



February 2021

### A New Trend in Call Taking – Expanding Criteria Based Dispatching

For years emergency communications centers (ECC) have seen rapid changes in technology for call taking, dispatch and first responders. No one could imagine that ECCs would be handling 911 calls from a telecommunicator's home. A mentor of mine once said "technology and operations go together we cannot implement new technology without changing operations". The new technology has resulted in a need to change call taking and dispatching methods.

One of the new changes within the ECC is expanding Criteria Based Dispatching (CBD). CBD was initially developed for emergency medical based calls and is now being expanded to fire and some police related calls. New technology has allowed agencies to improve response times, but agencies are now implementing CBD in order to allow call takers to get to the root cause even faster. Instead of a long set of required questions, call takers are now asking anywhere from two to five questions and sending the call in for immediate dispatch.

Winbourne Customer, Seminole County Fire Department located in Seminole County, Florida is one of the agencies that recently made the change to CBD. When asked why they implemented this change, Suzanne Ladd, Program Manager Emergency Communications responded "*We have been doing criteria-based dispatching since our new CAD implementation in July 2019. With our new Pre-Alerting system, our goal is to get calls from answer to dispatcher in less than 60 seconds with either a single or two-unit response based on the initial information provided prior to caller interrogation. Once the call is dispatched and an incident nature is determined via ProQA, the designated response assignment will be added, while lifesaving instructions continues.*"

Criteria based dispatching allows the call taker to focus on the here and now by obtaining basic information, getting the call dispatched and then refocusing their attention on the caller and obtaining the rest of the pertinent details.

For additional information on Criteria Based Dispatching or assistance in evaluating the benefits of Criteria Based Dispatching, contact Winbourne Consulting at [info@w-llc.com](mailto:info@w-llc.com).

**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.**

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### Winbourne Happenings



The Palo Alto, CA city council has approved the building of a new public safety

building which will house various public safety agencies and the PSAP. **Winbourne Consulting was an integral member** of team involved in developing the building specs for radio systems. Winbourne Consulting prepared the basis of design for the technology infrastructure in the new facility to include the space and systems requirements for 9-1-1 center and the Emergency Operations Center; video systems and networks; equipment room racks, points of entry; roof antennae; microwave path analysis and regional communications network connectivity; furniture requirements, migration and cut over plans; as well as cost estimates

**Additional information can be viewed at:** [City Council approves construction of new police headquarters | News | Palo Alto Online |](#)

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## Industry Events



### National Public Safety Telecommunicators Week 2021

**April 11-17, 2021**

Every year during the second week of April, the telecommunications personnel in the public safety community, are honored. Tell us **who YOUR superhero** is, in or out of the ECC, and be entered to win \$100 for your comm center.

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



#### ABOUT THE CONFERENCE

The 2021 IACP Technology Conference will take place May 17-19, 2021 online. This digital event provides three days of training, professional development, and networking to law enforcement executives, operational managers, and technology and research staff. Best practices and thought leadership sessions will propose solutions and showcase a broad array of new and emerging technologies. Top-rated workshop topics from the first-ever virtual 2020 Technology Conference included: Unmanned Aircraft Systems (UAS), Video Analytics and Integration, Facial Recognition, and Public Safety Mobility.

**For more info visit:** [https://learn.theiacp.org/tech-conference?\\_ga=2.221496600.1605177196.1614117638-1600004114.1606338140](https://learn.theiacp.org/tech-conference?_ga=2.221496600.1605177196.1614117638-1600004114.1606338140)

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## Articles of Interest



**Creating A Culture Of Collaboration In Public Safety**

### Winbourne Areas of Expertise:

- 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

**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.**

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

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Last year was unlike anything many in government have ever experienced. From the pandemic and civil unrest to a marked increase in natural disasters, local and state governments had more than their fill of crises to address.

Now, as they face budget cuts heading into a new year, local governments are looking for ways to keep their constituents safe, while also making the most of their resources. To do this effectively, agencies should invest in solutions that encourage collaboration across different departments and stakeholders and ensure resources and information are shared.

**To read the full article visit:**

[https://gcn.com/articles/2021/02/03/public-safety-collaboration.aspx?admgarea=TC\\_STATELOCAL](https://gcn.com/articles/2021/02/03/public-safety-collaboration.aspx?admgarea=TC_STATELOCAL)



### **Are 5G Networks a Game Changer for Mission-Critical Communications?**

As the critical communications industry gradually transitions, we are expecting to see it complement or replace highly reliable and secure TETRA and other radio networks with LTE technologies.

Best Practices for the Continuity of Operations Planning Process  
Public-Safety, Industry Weigh in on State Leasing Framework for 4.9 GHz Band

Nationwide LTE systems for public safety are proceeding with the rollout of the Emergency Services Network (ESN) in the UK, FirstNet in the U.S. and SafeNet in South Korea. In addition, regional and local 4G networks have been successfully installed for public safety in territories such as the Middle East.

**The full story can be viewed at:**

<https://www.rrmediagroup.com/News/NewsDetails/NewsID/20400>

### **Best Practices for the Continuity of Operations Planning Process**

Mission-critical communications are called that for a very good reason, which is that they cannot fail regardless of the circumstances. But, fail they do, for all sorts of reasons. Below are just a few examples.

On Sept. 29, 2020, a 9-1-1 system outage that affected 14 states occurred. It still is unclear what caused the outage, but initial speculation was a software glitch at one or more commercial providers of 9-1-1 services. In August 2018, a mistake made by a technician who was configuring a commercial 9-1-1 service provider's routing network resulted in emergency calls failing to route to the appropriate center. The issue lasted for 65 minutes and affected 9-1-1 centers in multiple states.

**To read the complete article visit:**

<https://www.rrmediagroup.com/Features/FeaturesDetails/FID/1043>



### **California PD: 'Game-changing' Live911 Streaming Of Emergency Calls Accelerates Responses**

Police officers in the city of Clovis, Calif., are able to respond more quickly to incidents—saving lives and property—because they use the Live911 application developed by HigherGround to listen to the audio from 911 calls near their location, according to a Clovis police official.

Jim Munro, a lieutenant in the Clovis Police Department, said the agency began

using Live911 about a year ago and about 60% of the department's 100 officers uses the technology, which lets officers in the field listen to livestreamed audio of 911 calls, allowing them to respond immediately rather than waiting to be dispatched.

"Live911 is a game-changer for us," Munro said during an interview with IWCE's Urgent Communications. "It allows [police officers in the field] to respond quicker to these 911 calls, because they are actually hearing it—sometimes minutes before they are dispatched, because of how busy the dispatch center is.

"They basically get a head start on the call. We've had officers, on some medical aids, who are literally right down the street from these calls, and they've arrived before the call has even been dispatched. That's huge, especially when you're trying to save a life—seconds matter."

To read the complete article visit: <https://urgentcomm.com/2021/02/24/california-pd-game-changing-live911-streaming-of-emergency-calls-accelerates-responses/>

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

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