



February 2019 Newsletter

February 2019

Winbourne Consulting Moves Forward

Winbourne Consulting Announces Executive Leadership Expansion To Serve Rapidly Growing International Practice

Winbourne Consulting, a leader in public safety communications consulting and project management services to international, federal, state and local governments, today announced that Jeff Winbourne, CEO, will transition to President, International Services, and Andrew Reece, President, will lead the company as Winbourne Consulting's new CEO. Jeff and Andrew have served as the company's leadership for nearly 20 years. Winbourne Consulting's increased international business is focused on assisting clients to implement modern integrated emergency communications systems linked directly to a Smart Cities-based infrastructure implementation. The company's experience with multiple international Smart Cities projects provides valuable experience to its knowledge base on the integration of Smart Cities initiatives and related infrastructure with public safety communications systems.



Winbourne Management - Left to right
Al Kruml, Andrew Reece, Jeff Winbourne

"We have had an extensive partnership with Winbourne Consulting and have witnessed their outstanding results from working with the entire leadership team," said Muriel Sportelli, Experis IT, Vice President of New York Government. "We are confident that this change will ensure the company's continued commitment to excellent service to their customers and partners."

In related leadership moves, Lisa Madden, Vice President of Next Generation 911, will additionally manage business development and emerging markets, while Tom Maureau, Vice President of Public Safety, also assumes responsibility for domestic project execution. These changes will allow Winbourne Consulting to continue to focus on providing the same high level of value-added consulting services for public safety operations, technology systems and management initiatives from which their clients have benefited in the past.

Andrew Reece's new role will emphasize the continuation of Winbourne Consulting's service philosophy. "The realignment of our management team allows Winbourne Consulting to not only focus on increasing our international business but establishes a structure to ensure we continue to provide the quality of service that our US-based clients have come to expect from us," said Andrew Reece, CEO of Winbourne Consulting.

Winbourne Consulting has over 19 years of corporate experience in providing services to the public safety community. Throughout our history, Winbourne

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.

Consulting has served over 600 public safety organizations in the United States, as well as nearly 20 foreign countries on emergency communications and information technology systems and operations. For additional information, call us at (703) 584.5350 or please visit us at www.winbourneconsulting.com.

Winbourne Happenings

Winbourne Consulting recently presented the final report and briefing for the Development of Policy Recommendations on Enhanced Access to Emergency Services in Jamaica, for the Office of Utilities Regulation (OUR).

Winbourne's report included key findings and organizational, operational and technology-related recommendations for enhancing emergency communications in Jamaica. In addition, the report detailed recommendations for legislative and regulatory changes needed to facilitate the implementation of the organizational, operational and technology-related recommendations.



Pictured, from left to right, presenting the final report to the Most Honorable **Andrew Holness**, Prime Minister of Jamaica (center); **Ansord E. Hewitt**, Director of OUR; **Andrew Reece**, Winbourne CEO; Ms. **Wahkeen Murray**, Acting Permanent Secretary of the Ministry of Science, Energy and Technology; **Jeffrey Winbourne**, Winbourne President

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



Murrieta Police Department, CA was invited to apply for the FY 2019 NCS-X Implementation Assistance Program to support their efforts in obtaining a NIBRS ready Law Enforcement Records Management System. The grant was supplied by the [U.S. Department of Justice](http://www.dhs.gov) (DOJ), [Office of Justice Programs](http://www.ojp.gov) (OJP), [Bureau of Justice Statistics](http://www.bjs.gov) (BJS), in partnership with the Federal Bureau of Investigation's (FBI) Criminal Justice Information Services (CJIS) Division. These entities are seeking applications for funding to support efforts of selected local law enforcement agencies (LEA) to report incident-based crime data to the FBI's National Incident-Based Reporting System (NIBRS). Under this solicitation, funding will be provided to support the transition to incident-based reporting (IBR) among LE agencies selected for participation in the National Crime Statistics Exchange (NCS-X) that currently do not report IBR data to their state Uniform Crime Reporting (UCR) Program or the FBI's NIBRS. This program furthers the Department's mission to develop innovative strategies that support information sharing among sectors of the justice community.

