

October 2019 Newsletter

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The Use of Drones as First Responders

The use of a Drone as First Responder (DFR) program is an innovative and transformative use of Unmanned Aerial Systems (UAS) in the public safety arena. While the concept is considered on the leading edge, it is being viewed as an extremely useful tool and is garnering more and more attention in public safety. Indeed, in some research, the use of drones has been identified as a top area of growth in public safety technology. According to a recent paper by CompTIA "Drones are increasingly being used to perform tasks that endanger people, including search and rescue activities and surveys of elevated infrastructure such as potentially unstable roofs and damaged power lines. Organizations can easily justify investments in drone technologies if they can reduce or eliminate safety risks for employees and others."



At the International Association of Chiefs of Police in Chicago this past week, the use of UAVs for law enforcement was a topic of great interest. Chula Vista Police Department hosted a panel called Drones as First Responders (DFR), highlighting their program. Chief Roxana Kennedy was clear in stating that this unique pilot program is an enhancement for the Chula Vista officers, not a replacement of the officers. She described

the program as a way for "eyes" to arrive on the scene quickly, directed by experienced officers, and providing responding officers with valuable situational awareness before arriving on the scene. The unmanned aerial vehicles (UAV) provide decision-quality data to drive tactics and improve the outcome of an incident. The use of drones was further described as "having angels on your officers' shoulders".

Chula Vista Police Department's DFR program was developed and implemented by CVPD, their vendor/partner Cape Aerial Telepresence (a private UAS teleoperation company), and the San Diego City Integration Pilot Project (IPP) Team. The concept utilizes a UAV to fly to any reported incident and arrive prior to first responders on the ground. The video feed from the UAV is viewed at the police department by a trained first responder called a teleoperator or (TO). The TO is able to operate the UAV remotely and communicate with field personnel via radio immediately. The TO is able to evaluate the scene and circumstances before arriving field units and provide necessary tactical information that help them stay safe and increase efficiency. The video feed is also immediately available to every officer in the field via a smart phone/device application. Officers and fire personnel can see for themselves what they are responding to.

CVPD uses UAS in a variety of circumstances such as documenting crime and accident scenes, searching for missing or wanted persons, fires, and evaluating damage after a major incident or natural disasters. The UAS are launched from

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 roof of the police department and fly toward the scene of incidents such as a crime in progress, serious accident, officer in need of assistance, or any other incident where having advanced knowledge of what is happening at the scene *before* police and fire first responders arrive may add to safety and efficiency.

To date CVPD has flown 1000+ missions, assisted on 120+ arrests (many of which would not have occurred without the drone), cleared 200+ calls-for-service without the need to send uniformed officers, and arrived on scene consistently before ground units, averaging a response time of about 2 minutes.



Police Departments with limited resources and personnel often find they are sending uniformed officers to every reported incident with little time to problem-solve prior to arrival. Call-takers in Dispatch Centers barely have time to keep up with the incoming calls for service. DFR's "secret sauce" is the creation of a new policing position; the Teleoperator, who monitors incoming calls for service, deploying the drone when necessary. DFR is not just a technical solution, but a tactical solution utilizing a trained incident manager.

Unmanned Aerial Systems are being piloted in a number of public safety environments and its features are being enhanced on a constant basis. For example, two Artificial Intelligence technologies that are being utilized to augment the effectiveness of drones include Augmented Reality (AR) and Virtual Reality (VR) These tools allow for the addition of vital information such as street names, and the ability to track people and vehicles from the air. These applications allow for expanded use of UAVs in a wide variety of public safety situations including:

