



March 2019 Newsletter

March 2019

Preparing PSAPs for NG9-1-1

While NG9-1-1 has been a topic of conversation for more than a decade, some Public Safety Answering Points (PSAPs) are clearing the way for the larger PSAP community in the adoption of NG9-1-1 capabilities. While, at times, this migration has been a painfully slow process, there are signs of escalation in the implementation of this highly desirable technology. Several states have implemented Emergency Services IP Networks (ESInets) to connect PSAPs with secured networks and call routing capabilities. This has enabled CPE (Call Processing Equipment) vendors to provide cloud based and shared solutions that can serve a whole region instead of a single PSAP. An ESInet is also a critical component in the routing of calls between PSAPs and providing the backbone for the transportation of NG9-1-1 data. While the call routing and data integration could be done separately, using a regional or statewide ESInet allows both call routing and data interoperability to coexist on the same network. Not only does this ability reduce the cost of both call handling and data sharing, it additionally provides a secure connection between all participating PSAPs.



While early PSAP adaptors have benefited from NG9-1-1/ESInet call routing, they have not been able to implement the data sharing process because of the lack of standards and adaptation of data sharing capabilities by CAD (Computer Aided Dispatch) vendors. This lack of

ability to incorporate these functions into CAD requires that data contributors such as alarm, telematics, panic button and IoT (Internet of Things) companies rely on voice communication with PSAPs to convey this critical information instead of being able to transmit the information electronically. To that end NENA is currently working on two standards that will assist these companies and provide the ability to share data between PSAPs. These standards include the joint APCO/NENA Structure of Data Standard, and the (future) NG9-1-1 PSAP Specifications for the i3 Solution. These are part of the EIDD (Emergency Incident Data Document) (2.105.1-2017) and are needed in order for Public Safety vendors to develop software applications that allow seamless data interoperability to occur from disparate CAD systems. An important component of the NG9-1-1 PSAP Specifications for the i3 Solution is the Functional Element (FE) concept that defines how data is imported and managed by the ECC (Emergency Communication Center)/911 Center CAD system and personnel. The two primary FEs are call and Incident handling functions. Other FEs deal with EIDD data exchange, dispatch resource management, logging services, reporting services, radio interfaces, timers, collaboration tools, alerts, mapping, security and third-party interfaces such as Police and Fire Records. The NG9-1-1 PSAP standard is following the i3 standard and is targeted to be released by the end of 2019.

The large amounts of new technology and associated operational requirements are placing a significant amount of pressure on the PSAPs. Not only do the PSAPs need to purchase and adapt to the new technology, but they must also adapt to the operational changes that come along with these new capabilities. Additionally, PSAPs will need to utilize NG9-1-1 subject matter experts to guide

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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.

them through the enormous amount of technology, legislative and operational changes that will impact their work environment. These changes require that the PSAPs have capabilities that allow for new functions such as reviewing video, dealing with automated call and data processing that utilizes AI (Artificial Intelligence), real-time computer-aided language translation, texting, integration with hospital systems, fusion centers and third-party applications, such as tow truck companies.

The adoption of NG9-1-1 requires a significant amount of diverse planning to be able to effectively implement NG911. PSAPs will need to implement upgraded systems and will put a tremendous amount of pressure on the PSAPs to hire and properly train new telecommunicators, re-train existing telecommunicators, and acquire expertise on an on-going basis in new areas. For example, Regional PSAP interoperability MOUs (Memorandums of Understanding) must be agreed to and signed by all of the regional, and in some cases, state PSAPs, in order for data sharing to occur. These legislative and management changes will require extensive knowledge and experience to develop and incorporate.



Winbourne Consulting provides NG9-1-1 knowledgeable SMEs that can assist PSAPs in successfully navigating through the vast number of technical, legislative and operational requirements. For further information, please contact Winbourne Consulting at info@w-llc.com or (703)584-5350 ext. 104.

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

Winbourne Happenings



Winbourne Consulting is assisting the City of Springfield, Massachusetts in the implementation of their body-worn camera system. For more detailed information on the implementation, visit the attached link. <https://www.wvlp.com/amp/news/local-news/springfield-police-working-to-implement-body-worn-camera-system/1801479180>

Winbourne Consulting attended the CAL NENA Conference held from March 10th – 13th. Winbourne Senior Consultant Tom Klaban gave 2 presentations during the conference. One was on "Essential Project Management Skills for PSAP Personnel" and the other was "CAD to CAD Best Practices for Successful Deployment". For additional insights into the conference see information below under Public Safety Happenings.