Winbourne Consulting was hired to write the grant application for Murrieta Police Department. This project included researching the full aspects of the grant and ensuring that all qualifications needs were met and required information was documented. Winbourne coordinated with the selected Law RMS vendor on aspects of the grant. Completing the grant application required an understanding the requirements from the CA Department of Justice to implement and maintain a NIBRS compliant system.

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.

Winbourne Consulting has been selected by the Springfield, Massachusetts Police Department to assist them in overseeing the department's implementation of body-worn cameras. The services to be provided as part of obtaining a new Body Worn Camera System include: RFI/RFP development, contract negotiation, implementation, and continued trainings. The services provided will be a comprehensive approach to the coordination and administration of a Body Worn Camera system, including compliance verification processes and risk mitigation processes.

For further information, see the complete press release at:

https://www.springfield-ma.gov/cos/index.php?id=news-story&tx_news_pi1%5Bnews%5D=13956&tx_news_pi1%5Bcontroller%5D=News&tx_news_pi1%5Baction%5D=detail&cHash=f84de1cde201b568514e38ba40124cf1



Winbourne Consulting was awarded a subcontract for the Ho Chi Minh City Reverse Trade Mission, which is sponsored by the US Trade & Development Agency. Winbourne Consulting will act as a subcontractor to the Business Council for International Understanding (BCIU). The RTM will bring a delegation from Ho Chi Minh City Vietnam to the US to visit 911 centers, Emergency Operations Centers, and meet with US firms that produce emergency communications systems.

Lisa Madden from Winbourne Consulting will be attending the International Wireless Communications Expo in Las Vegas in March. For more information on this event, see upcoming **Industry Events** below.



Winbourne Consulting's Tom Klaban and Kirby Beyer will be in attendance at 2019 CALNENA 9-1-1 Mission Critical Training March 10, 2019 - March 13, 2019 in San Diego (La Jolla), California. Tom Klaban is scheduled to present two sessions for the

attendees: *Essential project management skills for PSAP personnel*, and *CAD to CAD best practices for successful deployment*. See upcoming Industry Events below for additional details about this event.

Winbourne's VP of Business Development and Emerging Technologies, Lisa Madden attended the 911 Goes to Washington and continued the

annual tradition of Valentine's Day with 911 friends in DC. Several of the notable events and discussions are highlighted below.



Federal Communications Commission (FCC) Chairman Ajit Pai noted his commitment that all public safety communications fees need to go to strengthening the 911 system. However, according the latest reports on fee diversion, in one year, six States syphoned off more money than was spent on all NG911 projects combined.

Chairman Pai spoke about his recent visit to our client, Orleans Parish Communications District (OPCD) last week, and how impressed he was with their center's excellence. Specifically, he spoke of their commitment to increase location accuracy services for callers, improve well-being for their call takers, and establish a partnership with Uber. The Commissioner specifically mentioned OPCD Director Tyrell Morris, and his efforts to work with the Mayor on educational public safety initiatives. The Chairman mentioned a new SHOW-UP sign that was displayed prominently at OPCD, indicative of OPCD's commitment to the public safety community:

Sincere
Honest
Optimistic
Well informed
Upbeat
Procedurally complaint

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about our services and
solutions, visit our
website at:**

www.winbourneconsulting.com

Another notable speaker at this event was Maryland Senator Cheryl Kagan, a nationally-recognized advocate for "Next Generation 911". Senator Kagan spoke of the need to "shift" to newer technology to bring our 9-1-1 system into line with modern technology, saying clearly, "when 9-1-1 fails, people die". She advised the 911 GTW attendees to not speak in "tech jargon" but instead provide memorable stories of how this upgrade will save lives. She told us that it was the death of a Maryland environmentalist and activist who was struck by lightning and didn't receive timely medical assistance due to a 9-1-1 failure that has made her so passionate on this topic. Senator Kagan has passed multiple pieces of 9-1-1 legislation in her state. She is the chair of the Maryland NG911 Commission, and spoke of their November 2018 report "Commission to Advance NG911 Across Maryland" with 23 unanimous recommendations for improvements in the state. This report can be accessed at: [http://dlslibrary.state.md.us/publications/Exec/DPSCS/SB285Ch302HB634Ch301\(2018\)_2018.pdf](http://dlslibrary.state.md.us/publications/Exec/DPSCS/SB285Ch302HB634Ch301(2018)_2018.pdf)

Industry Events

Conference: March 4-8, 2019
Exhibits: March 6-7, 2019
Las Vegas Convention Center
Las Vegas, NV



IWCE is a venue where people can make the human connections they need to be successful, whether it is connecting to a future client, boss, employee or business partner. It is also where people can connect to information about a technology, product or policy that is crucial to success. See innovation at its best and join us for the premier event for critical communications technology.

