April 2021 Newsletter

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.

Improved ECC Interoperability with CAD-to-CAD

There are several interpretations of what ECC interoperability is and does, but for our purposes, it is defined as the electronic exchange of data/information between two or more ECC's CAD systems via a CAD-to-CAD intelligent hub.

This type of integration is the cornerstone of what might be described as virtual ECC consolidation. Each ECC, while autonomous, is at the same time, part of the regional ECC community with the ability to view, dispatch and interact with all resources and incidents.

This powerful solution raises the productivity and awareness of all participating ECCs to a whole new level. Not only can ECCs transfer phone calls seamlessly between each other, using their 911 systems, but they can now transfer the call content along with it. Furthermore, resources can now be deployed using closest car/unit calculations across the entire region, instead of just localized to one jurisdiction. The information is shared not just between ECCs, all mobile users will have access to valuable data being shared during a mutual aid event; therefore improving situational awareness for everyone. Rural areas would benefit greatly as it is not unusual for an emergency call to occur in an area where the closet until would actually be from another agency. State Police are often the only back up unit for a sheriff officer responding to a domestic call. With a CAD-to-CAD system, the ECC in both of these situations would be able to see the closest unit and from their CAD system request assistance without having to waste valuable time by trying to contact the responding agency via radio or telephone.

A CAD-to-CAD system can also be used by non-public safety entities such as the local Department of Transportation or local energy company. Most CAD-to CAD vendors provide applications or interfaces that can be used by other systems that do not have a CAD system. It allows them to receive requests for service and to update the sender's CAD system. For example, the ECC needs assistance from their energy company for wires down. From their CAD system they can send the message to the energy company, the company can acknowledge and provide an ETA to the requesting agency. Imagine during a major snowstorm and the ECC receives a report of a vehicle in a ditch and all of their officers are tied up on other incidents. The telecommunicator could look at the regional map and see a DOT snowplow close to that area. The telecommunicator could send a request via their CAD system to DOT requesting that the snowplow truck check on the status of that vehicle in the ditch. The driver stops and finds the car empty. They advise the ECC and the ECC is able to remove that call from their pending window.

CAD-to-CAD technology can decrease the time ECC personnel spend looking for mutual aid assistance therefore allowing them to concentrate on the incident for their center. It has also shown to improve first responder response times by an average of 2 to 3 minutes, and we all know the value of a minute in public

safety can mean the difference between life and death.

Winbourne Consulting has been very active in assisting agencies, regions and states in developing needs assessment, governance documents, technical requirements, RFPs, vendor selection and project implementation on CAD-to-CAD projects. We have assisted and/or are assisting on eight CAD-to-CAD projects throughout the United States. For additional information, contact **Winbourne Consulting** at Info@w-llc.com.

Winbourne Happenings

In 2019 Winbourne Consulting was hired to assist the counties of San Bernardino and Riverside County, CA with a regional interoperability CAD-to-CAD project known as the Inland Empire Interoperability Project. Winbourne assisted them with the development of a governance document, RFP for procurement, RFP award and Implementation. The project was awarded to CentralSquare and the Tellus CAD-to-CAD hub. On April 20, 2021 Mike Bell, CONFIRE Project Coordinator announced: "I am very happy to report that the CAD to CAD project we have all been working on since late 2018 went live today. CONFIRE and San Manuel DPS are connected and able to share calls across their CAD platforms seamlessly. We will only slightly catch our breath before we are engaged in bringing several other dispatch centers onto the system over the next 12 months. It is vital that going forward we focus on optimizing this investment and maintain momentum to ensure it delivers the results in terms of enhanced regional communications and information sharing, improved response times and ultimately better service to the public."

CONFIRE Communications serves 13 fire agencies in San Bernardino and acted as the procurement agent and project administrator. This project was supported by USAI funding and San Bernardino County used CAREACT funds for this project. Congratulations to the CONFIRE team, San Manuel DPS, all participating agencies and the CentralSquare team that made this all possible.

Winbourne Consulting recently completed a Computer Aided Dispatch (CAD) assessment report for the City of Alexandria, VA. Winbourne provided consulting services to the Department of Emergency and Customer Communications (DECC), Alexandria Police Department, Fire Department, and Information Technology Department and associated stakeholders to conduct an assessment of the City's current CAD and mobile system, which supports the mission-critical call-taking and dispatch system for public safety resources and assets.