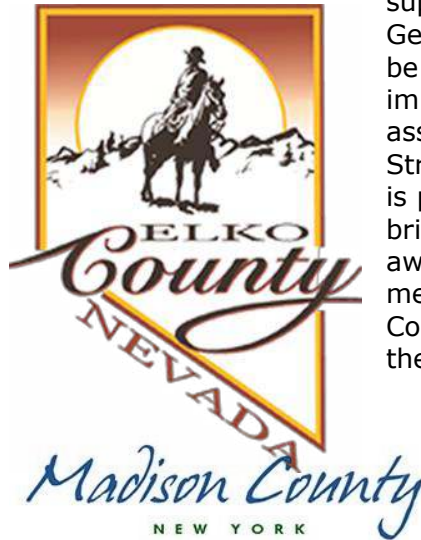
- Major Incidents
- Major Fires – Such as Brush Fires
 - Natural Disasters
 - Search and Rescue
 - Tracking Personnel During Major Incidents

Winbourne Consulting is supporting the Chula Vista Police Department's (CVPD) Drone as First Responder (DFR) program. If your agency is considering such a program or is interested in more information, Winbourne Consulting is available to assist your agency. Winbourne Consulting can be contacted at info@winbourne.com.

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 Happenings

Elko County, Nevada has contracted with Winbourne Consulting to continue its support as they progress from Basic 9-1-1 to Next Generation 9-1-1 (NG911) services. Winbourne will be serving as the Program Manager for the NG911 implementation. Additionally, Winbourne will be assisting with updates to the County's Master Strategic Plan for Public Safety to ensure that Elko is positioned to realize the benefits that NG911 brings and ensuring their regional situational awareness. Winbourne recently held a stakeholders meeting to start the process of identifying Elko County's public safety priorities and goals based on the anticipated NG911 environment.



Winbourne Consulting has been engaged by Madison County, New York to evaluate their existing Computer Aided Dispatch (CAD) system implementation and to make recommendations on configuration changes as well as policy and procedure modifications. The goal of the evaluation is to provide increased safety for the first responders and to potentially enable a faster response for the citizens' emergencies.

Canada Moves Forward with Nationwide NG911 Implementation

Jeff Winbourne, President International Markets for Winbourne Consulting, recently interviewed Holly Barkwell, current NENA Canadian Regional Director, about the implementation of NG911 in Canada. In the interview Holly discusses the approach that Canada is taking towards the implementation of NG911. A copy of the interview can be found on Winbourne's website at [XXXXXX - John is supplying the url.](#)

Public Safety News



Tom Klaban, a Winbourne Senior Consultant, is a member of the iCERT Cloud Working Group that recently published a paper titled Public Safety Grade Data Centers Evaluation Guidelines - Step 1 - Data Center Evaluation in an Era of Industry Disruption.

"This paper provides a suggested framework for evaluating the choice between a local on-premises data center facility, or a remote data center (hosted or cloud), based on two criteria: reliability and security. Working from a foundation of these criteria offers public safety agencies a simple method of evaluating a data center to determine its adherence to public safety grade infrastructure regardless of whether it is modeled on cloud computing, remotely hosted, or an on-premises solution."

https://docs.wixstatic.com/ugd/b8d2ce_5f138c342b604792b4c998ae1f45ebaf.pdf

Lisa Madden, Vice-President for Winbourne Consulting, is a member of the iCERT NG911 Conformance Working Group, and contributed to the White Paper titled The Critical Role of Testing to Achieve and Maintain NG911 Standards Conformance & Interoperability, and its companion

paper, **Conformance Testing Recommendations**. Copies of these papers can be found at <https://theindustrycouncil.org/news>.



APCO Announces Final Approval of Two APCO Standards

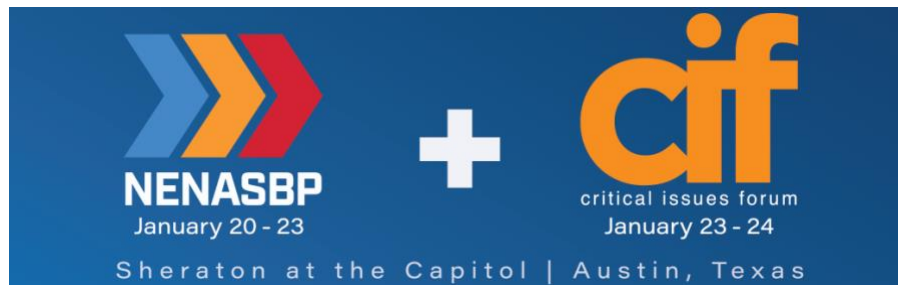
Public Safety Communications Center

Key Performance Indicators (New) and Public Safety Communications Common Incident Types for Data Exchange (Revision)

