



## July 2020 Newsletter

**July 2020**

### **Role of Body-Worn Cameras in Today's Law Enforcement Environment**

Body-worn cameras have been in existence since 1997, but they didn't find law enforcement acceptance until 2008 with a wide adoption starting in 2014. Today, many law enforcement agencies have added body-worn cameras as standard equipment for their officers. Implementing body-worn cameras requires numerous policy and procedural decisions. However, many agencies struggle with developing policies and procedures that address public access to body-worn camera footage, especially as it relates to officer use-of-force incidents.

While agencies try to balance the need for camera footage as evidence and allow public access to the footage for the purpose of transparency, the use of smartphones by citizens to video tape officers in action has contributed to the challenges of implementation of cameras. While state and local body-worn camera laws, policies, and procedures have evolved over the past five years, the recent use-of-force events that erupted across the country have highlighted the need for national standards, guidelines and uniformity of body-worn camera protocols that enable law enforcement agencies to implement programs that also complies with local and state policies and procedures.

**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.**

Studies conducted in the United Kingdom and United States indicate that body-worn cameras result in positive interactions between officers and citizens, reducing citizen complaints and crime. They can also reveal excessive use-of-force altercations between officers and citizens. There is a dichotomy between how officers are trained to handle explosive and life-threatening situations and how the public may view the officers' handling of these situations. On one hand, the body-worn camera footage aids in capturing the normal day-to-day activity officers are performing, and on the other hand it can expose the excessive force used by some officers in certain situations. Added to the body-worn camera footage is video footage from citizens that can be broadcast all over the news; even though it almost never captures what happened throughout the duration of the incident. All of these factors are adding to the difficulty of officers performing their jobs and for citizens to trust police.



When considering all of the factors dealing with body-worn cameras, it is clear that the positive impact far outweighs any negative impacts. This fact, coupled with today's public perception of police violence and the turbulent environment that the public is experiencing, the need for officers to have access to body-worn cameras is becoming as essential as any other equipment officers require to properly do their job.

**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

There are a multitude of factors to consider when evaluating body-worn cameras as a program for an agency, including technology, personnel, policies and procedures. While technology certainly plays a big role in the decision-making process, updating policies and procedures along with allocating the necessary resources to manage the body-camera footage are essential for a successful implementation. It is also essential that the IT department gets involved in the technology procurement process because of the significant impact the program is likely to have not only on the data center but on the network.

From a technology perspective, body-worn cameras are relatively simple, but the video storage and management of video footage is complex and expensive. The sheer volume of video data footage generated is exponential to the number of body-worn cameras being deployed and how often they are activated during a shift.

When considering procuring a body-worn camera solution these are some of the factors to consider:

- Quality of the camera for both day and night modes
- Size, waterproof and rugged qualities of the camera case
- Adaptability of the camera case to be positioned on different parts of the body for optimum video capture
- Associate video footage with officer
- Associate video footage with CAD incident
- Automatically turn camera on and off based on assignment to, and completion of an incident
- Ability to turn camera on or off manually
- Ability to log all camera actions including when manually turned on or off
- Video storage requirements and location of the video storage as either:
  - In-house by adding servers and storage to current data center
  - Cloud-based by contracting with the body-worn camera vendor
  - Cloud-based by contracting with a Public Safety grade data center
- Ease of managing video footage including:
  - Associating video with incident
  - Associating video with officer
  - Extracting video for public consumption
  - Extracting video for internal investigation
  - Keeping video as evidence
  - Purging video based on multiple criteria including date, evidentiary needs, public relevance and policies

As part of the body-worn camera project, agencies need to develop a training curriculum for officers in the field and video administrators. Both the video capture and video management need to be clearly defined in the new policies and procedures. In some cases, a separate department may be the best approach to administer and manage all aspects of the video capture, video association with incidents, video evidence, internal and public release of video footage and storage with purge rules of video footage. A quality assurance process needs to be developed to ensure that the video capture and video release policies and procedures are being adhered to. Audits should be performed of the video capture and video release process and findings from the audits should be used to make any necessary adjustments.

Body-worn camera policies and procedures need to reflect local, state and federal privacy laws in order to be effective and enforceable. Winbourne has worked with multiple agencies to develop body-worn camera workflow, processes and performance standards that were incorporated into agency policies and procedures to meet local, state and federal guidelines.

