



## July 2019 Newsletter

July 2019

### Come Visit Us At Booth #424

**Winbourne Consulting**, the nation's leading firm on Public Safety Solution Systems Planning and Implementation will be in **Booth 424** at the APCO Expo.



# APCO 2019 EXHIBITOR

**We will be raffling an Amazon Echo™ each day, so stop by and visit us; enter your card for our raffle . . . and share with us your thoughts on Public Safety Communications.**

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**Winbourne Consulting - Your Partner in Delivering  
Public Safety Communications Solutions**

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### **What Big Data Means to Public Safety** (Part 2 of our Series on Big Data and Public Safety)

**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.

The buzz word "big data" has been around in information technology for a while, but only recently has it been correlated with Public Safety. While big data is defined as data sets whose size or type are beyond the ability of traditional relational databases to capture, manage, process and analyze; it also incorporates components of artificial intelligence (AI), mobile data, social media and the Internet of Things (IoT), including data from sensors, devices, video/audio, networks, log files, transactional applications, web, and social media.

A key question is, what does big data bring to Public Safety, especially to dispatch centers, law enforcement agencies, fire departments and EMS teams. Let's examine what pieces of big data could be used in Public Safety applications:

- Local and regional agency data and information
- State and federal data and information
- Government and private GIS mapping and GPS data
- Electric and water grid information
- Video feeds from government and privately owned cameras located at major thoroughfares, city streets, intersections, buildings, schools, high rises, individual businesses and homes
- Video feeds from Body Worn Cameras
- Social media feeds
- Smartphone information
- IoT in vehicles and body sensors

- Smart city data and information such as traffic signals, traffic flow, bridges, etc.
- Incident information captured electronically by either public safety officers or citizens
- Facial and symbol recognition (i.e. gang tracking, tattoo association)



There are a number of national public safety organizations that are working on developing and defining standards as they could apply to Big Data. For example, APCO is working on several NG911 standards including the National Information Exchange Model (NIEM) standard to define how external information can flow to Public Safety agencies. While the NIEM standard doesn't specifically address big data, it could be a conduit to transport big data within Public Safety agencies. In addition, the National 911 Program office within the U.S. Department of Transportation National Highway Traffic Safety Administration recently released volume 1.0 of the 911 Data and Information Sharing Strategic plan, outlining the 911 community's need for a data and information sharing environment to enable NG911 transition efforts.

The larger issue of big data is how can it be consumed and made actionable by Public Safety software applications, such as Computer Aided Dispatch (CAD), Mobile, Records Management Systems, (RMS), Fire Management Systems (FMS) and Emergency Medical Systems (EMS). There are currently two ways that big data could be consumed by these software solutions. Each CAD, Mobile, RMS, FMS and EMS vendor develops a separate interface to each of the different big data types, or a middleware software product is utilized to manage all of the different big data types and disseminates the information to the various software solutions in an actionable format. But no matter if a standard data exchange mechanism, such as the NIEM standard, is utilized; for big data to be useful, it needs to be analyzed and disseminated based on relevance, need to know and if an action is required.

For example, large corporations have been using big data for location tracking, fraud detection and predictive purchases of consumable goods such as food, medication, clothing, etc. as well as large purchase items such as vehicles, appliances, homes, etc., for years. They target consumers, businesses and services to better serve their own clients. This same predictive big data analysis can be applied to Public Safety agency operations. Similar analyses of big data can help agencies act faster and smarter in dealing with emergency responses, and allocation of resources, particularly in time sensitive situations. Big data analysis could also be used to more effectively deal with situations such as demonstrations, hostage situations, shootings, terror attacks, etc., and manage overall operations more effectively. The key is integrating big data analytics into everyday processes and workflow of police, fire and EMS operations.

Big Data is not only here to stay, but will continue to play an increasingly important role in public safety. As artificial intelligence (AI) evolves; big data will become critical in developing operational strategies for Public Safety agencies to serve citizens more effectively and efficiently. Agencies need to start analyzing and defining what role big data can play in their agency, and in cooperation with other agencies to improve emergency response and internal process flows.

There are immediate steps agencies can take to incorporate big data analytics technology into their current public safety databases. Big data analytics are designed to mine data from a variety of databases and provide a view into the data that is both a visual view; including maps, graphs and dashboards, and a data view including statistics, trends, patterns and relationships.

## 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



All of this information is useful to schedule resources, predict crime trends and provide situational awareness. Agencies can work with other city and county departments including transportation, permits, traffic, inspections, etc. to include their specific information in the big data analysis and predictive modeling process. Utilizing big data analytics on

internal databases provides immediate results, and is a great stepping stone toward importing data from outside sources that are both relevant and actionable. Agencies and IT departments can first utilize this technology on internally available data prior to venturing to outside governmental and business sources for additional data. This provides the agency and IT a way to learn and implement big data analytics technology on internal systems, and start the planning process to add external data sources as they become available.