The Association of Public-Safety Communications Officials (APCO) International received final approval from the American National Standards Institute (ANSI) on October 18, 2019 for two standards: a new American National Standard (ANS) that identifies key performance indicators of a communications center and a revision of the existing incident type codes for data exchange standard.

<https://psc.apcointl.org/2019/10/24/apco-announces-final-approval-of-two-apco-standards/>

Industry Events



Learn, Collaborate, & Contribute!

#NENASBP is a conference unlike any other. It is an interactive, informative, attendee-driven event where you not only learn about the standards that are spurring the development and implementation of NG9-1-1 technology and operations best practices, but also create the guidelines, resources, and documents that enable NG services, systems, and PSAPs to reach their full potential.

For more info visit: <https://www.nena.org/page/sbp>



February 12-15, 2020
Grand Hyatt, Washington DC

About #NENAGTW

9-1-1 Goes to Washington brings together hundreds of 9-1-1 professionals from around the country with policy leaders in our nation's capital to explore and discuss today's most pressing 9-1-1 and emergency communications issues. 9-1-1 Goes to Washington is the only event where you can learn about the policy challenges facing public safety and take immediate action to address them through dialog with your elected and appointed officials.

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

www.winbourneconsulting.com

For more info visit: <https://www.nena.org/page/gtw>

Articles of Interest



How to Fight Back Against Ransomware

Antivirus and firewall solutions will stop commodity and automated attacks, but agencies must deploy defense-in-depth strategies.

The first documented ransomware attack hit in 1989, prompting organizations to implement antivirus, firewalls and other security tools to guard their network perimeters and endpoint devices. Yet, three decades later, state and local agencies remain vulnerable. Hardening security postures requires understanding how attackers “teach” ransomware to slip past their defenses.

To read the full article visit: <https://gcn.com/articles/2019/10/28/combating-ransomware.aspx>



APCO Takes Different Stance on Interoperability at Regional Conference

Interoperability was the theme at the Association of Public-Safety Communications Officials (APCO) International Emerging Technology Forum in Westminster, Colorado, Oct. 8 – 9. However, APCO officials said interoperability should be achieved with requests for proposals (RFPs) that primarily establish objectives rather than requiring standards.

Visit: rrmediagroup.com/Features/FeaturesDetails/FID/956 to read the complete article



Pay Us Or Else

Local governments are being targeted by ransomware at an alarming rate, and very few communities are prepared to deal with the threat. Our cities are under attack, and most communities are unaware just how vulnerable they are. Ransomware is a nefarious tool bad actors are using to enrich themselves by holding data captive. Municipalities are particularly susceptible to these threats, and the hackers know this. Unless proactive steps are taken now, your municipality will be hit. It's not a matter of if, but when.

To read the complete article visit: <https://www.americancityandcounty.com/2019/10/09/pay-us-or-else/>



FirstNet Authority Board Gets Two Members, Including First 911 Official

All positions on the FirstNet Authority board are filled, after U.S. Secretary of Commerce Wilbur Ross today appointed two new members, Karima Holmes—the

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

first 911 official to serve on the board—and Matt Slinkard of the Houston Police Department

“These new board members will ensure FirstNet continues to deliver for America’s emergency responders,” Wilbur Ross said in a prepared statement. “I thank our new members for bringing their leadership to the Board and guiding FirstNet in its mission to save lives and keep our communities safe.”

The full article can be viewed at: <https://urgentcomm.com/2019/10/17/firstnet-authority-board-gets-two-members-including-first-911-official/>

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

Email us at: info@w-llc.com

Or

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