



## June 2020 Newsletter

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### Coping with Today's Challenging Environment

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.

**Body Worn Cameras**-Assisting with procurement, implementation, updating policies and developing quality assurance programs to support the agencies mission and goals.

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

Let us provide you the tools to help you meet these evolving challenges and allow you to continue to provide best in class policing to the citizens you serve. **For more information contact us at [info@w-llc.com](mailto:info@w-llc.com)**

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### Today's Enhanced 911 Infrastructure Is Over 60 Years Old

Most 911 systems today are deployed utilizing available mid-20th century technology intended for use in long distance calling networks designed to allow for billing of toll calls. The current 911 infrastructure was designed and deployed in an era when there was no Caller ID and mobile telecommunication devices existed only in the realm of Star Trek. The Internet did not exist and there typically was only one phone company within a geographic area. Area Codes were geographically assigned and generally there was never more than one Area Code for a geographic region. Telephone numbers were assigned by geographic locale and individuals could only keep their those numbers if they remained in close geographic proximity. Pagers did not exist, and text messaging was not even imagined. However, the public quickly came to rely on the universal use of the three digits 9-1-1 to summon emergency help in times of need. It has become ingrained in our culture that when there is an emergency, real or perceived, help is just a phone call to 911.

**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

The ability to pass a caller's originating telephone number via Automatic Number Identification or ANI, was designed to allow callers to bypass operators to make long distance calls. This feature is not the same as Caller ID. Caller ID was technically interwoven with a database of telephone records, maintained by the local phone company, to create Enhanced (E911) systems. Since the phone company was responsible for all telephone services, it had knowledge of where all phones were installed; they were able to create and maintain a database of subscriber locations. These records were considered static because they do not change unless a subscriber makes a change to their telephone service. PSAPs were provided a roster of all addresses within their jurisdiction as well as the appropriate law, fire, and EMS services. This information is associated with the static subscriber record, or Automatic Location Information (ALI), which allows the network to route 911 calls to the most appropriate PSAP and provide the correct first responder information. This is a bifurcated process: Voice and caller telephone number are delivered via the dedicated 911 network to the PSAP. The PSAP has specialized 911 call answering equipment that will query the static record database over dedicated circuits using modems.

### **Why Next Generation 911 is Critical Now**

The communications industry has undergone a significant amount of change in the last 60 years. For example, mobile communication devices are now more prevalent than traditional hardwired telephone lines, often referred to as landlines. Broadband Internet access is also a crucial component of telephone service in America today. E-mails far surpass the U.S. postal system as the preferred method to conduct business. The volume of data usage and network traffic far surpasses voice traffic across the public networks. People can take their telephone numbers with them when they move, even if it is across the country. Videos can be watched almost anywhere at any time on any hand-held device. Computing platforms have evolved from mainframes to personal computers (PCs) to mobile telephones. And almost every business has "an app."

The most profound technological change in the telecommunication industry occurring today is the migration away from the "circuit switched" voice network architecture of the Alexander Graham Bell telephone invention to the Internet Protocol (IP) networking architecture used by the Internet. This migration is driven by technological advancements in the last 15 years that "packetize" voice communications and allows them to be transmitted as quality voice communications across IP networks. With the advent of Voice over IP (VoIP) there is no longer a need to maintain separate voice and data networks for communications. These new IP based unified networks have revolutionized how enterprises communicate, thereby enhancing worker productivity while driving down costs.

Newer technologies, such as 5G, are being designed for IP network traffic. Most carriers are retiring their old "circuit switch" infrastructure and replacing with IP switching elements. Location information is being provided by the same location-based service technologies that drive Uber, and "find the nearest" apps can be integrated into the IP communications and be delivered along with the caller's voice.

This migration is a transformative technology shift that challenges the ability of public safety to meet the public's continuously rising expectations for help when calling 911. Simply put, today's E911 systems are based on old "circuit switch" technology that is rapidly being retired. These technologies are inherently incapable of meeting the public's expectations of the level of service they experience in their everyday IP world. That is why Next Generation 911 (NG911) time is now.

**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.**

## What NG911 does now for Public Safety

The deployment of NG911 systems will allow PSAPs to leverage the advanced resiliency, reliability, and versatility of distributed packet networks. The IP networks will allow the sharing of key first responder data with ancillary agencies on a continual or ad hoc basis.

- PSAPs could have secure access to building plans to help firefighters better respond to building fires.
- Paramedics and hospitals can exchange real time data on vitals while a patient is in transit.
- Emergency Operation Centers can readily be integrated into the 911 infrastructure during critical incident situations.
- 911 calls can be redirected in near real time to alternate points, depending on specific incident response requirements.

