IP cameras set up throughout the city. To power those cameras securely, the city uses a Cisco network with more than 500 [Cisco IR829](#) routers that deliver LTE WAN cellular and wireless LAN connectivity.

"The Cisco IR829s have been the end-all, do-all for us, for both camera deployment and our mobile computing environment," notes Richard Couget, network manager for the City of New Orleans. "These routers integrate all the different aspects of what's required to have a successful deployment."

**“The Cisco IR829 has supported everything we’ve asked it to do. It has been extremely reliable and very robust in every aspect of every solution we’ve thrown at it.”**

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### Richard Couget

Network Manager for the City of  
New Orleans

## Keeping officers on the streets with wireless radio upgrades

For years, upgrading radio equipment has been a pain point for the police department. Periodic firmware and software updates required officers on duty to spend time bringing equipment to their headquarters. Now, IT can manage everything virtually, pushing radio upgrades over a highly secure, dedicated Wi-Fi network.

“With [Cisco IR829s](#), officers can upgrade their radios in the field, and stay focused on the job. In 2018, it saved us 2500 public safety manpower hours,” cites Brown.

As the city’s Network Manager, Couget added that the city’s concept of the network edge keeps evolving. “In our mobile computing and camera computing environments, the edge is becoming more fluid. As we deploy more and more Cisco IR829s that have integrated enterprise access points in them, the edge is becoming mobile. It extends our network farther and farther, rather than being in fixed areas.”

## Lowering crime rates across a broad spectrum

New Orleans’ data-driven law enforcement strategies are having a measurable impact. By December 2018, the city had reduced the murder rate to its lowest number since 1971, and non-fatal shootings dropped 28 percent over the previous year, according to [NOPD reports](#).

Even the CleanUp NOLA initiative to reduce litter is benefiting from the Real-Time Crime Center. On the Cisco IR829 network, surveillance cameras feed live footage to the RTCC, capturing footage of people who illegally dump trash, so they can be identified and fined or arrested. The [New Orleans Mayor’s Office](#) noted, “These issues have a negative impact on our economic development and safety, and the quality of life of every New Orleanian.”

“The [Cisco IR829](#) has supported everything we’ve asked it to do,” says Couget. “For every challenge, we’ve been able to work a solution. It has been extremely reliable and very robust in every aspect of every solution we’ve thrown at it.”

## Related resources

- [NOLA case study video](#)
- [Cisco IR829 Industrial Integrated Services Routers](#)
- [Cisco IoT Networking](#)