



April 2019 Newsletter

April 2019

Implementing AVL (Automatic Vehicle Location) Technology Within PSAPs

Automatic Vehicle Location (AVL) technology has been around since the nineties, but its use for enhanced officer safety has never been more important. AVL currently has multiple applications within the Public Safety Answering Point (PSAP). To track resources, AVL uses the GPS (Global Positioning System) signal from a field unit's vehicle or smart device to provide real-time location updates to Dispatchers who are tracking an incident. In addition, AVL provides field officers using smart devices with information on the location of their fellow officers and responding units. Likewise, Incident Commanders are able to view their assets from the scene and make better-informed decisions. Other current uses of AVL for public safety include "closest available" calculations for police, fire apparatus and EMS/ambulance responders, in turn providing faster service to citizens in need. And, despite its name, AVL is no longer tied just to vehicles, but can be used in tracking officers on foot or bike patrol to more effectively dispatch and track, to ensure their well-being.



However, as valuable as AVL is to dispatchers and first responders, it is generally under-utilized at many PSAPs today. While available network speeds have increased and while smartphones provide us with turn-by-turn directions, a large number of PSAPs have not implemented AVL capabilities. The current 4G and soon-to-be 5G networks provide excellent cell coverage, but too many PSAPs still

utilize radio communication in order to verbally determine the location of their resources; using AVL in conjunction with Computer Aided Dispatch (CAD) will result in the reduction of unnecessary radio chatter.

AVL is most often integrated with mobile communications through CAD, and, indeed, most current CAD and Mobile systems support AVL technology.

However, many PSAPs don't take full advantage of all of the AVL features and functions that may be available to them. The reasons for this AVL under-utilization include:

- Outdated or lack of GPS connectivity in mobile units,
- Outdated Maps in unit Mobile Computer Terminals (MCTs),
- Policy issues which restrict visibility into personnel location,
- Closest-unit calculation dispatch is not enabled, or not working effectively,
- Lack of integration with all PSAP resources (police units, fire apparatus, ambulances, etc.),
- Lack of regional coordination of available resources.

In today's high speed cellular network environment, utilizing a cellular modem connection is the most cost-effective way to achieve AVL connectivity and it also has the highest throughput speed. But in areas where private networks don't have the required coverage, radio-based cellular modems can still be utilized. The public safety broadband network, utilizing FirstNet or other options, provides additional capacity for AVL connectivity; whatever connectivity method is used, the goal needs to include regional resource sharing and interoperability.

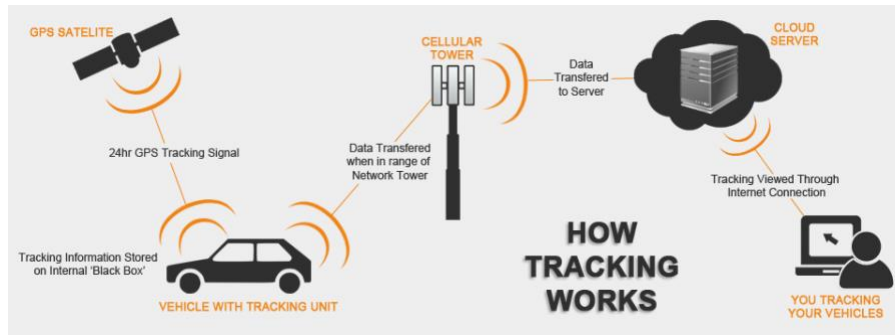
Winbourne

Consulting offers a full range of public safety services, including strategic planning, systems integration, specifications development, solution acquisition, and implementation project management and quality assurance.

Our Areas of

Expertise encompass all segments of Public Safety, including:

- PSAP Consolidation
- NG911 Strategic Planning and Implementation
- Public Safety Communications and Telephony
- Public Safety Applications and Systems Requirements and Implementation Support
- Mission Critical Facilities Design and Fit-Out
- 311 Call Centers and Implementation
- PSAP Staffing and Operations Analysis



Resource Sharing

Even PSAPs that have implemented robust AVL solutions may lack access to a neighboring PSAP's resources. With the increase of virtual and physical PSAP consolidation the need for a robust AVL solution is an integral part of a successful deployment. In order to realize regional resource allocation efficiencies and reduce response time, PSAPs need to incorporate AVL technology in all resources including police vehicles, ambulances, fire apparatus and other mobile resources such as bike patrol, foot patrol, horse patrol, etc. Regional interoperability without an AVL implementation doesn't allow for automated resource sharing and reduction of response time. In order to achieve economies of scale and optimize resource allocation and utilization, PSAPs need to work together to integrate their CAD and Mobile systems to determine closest-resource calculations. Furthermore, a regional AVL implementation can take advantage of other resources such as private ambulances, snow plows, buses etc. that can be added to the system by integrating their AVL.