Since utilization of big data relies on cooperation, we suggest:

- Working with internal departments to define roles and responsibilities on how data will be accessed and processed by big data analytics technology
- Establishing intra- and inter-governmental agreements with guidelines on how big data analytics will be implemented
- Developing plans and implementation strategies to securely connect big data analytics technology to relevant internal databases
- Developing plans to import data from outside agencies, governmental units and businesses to be included in the big data analytics technology
- Developing a definition of roles and responsibilities on how big data will be incorporated into your agency's operations and emergency response

Develop an IT strategy for big data analytics technology including the following steps:

- 1) Assess current databases for inclusion of big data analytics technology; include connectivity, physical and cyber security and data access
- 2) Assess current Public Safety software applications' ability to consume and integrate big data analytics into processes and workflows
- 3) Develop a big data analytic technology acquisition strategy and implementation plan
- 4) Develop a pilot project plan to utilize big data analytics with dispatch, law enforcement, fire and/or EMS. The plan needs to contain:
  - a needs assessment
  - benefits analysis
  - cost and time estimate
  - an implementation plan and timeline of 6 to 12 months to prove the legitimacy of the big data analytics technology
- 5) Develop a long-term plan to implement other internal and external big data sources
- 6) Work with public safety software application vendors to utilize big data within their CAD, Mobile, RMS, FMS and EMS applications
- 7) Work with big data contributors to ensure information is secured and reliable
- 8) Work with vendors that manage big data to ensure that only relevant and actionable data is passed to the public safety software applications
- 9) Explore regional Public Safety and business big data opportunities

In conclusion, big data is coming and agencies that take a proactive approach in planning the implementation of a big data strategy will be better prepared to improve operations, emergency response, public relations and situational

**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.

awareness. Winbourne Consulting has extensive experience in all areas of Information Management – from establishing a “Big Data” master plan to implementing a Business Intelligence/Data Warehouse solution. For additional information, contact **Winbourne Consulting** at [info@w-llc.com](mailto:info@w-llc.com).

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## Winbourne Happenings



**Jeff Winbourne, President, International Markets for Winbourne Consulting is the author of an enlightening article in the July/August issue of PCS magazine titled “National Capital Region Strives For NG9-1-1”.** The article describes how the National Capital Region, or NCR, is inching closer to a regional Next Generation 9-1-1 (NG9-1-1) solution. The full article can be found at:

[https://www.pscmagazine-digital.com/pscs/0419\\_july\\_august\\_2019/MobilePagedArticle.action?articleId=1498027#articleId1498027](https://www.pscmagazine-digital.com/pscs/0419_july_august_2019/MobilePagedArticle.action?articleId=1498027#articleId1498027)

**Winbourne Consulting assists Seminole County, FL Fire/EMS in their successful cutover to the CentralSquare/TriTech Inform CAD/Mobile system.** The Seminole County Fire

Department (SCFD) dispatches for all eight Fire/EMS agencies in Seminole County. They have a true all-response agreement – every department responds anywhere in the County they are needed. During the acquisition and implementation process, of the CAD/Mobile System, Winbourne also assisted the County in other areas including a Countywide public safety governance structure, Business Intelligence/analytics, GIS Master Plan, CAD-to-CAD, Automatic Dispatch, ASAP to PSAP and other projects.

For more information on this system, visit:

**Seminole County Fire Department Launches New 3.2 Million Dollar CAD System**

<http://www.seminolecountyfl.gov/departments-services/guide-to-county-services/release-view.stml#>



**Winbourne Consulting recently rolled out a new website.** The website address remains the same

<http://www.winbourneconsulting.com/>. We welcome your feedback on the new website. Please forward your comments to <mailto:info@w-llc.com>

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

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

The USTDA is hosting a delegation of decision-makers from Ho Chi Minh City’s emergency management sector to support the development of an integrated Emergency Communication System for the city. **Jeff Winbourne, will be representing iCERT on a Business Panel** that will take place at the Westin Georgetown on Thursday August 15th at 1:30pm in Washington DC. The full delegation visit occurs between August 10th to the 24th and includes visits to New York City and Chicago, in addition to the event in Washington, DC



## Public Safety News



### Provision To Reclassify 911 Dispatchers Passes on House Floor

WASHINGTON, D.C. — On Wednesday (July 17, 2019), U.S. Representatives Norma J. Torres, D-Calif., the only former 911 dispatcher serving in Congress, and Brian Fitzpatrick, R-Pa, a former Federal Bureau of Investigation supervisory special agent and federal prosecutor announced that a provision based on their bipartisan 911 Supporting Accurate Views of Emergency Services (SAVES) Act passed on the House floor to the National Defense Authorization Act for Fiscal Year 2020, and now moves to the U.S. Senate for further consideration.