**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 understands the complex environment faced by our public safety partners in responding to the pandemic, civil unrest, and increasing demands for police reform.**

All law enforcement agencies are faced with balancing the need to provide safety and security to citizens, while working within the current climate to meet the expectations of the communities they serve. For over 20 years Winbourne has successfully helped our customers navigate similar challenges by providing the following strategic and tactical services:

**Technology Assessment**-Ensuring departments are fully leveraging technology systems to achieve strategic objectives of increasing transparency and accountability.

**Business Intelligence**-Assisting departments in utilizing data for both administrative and operational objectives, including performance metrics and quality assurance.

**Documentation Review**-Reviewing policy, procedures, and training curriculum to ensure everything is aligned to meet department objectives.

**Early Intervention Systems (EIS)**-Helping departments maintain credibility with actionable information and departmental acceptance.

**For additional information, contact Winbourne Consulting at [info@winbourne.com](mailto:info@winbourne.com).**

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## Winbourne Happenings



**Winbourne Consulting assisted Elko County Nevada become the nation's first Cloud-based Next Generation 9-1-1 ESInet & CPE to go live.** Next

Generation 9-1-1 went live May 20th, in Elko, NV and on May 22nd, went live in West Wendover, NV. Elko County skipped costly and cumbersome patches and upgrades to transition from one of the last few remaining basic 1960s 9-1-1 systems to cloud-based Next Generation 9-1-1.

To view Elko County's full release, visit:

<https://docs.google.com/document/d/1U4rtG6vkqiSQrj5U-VehvJTGp1GC3K0mjTkN-Ay1jXA/edit?usp=sharing>

**Winbourne Consulting recently completed a public safety study for the Western Connecticut Council of Governments (WestCOG).** A five town

study (Weston, Wilton, New Canaan, Redding, Ridgefield) was completed for WestCOG reviewing opportunities to find efficiency, savings, and service improvements through rationalization. The study reviewed a variety of potential topics such as PSAP/Dispatch, Data Management, Property and Evidence, Intake/Detention/Lockup, and Training Facilities. The Public Safety Feasibility Study, [Recommendations Report](#) & [Current Environments Report](#) can be viewed on the WestCOG Website by clicking on above links.



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## Industry Events



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

[www.winbourneconsulting.com](http://www.winbourneconsulting.com)

## APCO 2020 Has Been Canceled

*Decision made due to Florida health advisories*

[Go to the APCO 2020 website.](#)



**August 19 - 21, 2020**  
**Phoenix, AZ**

## FRI is Going Virtual

The IAFC Board has made the difficult decision, acting out of an abundance of caution for the safety and health of our attendees, exhibitors, customers and staff above all else, to cancel Fire Rescue International (FRI) 2020 that was scheduled to take place August 19-21 in Phoenix, AZ.

A virtual FRI format will be announced on July 7, 2020, scheduled to take place over the week of August 19.

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



## NENA Cancels 2020 In-Person Annual Conference, Announces Virtual Event

On June 23, NENA announced that it has cancelled its in-person 2020 Annual Conference & Expo and is replacing it with an online event due to public-health and safety concerns related to the coronavirus (COVID-19) pandemic. The face-to-face event was originally scheduled to be held in June in Long Beach, California, before being postponed to September. However, given the still-uncertain trajectory of the pandemic, and considering that conference participants would be coming from all over the country and around the world, NENA concluded that cancelling the in-person meeting was the only safe and responsible action.

NENA is working with speakers, sponsors, and industry partners to deliver a virtual event during the week of September 21. Registration information, exact dates, and industry-partner opportunities will be announced soon.

For additional info visit: <https://www.nena.org/nena2020>



Look us up on LinkedIn

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

## Welcome to IACP 2020

Given the global impact of COVID-19, the IACP has decided to move IACP 2020 from an in-person meeting to an online training event and expo in the fall of 2020!

In making this decision, the IACP considered feedback from members and conference participants, state and local guidance on large gatherings, budgetary and travel restrictions placed on police agencies, and guidance from the Centers for Disease Control and Prevention and the World Health Organization. This decision was made for the safety of our attendees and their communities.

While the details are still being finalized, here are just a few of the things you will be able to do at the IACP 2020 Virtual Training Event and Expo:

For additional info visit: <https://www.theiacpconference.org/>

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### Articles of Interest



#### **This Disaster Season, 'Everything Is Complicated By COVID-19'**

If a hurricane bears down on Florida this summer, residents likely won't be told to evacuate to the safety of a high school gymnasium or large civic building. Instead, they may be asked to download an app that assigns them to an open hotel room -- a shelter from both the storm and the threat of a COVID-19 outbreak.