To accomplish this type of AVL regionalization, PSAPs can evaluate two primary interoperability strategies; physical consolidation or virtual (or shared services) consolidation. Since physical consolidation is typically politically charged with a lengthy implementation process, virtual (or shared services) consolidation is the most expedient option. The simplest and most cost-effective virtual consolidation is PSAP interoperability utilizing a CAD-to-CAD solution. These types of virtual consolidations utilize regional maps and AVL to provide closest-resource calculations to all participating PSAPs and the agencies they serve. Not only can this type of virtual consolidation reduce response time by as much as 2 to 3 minutes, it provides a global view of all incidents and resources to each participating PSAP in the region.

An additional consideration to achieve regional resource sharing and interoperability is the need for PSAPs to first develop MOUs (Memorandum of Understanding) or other cooperative agreements. These agreements need to focus not only on the AVL and interoperability technology, which is often the easy part of the effort, but the development of a regional resource allocation strategy. This strategy needs to include how resources will be shared amongst agencies and how AVL plays a role in the deployment of this strategy. Winbourne Consulting has provided interoperability and AVL based resource sharing consulting services to several regional and statewide initiatives. For further information on how Winbourne Consulting can assist your agency in implementing AVL or developing an interoperability strategy with a focus on resource sharing and reduction of response time utilizing AVL technology, contact us at info@w-llc.com or (703)584-5350 ext. 104.

Winbourne Happenings

Winbourne Consulting is pleased to announce that Senior Consultant Chris Robbins, PMP, recently completed the NENA ENP certification process and is now also certified as an ENP. Congratulations Chris!

MCLEP MARINE CORPS LAW ENFORCEMENT PROGRAM

Winbourne Consulting, LLC was awarded a subcontract by Homeland Security Solutions, Inc. for the US Marine Corps Civilian Law Enforcement Program Services or MCCLEP. The United States Marine Corps established the Marine Corps Civilian Law Enforcement Program (MCCLEP) to provide law

enforcement and security support to 18 locations worldwide. The contract includes law enforcement, security, security support, information and database systems, and law enforcement training as part of a holistic and collaborative umbrella of support to the Marine Corps mission.

Jeff Winbourne, President, International Services for Winbourne Consulting, will be representing iCERT at the Kenya Emergency Communications Systems Reverse Trade Mission Conference, sponsored by the USTDA on May 14, 2019. Jeff will be a panelist on a roundtable on "Best Practices in Emergency Management".

Winbourne Consulting was selected by the Huntington Beach Police Department (HBPD) to provide consulting services to assist in the procurement assessment and implementation services for computer-aided-dispatch (CAD), records management, and mobile software systems.

Winbourne is currently assisting HBPD in developing a detailed procurement process, which includes an evaluation process, vendor demonstrations, and negotiation points. We will also assist in providing project management and quality assurance in the system implementation phase of the project, to include system installation, configuration, testing, training and go-live and post-go live stabilization activities.



Winbourne Consulting is providing subject matter expertise to assist Dane County, WI Emergency Communications Center in conducting research and performing a comprehensive evaluation of the staffing levels of the Public Safety Communications Department (PSC) based on current workload and estimated workload in 0 to 5, 6 to 10 and 11 to 15 years. The analysis includes population growth, workload, consolidation potential, anticipated

industry changes and technological changes and net out any changes when considering growth needs alongside labor saving mechanisms.

Public Safety Happenings

From the CJIS Group

FUNDING UPDATE: PUBLIC SAFETY GRANTS

Eight [new grant programs from the Department of Homeland Security were just released](#), totaling more than \$1.7 billion. The funding is available for "state, local, tribal, and territorial governments, as well as transportation authorities, nonprofit organizations, and the private sector, to improve the nation's readiness in preventing, protecting against, responding to, recovering from and mitigating terrorist attacks, major disasters, and other emergencies."

Preparedness Grant Program Allocations for Fiscal Year 2019:

1. Emergency Management Performance Grant (EMPG)—more than \$350 million

Our Clients include city, county, state, and federal agencies located throughout the United States and the world, as well as countries in Europe, the Middle East, Asia, the Caribbean, and South America.

2. Homeland Security Grant Program (HSGP)—more than \$1 billion
3. Nonprofit Security Grant Program (NSGP)—\$60 million
4. Tribal Homeland Security Grant Program (THSGP)— \$10 million
5. Intercity Passenger Rail - Amtrak (IPR) Program—\$10 million
6. Port Security Grant Program (PSGP)—\$100 million
7. Transit Security Grant Program (TSGP)—\$88 million
8. Intercity Bus Security Grant Program (IBSGP)—\$2 million

All preparedness Notices of Funding Opportunities can be found at www.grants.gov.