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## Public Safety News



*The CARES Act will distribute \$150 billion among states, localities, tribal governments and territories proportional to population. Here's how that distribution is likely to play out.*

For a map of the distribution visit:

[https://www.governing.com/crisisresponse?promo\\_code=govnav](https://www.governing.com/crisisresponse?promo_code=govnav)

### Additional Resources:

[State and Local Government COVID-19 Funding Opportunities](#)

[Coronavirus Emergency Supplemental Funding Allocations All States \(PDF\)](#)

[Coronavirus Emergency Supplemental Funding \(CESF\) Program Funding by State](#)

[Coronavirus Emergency Supplemental Funding Program Grant Solicitation \(PDF\)](#)

[Eligible State and Local Entities for Coronavirus Relief Fund Payments from the US Treasury \(PDF\)](#)

[Application for Coronavirus Relief Fund Payments from the US Treasury](#)

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## Industry Events



## APCO 2020 Has Been Canceled

*Decision made due to Florida health advisories*

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

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

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



**Fire-Rescue  
International**  
IAFC's Conference & Expo

**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>

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## **Articles of Interest**



### **Technology Choices Must Reflect Our Changed Environment**

The remote work challenges imposed by the COVID-19 pandemic highlight the aging and insufficient infrastructure that has long powered much of the federal government. Aside from the widely discussed latency and security issues the current situation has presented, running on dated systems also requires more administration and maintenance, increasing the burden on agency resources.

Look us up on LinkedIn

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

When huge portions of the workforce went remote, undersized virtual private networks (VPN), virtual desktop infrastructures (VDI) and networking resources got stretched to the breaking point. This really wasn't, or shouldn't have been, unexpected for agency IT leaders after years of balancing underfunded IT budgets. The telework surge forced them to quickly identify and attempt to address architecture gaps, requiring many emergency procurements at great expense.

To read the full article visit: <https://gcn.com/articles/2020/06/26/plans-post-covid-infrastructure.aspx>



### 9-1-1 Indoor Location, First Responder Priority Services on FCC's July Agenda

In 2019, the FCC adopted a vertical (Z-axis) location accuracy metric of  $\pm 3$  meters for wireless 9-1-1 calls that it said would help first responders quickly locate people calling for help from multistory buildings. In July, the commission will consider a report and order that would affirm its 2021 and 2023 deadlines for nationwide wireless providers to deploy Z-axis technology in the nation's most populated markets and call for full nationwide deployment by 2025.

"This item would also give a green light to wireless carriers to deploy technologies that focus on multistory buildings and handset-based deployment solutions that meet the Z-axis metric," FCC Chairman Ajit Pai said in a blog.

The full article can be viewed at:

<https://www.rrmediagroup.com/News/NewsDetails/NewsID/19822>



### FCC Pursuing New Spectrum Policy For Public-Safety Communications

FCC officials are taking a new approach to public-safety spectrum policy, abandoning exclusive-use airwaves in favor of multi-purpose broadband frequencies that can be leveraged to support wireless communications for both first responders and the general public, according to an FCC official.

David Furth, deputy chief of the FCC's public-safety and homeland-security bureau, described the philosophical change as a "transformation," noting that the FCC historically allocated spectrum for public safety's exclusive use when he joined the agency in the early 1990s.

"Those exclusive allocations are still there, they're very important, and I think they will continue to be very important for certainly the indefinite future, because that's where a lot of the mission-critical communications that public safety relies on take place," Furth said last week as part of a keynote interview during Mission Critical Partners' [Conference for Advancing Public Safety \(CAPS\) online event](#) .

To read the complete article visit: <https://urgentcomm.com/2020/04/23/school-of-hard-knocks-911-operations-in-the-covid-19-era/>



## **Accelerating Your IT Updates During The Pandemic**

*Written by Dan Stroman*

State and local agencies are on the front lines in the battle against COVID-19. As part of the fight, leaders are making monumental adjustments to day-to-day operations and processes as they navigate the unknowns caused by the Coronavirus. Extending license renewal dates, expanding online registrations for life cycle events, and retooling essential services like utility crews to respond safely during the crisis are among the dozens of examples of how agencies are adapting.

But as leaders in the public sector, we can't let challenges — not even a global pandemic — derail plans to future-proof our organizations. It's more important than ever for us to streamline and upgrade our capabilities to better serve the public. And for those who think balancing digital transformation projects and the current challenges of COVID-19 is an impossible task, Consider this: This virus shouldn't stop your agency's path toward a better future. It should accelerate it.

**To read the full article visit:**

<https://www.americancityandcounty.com/2020/06/24/accelerating-your-it-updates-during-the-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**

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