<https://www.iwceexpo.com/iwce19/Public/Enter.aspx>



March 10-13, 2019
LaJolla, California

The California Chapter of NENA (CALNENA) is proud to announce that the 2019 Mission Critical Training Event (MCTE) is scheduled for March 10 – 13, 2019. The MCTE will again

be held at the Hyatt Regency La Jolla at Aventine in San Diego. This 5 star hotel will be used exclusively for the CALNENA Training Event.

<https://calnena.org/index.html>

**May 20-22
Jacksonville, Florida**



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.

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

**Look us up on
LinkedIn**

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

Articles of Interest



Operational Security Drives Mission Results

What does cybersecurity operational "excellence" look like for federal agencies? Traditionally, cybersecurity has been a compliance-driven activity, with agencies focusing more on complying with regulations -- and showing they've done so -- than actually securing government from operational threats.

Today, the goal is to shift to operational security as the federal government works to modernize IT and improve efficiency. Modernization requires implementing cloud-based applications, but it adds complexity, making cybersecurity compliance even more onerous and confusing. Too often, agencies are left to make individual decisions based on their understanding of compliance as it relates to the cloud. For the mission areas, compliance is often viewed as an obstacle to go around, over or underneath.

To read the full article visit:

<https://gcn.com/articles/2019/02/22/operational-security.aspx>



DHS Requests Input for Updated National Emergency Communications Plan

The Department of Homeland Security (DHS) Cybersecurity and Infrastructure Security Agency (CISA) is seeking feedback on proposed updates to the National Emergency Communications Plan (NECP), the strategic plan to improve emergency communications.

Informed by last year's SAFECOM nationwide survey, the NECP provides guidance to those who plan for, coordinate, invest in, and use communications to support response and recovery operations. This includes traditional emergency responder disciplines and other entities that share information during emergencies, such as medical facilities, utilities, nongovernmental organizations, and the media and private citizens.

Visit <https://www.rrmediagroup.com/News/NewsDetails/NewsID/17976> to read the complete article



No Clear Plans For Federal NG911 Legislation, But Funding Hope Remains, NENA Chief Says

Hope for legislation that would allocate billions in federal funding to help pay for 911 call centers' transition to IP-based, next-generation 911 (NG911) technology remains, although no NG911 bills currently are on the verge of being introduced, according to National Emergency Number Associations (NENA) CEO Brian Fontes.

"I think there's interest and support to improve 911 and next-generation 911," Fontes told IWCE's Urgent Communications yesterday. "Hopefully, we'll get legislation introduced in this Congress, and we'll see where it goes from there." Many in the public-safety community have debated whether NG911 funding has a better chance of passing as a standalone bill or as part of larger legislation. Proponents of the latter option note that the legislation that established the FirstNet initiative passed as part of a massive omnibus bill after failing to gain support as a standalone item. Fontes said he is not sure what strategy would be best.

To read the full article visit: <https://urgentcomm.com/2019/02/19/no-clear-plans-for-federal-ng911-legislation-but-funding-hope-remains-nena-chief-says/>



AT&T Officials Outline Current IoT Capabilities Over FirstNet, Future Considerations For LTE-M

FirstNet currently does not support the use of low-power, wide-area (LPWA) protocols like LTE-M, but the nationwide public-safety broadband network can be leveraged for low-bandwidth Internet of Things (IoT) use cases with quality of service, priority and preemption (QPP) on LTE, according to AT&T officials.

David Allen, director of IoT advanced product development for AT&T—the nationwide contractor charged with building and maintaining FirstNet—said that devices using LPWA technologies like LTE-M and NB-IoT can have very long battery life by transmitting small amounts of data and then entering extended "sleep" cycles. In addition, these devices can transmit data repeatedly until the message is received, which effectively result in extended coverage.

Visit <https://urgentcomm.com/2019/02/15/att-officials-outline-current-iot-capabilities-over-firstnet-future-considerations-for-lte-m/> to read the complete article

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