The Office of Management and Budget currently classifies 911 dispatchers as clerical workers — the same category as secretaries, office clerks and taxicab dispatchers. The legislative proposal would update this classification to appropriately reflect the important role of dispatchers in directing emergency response and providing life-saving emergency medical instruction. Specifically, it would reclassify 911 call-takers and dispatchers from “Office and Administrative Support Occupations” to “Protective Service Occupations” in the OMB Standard Occupational Classification catalog.

**To Read the Complete Article Visit:**

[https://www.normantranscript.com/news/government/provision-to-reclassify-dispatchers-passes-on-house-floor/article\\_32a2a07b-95fa-5cea-926b-6b20c0cf0b63.html](https://www.normantranscript.com/news/government/provision-to-reclassify-dispatchers-passes-on-house-floor/article_32a2a07b-95fa-5cea-926b-6b20c0cf0b63.html)



### REPORT: STATE CYBER DISRUPTION RESPONSE PLANS

“With the integration of information technology (IT) into critical services, state and territorial officials must now expand their focus to consider the consequences of cyberattacks that have physical impacts and threaten public safety,” according to a **new National Governor’s Association (NGA) issue brief**. *(select this link to view the complete issue brief)* While there hasn’t been a national cyberattack shutting down critical services, the NGA State Cyber Disruption Response Plans issue brief explores a 2018 incident in Colorado where the governor declared a state of emergency — the first of its kind — after a ransomware attack infected 150 servers and 2,000 computers operated by the Colorado Department of Transportation (DOT). State and local agencies must begin preparing for cyberattacks proactively, in the same way medical and public safety officials prepare for natural or man-made disasters.

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## Industry Events



**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/>

**Look us up on  
LinkedIn**

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



Since 1893, the IACP has been shaping the law enforcement profession. The IACP Annual Conference and Exposition has been the foundation, providing leaders with new strategies, techniques, and resources they need to successfully navigate the evolving policing environment.

Don't miss out on the opportunity to spend four days with law enforcement leaders from around the globe as they address your most pressing challenges. Register now for the most comprehensive law enforcement conference and exposition in 2019.

**For more info:** <https://www.theiacpconference.org/>

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## Articles of Interest



### FirstNet: A Game Changer For Public Safety And Law Enforcement

For 30 years, I served our country at a federal agency that enforces the controlled substances laws and regulations. That agency, like many others, is made up of dedicated, hardworking individuals who strive to make our communities and this nation better.

Without question, leaders of public safety and law enforcement agencies aim to equip their personnel with the tools that will make them successful -- in their day-to-day work and at times when natural or manmade disasters threaten public safety. Communications technologies and devices are essential to this goal.

**To read the full article visit:**

<https://gcn.com/articles/2019/07/23/firstnet-public-safety-law-enforcement.aspx>

### 4 Keys To Successful Cyber Defense Automation

Government IT administrators are responsible for putting out security fires, but that can be tough to do when they're constantly drinking from the firehose. Agencies operate under tight budgets and low resources, and IT teams are often forced to prioritize that day's squeaky wheels (an application failure here, a

network bottleneck there) ahead of proactively developing new ways to defend against cyber threats.

But results from a recent SolarWinds federal cybersecurity survey suggest there's never been a more important time to tackle evolving threat vectors. A majority of government IT professionals feel that threats by careless or malicious insiders and foreign governments are at an all-time high. Attackers are becoming more sophisticated and adept at targeting government networks and are using employees to gain access to sensitive data.

Visit: [https://qcn.com/articles/2019/07/15/cyber-defense-automation.aspx?admgarea=TC\\_SecCybersSec](https://qcn.com/articles/2019/07/15/cyber-defense-automation.aspx?admgarea=TC_SecCybersSec) to read the complete article



### **FCC Adds 9-1-1 Congressional Mandates to August Meeting Agenda**

FCC Chairman Ajit Pai said the commission will vote on rules to help ensure that people who call 9-1-1 from multiline telephone systems (MLTS), which commonly serve hotels, office buildings and college campuses, can reach 9-1-1 and be quickly located by first responders at its August meeting.

Pai circulated draft rules that would implement two recently enacted laws to improve emergency calling, the Kari's Law Act of 2017 and RAY BAUM'S Act of 2018, and extend 9-1-1 location requirements to additional calling platforms.

To read the full article visit:

<https://www.rrmediagroup.com/News/NewsDetails/NewsID/18469>

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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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