State officials have mapped out all of Florida's 5,000 hotels, along with the wind rating of each facility and whether it has a generator on hand. So far, they've persuaded 200 hotels to sign up to serve as shelters; they're aiming to reach 1,000.

To read the full article visit: [https://gcn.com/articles/2020/05/28/covid-complicates-disaster-response.aspx?admgarea=TC\\_PublicSafety](https://gcn.com/articles/2020/05/28/covid-complicates-disaster-response.aspx?admgarea=TC_PublicSafety)



#### **Minnesota Offers Checklist for Evaluating Commercial Broadband Providers**

The Minnesota Department of Public Safety (DPS) Emergency Communication Networks (ECN) developed a wireless carrier evaluation guide to help public-safety agencies in the state and around the country evaluate broadband wireless service provider options.

The full story can be viewed at: <https://www.rrmediagroup.com/>





### **FirstNet Tops 1.5 million Connections, 13,000 Agencies, According To AT&T**

FirstNet is supporting more than 1.5 million connections that are being used by more than 13,000 subscribing agencies through June, representing an adoption rate that likely doubles the number of FirstNet connections reported at this time last year, according to figures released today by AT&T, the nationwide contractor for FirstNet.

AT&T CEO John Stankey cited FirstNet as a “growth” area for the carrier but did not mention the nationwide public-safety broadband network (NPSBN) initiative during the company’s second-quarter earnings call this morning. During the same call, AT&T CFO John Stephens said that AT&T’s buildout of FirstNet “continues to run ahead of plan” and noted the role that the FirstNet deployment has played in allowing AT&T to offer low-band 5G nationwide—a milestone announced today.

To read the complete article visit: <https://urgentcomm.com/2020/07/24/firstnet-tops-1-5-million-connections-13000-agencies-according-to-att/>

### **Cloud-based Carbyne Earns Streaming Video Patent, Positions Platform As A Step Toward NG911**

Cloud-native Carbyne recently was granted a patent for technology that lets 911 centers receive streaming video from emergency callers without significant hardware upgrades, but the solution is just part of a platform that can serve as a key transition step to next-generation 911 (NG911), according to a company official.

Rob Clark, Carbyne’s general manager for North America, said the company’s platform—introduced in the U.S. as a cloud-based 911 call-handling system—has attracted considerable attention in recent months as public-safety answering points (PSAPs) have scrambled to overcome challenges inherent to the COVID-19 pandemic. Carbyne supports remote 911 call-taking, so telecommunicators can process emergency calls outside of the physical emergency center—perhaps from their homes—to reduce the risk of COVID-19 infection.

View the full article at: <https://urgentcomm.com/2020/07/22/cloud-based-carbyne-earns-streaming-video-patent-positions-platform-as-a-step-toward-ng911/>



### **Maintaining Technology Infrastructure During The COVID-19 Pandemic**

Unemployment and job layoffs are at a high, emergency responders are dealing with increased call volume, and the demand for public services is taxing state and local governments. For government IT, this means that critical systems have become even more important, especially as teams are separated, workloads are rising, and people are struggling with balancing personal and health concerns. Keeping teams connected, ensuring data security, and maintaining systems so that they can run smoothly is becoming increasingly important for governments at all levels—especially as there is no timeline for economies to reopen completely. This means that they have begun implementing measures to protect and maintain their technology infrastructures—during the pandemic and beyond.

### **Updating Legacy Systems**

Although the use of legacy systems in governments has been criticized as of late, there is a reason that these systems are still used in some of our most important industries, including healthcare and financial services. That’s because legacy systems, specifically mainframes, are secure, reliable, and dependable.

In fact, a single mainframe can process over 12.6 billion transactions a day, making it the ideal platform for the increased demand that local governments are seeing. Updating legacy systems ensures that organizations are able to meet current and future demands. There is a shift in the market to modernize and optimize, rather than re-platformize, as it is more effective and cost efficient than replacing the system all together.

**To read the full article visit:**

<https://www.americancityandcounty.com/2020/07/15/maintaining-technology-infrastructure-during-the-covid-19-pandemic/>

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

**Email us at: [info@w-llc.com](mailto:info@w-llc.com)**

**Or**

**Twitter us at <https://twitter.com/winbournellc>**

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at:**

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