Industry Events



May 20-22
Jacksonville, Florida

For more information about our services and solutions, visit our website at:

www.winbourneconsulting.com

The IACP Technology Conference is a professional law enforcement event bringing together leading practitioners to explore unlimited opportunities for law enforcement to apply the latest technology to create efficient solutions to old problems and to keep pace with sophisticated cyber-enabled crimes. Last year's conference featured 750 attendees, 40+ educational presentations, and 75 industry leading exhibitors.

For more info: <https://www.theiacp.org/tech-conference>

Orlando, Florida



At #NENA2019, you will not only hear about the public safety issues of today and tomorrow, but also gain practical, real-world know-how that you can take home with you and put into action immediately. Featuring inspiring keynote speakers, more than ninety hours of breakout sessions that inform and empower, career-building courses and workshops with real-world applications, nightly networking events that help you make the right connections, and an Expo Hall showcasing cutting-edge products and services, #NENA2019 is the must-attend event of the year. Don't miss your chance to be a part of it!

For more info: <https://www.nena.org/page/nena2019>



Fire-Rescue International
IAFC's Conference & Expo

August 7 - 10, 2019
Georgia World Congress Center
Atlanta, GA

Fire-Rescue International (FRI), the annual conference and expo of the IAFC provides senior-level leadership training to fire chiefs. As an organization, the IAFC represents the world's leading experts in the first responder community. The IAFC's commitment to excellence is seen throughout FRI—from the classroom to the expo, the IAFC delivers when it comes to quality and value.

For more info: <https://www.iafc.org/events/fri>



APCO's Annual Conference & Expo is where the industry goes to discover innovative solutions for NextGen 9-1-1, cybersecurity and much more!

For more info: <https://www.apco2019.org/>

Articles of Interest

Look us up on
LinkedIn

<https://www.linkedin.com/company/winbourne-consulting-llc?trk=biz-companies-cym>



DHS Seeks Better Tech For First Responders

To speed the delivery of life-saving technologies to first responders, the Department of Homeland Security's Science and Technology Directorate has issued a broad agency announcement calling for white papers on technologies that address 12 common challenges.

To read the full article visit: https://gcn.com/articles/2019/04/03/dhs-responder-tech-baa.aspx?admgarea=TC_STATELOCAL

RadioResource

MissionCritical
COMMUNICATIONS

RadioResource
INTERNATIONAL

AT&T Expects to Complete 60% of FirstNet Buildout by End of Q3

AT&T expects to reach 60 percent completion of the First Responder Network Authority (FirstNet) buildout by the end of the third quarter, said AT&T Chief Financial Officer (CFO) John Stephens.

The buildout is at 53 percent completion, Stephens said during an April 24 conference call about AT&T's financial results for the first quarter of 2019. The next buildout milestone in AT&T's contract with FirstNet is 60%, which will trigger another reimbursement payment from FirstNet. AT&T received \$1.4 billion in reimbursements from FirstNet in 2018.

Visit <https://www.rrmidiagroup.com/News/NewsDetails/NewsID/18194> to read the complete article



Data Democratization

Open data is valuable to citizens and public agencies alike, but big shifts are needed to tap into its benefits

When Chris McMasters left his former job as vice president/chief information officer at Honeyville, Inc. to become Corona, Calif.'s chief information officer in April 2016, he was surprised at how little the city relied upon data to make its decisions.

"I was used to executives using dashboards and analytics on a daily basis. Here, they don't," he says. "It's pretty commonplace; they just don't do that. It's foreign to them. And baselining and having key performance indicators and things we use in the private sector aren't really used here for the most part."

As a result of McMasters's efforts and work with Harvard University, the Center for Government Excellence at Johns Hopkins University (GovEx) and Bloomberg Philanthropies through its What Works Cities initiative, Corona now relies on data to carry out a number of processes. The city launched an open data portal in July 2018 that displays a variety of data visualizations for the public to view.

To read the full article visit:

<https://www.americancityandcounty.com/2019/04/01/data-democratization/>



Motorola Solutions: Paul Steinberg Showcases CommandCentral Capabilities To Improve Public-Safety Workflows

Paul Steinberg, Motorola Solutions' senior vice president of technology, demonstrates how the company's CommandCentral platform helps transform the ever-increasing information into public-safety into relevant intelligence that can help first-responder entities make good decisions that result in efficient operations before, during and after an incident.

View the video at: <https://urgentcomm.com/2019/04/15/motorola-solutions-paul-steinberg-showcases-commandcentral-capabilities/>

**We Are Interested in Your Thoughts on the Above Topics.
To share them with us, please visit:**

Our Blog Site at <https://winbourne.wordpress.com/>

Or

Twitter Us at <https://twitter.com/winbournellc>

**For more information about our services and solutions, visit our website
at:**

www.winbourneconsulting.com

Look us up on LinkedIn

<https://www.linkedin.com/company/winbourne-consulting-llc?trk=biz-companies-cym>