Winbourne Consulting was selected by the Bay Area Rapid Transit Police Department ("BART PD") to provide consulting services to assess and analyze the integration between their Enterprise Resource Planning ("ERP"), Police scheduling and rostering, Computer Aided Dispatch Systems. The goal of the project is to assess the optimal operational and technology integration of data from these systems, in order to maximize their usability and effectiveness.

On March 21, 2019 at 0025 hours the Norfolk Airport Police Department went live on their new system as the first call was entered into the CAD system. Winbourne Consulting provided assistance to the airport police department through the entire system acquisition process including Needs Assessment, RFP Development, Vendor Evaluation, Implementation and Go Live. The go live went extremely well, with no major issues. Checking in with the customer a week later, Captain Pete Slovensky



**NORFOLK AIRPORT
AUTHORITY**

stated "The new system is running well with no major problems; we could not be more pleased with the entire implementation".

Public Safety Happenings



The 2019 Cal-NENA conference was held in San Diego, CA on March 11 – 13, 2019. The conference was well attended with most of the 440 PSAPs represented. The big topic of the conference was Cal-OES's rollout of the RapidSOS improved location information NG911 clearinghouse data utilizing AT&T and Rapid Deploy as the integration partners. This technology, once rolled out, will improve the location accuracy of iPhone and Android smartphones. The process utilizes the RapidSOS clearinghouse in concert with AT&T/Rapid Deploy connectivity to each California PSAP, to provide dispatchable location within 50 meters of ground truth. What this means is that the PSAPs will not only receive phase I and phase II location data, but also the iPhone/Android smartphone location data at each workstation. And the call-taker or dispatcher can use whatever location is the most accurate to dispatch emergency response resources to. In the future additional information such as IoT, medical, car telematics, etc. can also be made available to each PSAP.

The other key topic at this year's conference was Cloud computing in the PSAP environment. Cloud computing is accepted by many businesses but only recently has it been available to Public Safety agencies. A number of companies have Cloud public safety computing solutions, but it is important to understand the differences between a Cloud hosted solution and Cloud based solution. For example, a vendor can simply put their existing client-server solution into the Cloud and call it a Cloud solution, but still require a client being installed on each workstation. A true Cloud based solution is one that utilizes a browser to run all of the application software without the need for client software installed on the workstation.

Presentations of Interest

- **NG911: What to Expect as More Data Comes into the Command Center and How to Manage It**
- **Virtual Consolidation**
- **The Future of NG911 and CAD Is in the Cloud**

Industry Events



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>

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.

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!
<https://www.nena.org/page/nena2019>

Articles of Interest

Torres, Fitzpatrick Introduce Bipartisan Bill to Reclassify 9-1-1 Dispatchers as Protective Service Occupations

On Mar 7, 2019, Representatives Norma Torres (a former 9-1-1 Dispatcher) and Brian Fitzpatrick introduced the 911 SAVES Act to reclassify 9-1-1 call takers as members of the "Protective Service Occupations".
<https://torres.house.gov/media-center/press-releases/torres-fitzpatrick-introduce-bipartisan-bill-reclassify-9-1-1>



APCO Launches Grassroots Campaign to Support the 911 SAVES Act

Today, the Association of Public-Safety Communications Officials International welcomed the introduction of the 911 Supporting Accurate Views of Emergency Services Act in the U.S. House of Representatives. The 911 SAVES Act would recognize 9-1-1 professionals (known as public safety telecommunicators) for the lifesaving work they perform every day. The Act would require the federal government to reclassify public safety telecommunicators as Protective Service Occupations in the federal Standard Occupational Classification.
<https://psc.apcointl.org/2019/03/07/apco-launches-grassroots-campaign-to-support-the-911-saves-act/>

state scoop As Columbus, Ohio, Pursues 'Smart City' Plan, Officials Consider AI

City officials say artificial intelligence is likely to play a role in the city's future, but there still remain questions surrounding its use by...
<https://statescoop.com/as-columbus-ohio-pursues-smart-city-plan-officials-consider-ai/>



Carbyne Partners with RapidSOS on 9-1-1 Data

Carbyne and RapidSOS partnered to enable a seamless flow of critical, real-time data from callers to public-safety answering points to help first responders more accurately locate and treat victims.

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

www.winbourneconsulting.com

<https://www.rrmediagroup.com/News/NewsDetails/NewsID/18041>



911 Data Is Critical, But 'Information Fire Hose' a Concern for Dispatchers

Larry Hicks, president of engineering at InterTalk Critical Information Systems, used his keynote speech at IWCE 2019 to discuss the overwhelming amount of data that flows through our lives, and how this data needs to be focused before it can be useful to public safety.

<https://urgentcomm.com/2019/03/09/911-data-is-critical-but-information-fire-hose-a-concern-for-dispatcher-speaker-says/>

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LinkedIn**

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

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To share them with us, please visit:**

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Or

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