The goal of the assessment was to identify issues and develop recommendations that would facilitate continued delivery of timely, high-quality call-taking and

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

dispatch services to the citizens of Alexandria. The City undertook this CAD and Mobile Assessment as part of its ongoing process of analyzing the City's critical application and technology portfolio's effectiveness, costing, and age. The assessment's goal is to ensure the City's mission-critical system's current and future capabilities align with the public safety agencies' strategic plans and goals. The focus was on the alignment between the current call-taking and dispatch systems and key objectives and processes of public safety agencies (i.e., Police Department , Fire Department , and DECC, and IT.

We worked closely with management and staff from all departments to ensure we gathered data, statistics and personal input on the value and usage of the current system versus alignment with the departments objectives and processes. This was accomplished through a series of interviews, surveys and group meetings. The City now has documentation and recommendations that will support their mission critical applications strategic plans and goals.

Winbourne Consulting Supports USTDA Central America Emergency Management and Safety Workshop

On April 21, 2021, Tom Maureau, Winbourne Consulting's Vice President for Public Safety System Services, moderated an emergency management and communications products and services workshop for USTDA and Koeppen, Elliott & Associates (KEA). The workshop included four US providers of emergency response products presenting to Central American government officials. The workshop participants represented national and municipal governments from Costa Rica, El Salvador, Guatemala, and Honduras. The workshop was sponsored by the United States Trade & Development Agency (USTDA).

USTDA is sponsoring a series of nine workshops on Central America Digital Connectivity, emphasizing US products and services. Previously, USTDA working with KEA, held workshops on Smart Cities, Digital Connectivity Procurement Best Practices, e-Government and Cybersecurity. Additional workshops, over the next few months, covering topics such as Intelligent Transportation Systems Technologies, Satellite and Wireless Communications Technologies, Broadband and Digital Connectivity, and Project Finance for Digital Connectivity are planned for the Central American market.

Public Safety News

Public Safety Technology Alliance (PSTA) to shut down

After three years of existence, the non-profit Public Safety Technology Alliance (PSTA) will cease operations within 45 days as officials say they believe that the organization achieved its primary goal to promote public safety's use of open-standard technologies.

"PSTA achieved its mission," PSTA board member Jeff Johnson said during an interview with IWCE's Urgent Communications. "In a time where we were transitioning to an LTE entrant into the public-safety community through

FirstNet, it was important that we did what we could to maintain open standards and that we caused the conversation [to be conducted within public safety]. I'm extremely satisfied with what we achieved and what standards we were able to get vetted in a broad group of stakeholders.

Industry Events

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

Nexus: The NG9-1-1 Experience Reimagined

May 26-27, 2021
Virtual

Nexus is designed to provide an experience unlike any other, where attendees will be immersed into a comprehensive and educational 360-degree view of the future state of emergency incident response.

For additional info visit: https://www.apconexus.org/

Articles of Interest

911Pilot Tests Emergency Systems' Cyber Defenses

To better protect emergency communications systems from cyberattacks, the Department of Homeland Security's Science and Technology Directorate is expanding a pilot to test 911 infrastructure.

S&T is working with SecuLore Solutions to develop cybersecurity defenses based on predictive analytics that will help detect and mitigate attacks against legacy emergency communications systems as well as Next Generation 911 and IP-

based technologies, agency officials said in an April 8 announcement. With S&T funding, the company is expanding its existing cybersecurity solutions to provide near-real-time behavioral threat analysis of network traffic at an emergency communications center (ECC) and recommended remediation strategies based on nature of the malware used.

To read the full article visit: **https://gcn.com/articles/2021/04/12/911-communications-center-cybersecurity.aspx?admgarea=TC_STATELOCAL**

FCC Approves Notice of Proposed Rulemaking on Improving 9-1-1 Reliability

The rules proposed in the NPRM would ensure that 9-1-1 call centers and the public receive timely and useful notifications of network disruptions that affect 9-1-1 service. These notifications will help 9-1-1 call centers maintain emergency services and inform the public when to use alternatives to call 9-1-1.

One of the ways the commission oversees the integrity of 9-1-1 communications infrastructure is by requiring service providers to report network outages to both the commission and 9-1-1 call centers. At present, the commission has different outage notification rules for providers that serve 9-1-1 call centers (covered 911 service providers) and the wireless, wireline and VoIP providers that individuals use to call 9-1-1 (originating service providers).

The full story can be viewed at: **https://www.rrmediagroup.com/News/NewsDetails/NewsID/20639**

California Set To Begin NG911 Deployments In 911 Centers Statewide Next Month

California 911 centers could have IP-based next-generation 911 (NG911) connectivity deployed throughout the state by the end of this year or early next year, according to an official helping lead the execution of the emergency-calling initiative.

Budge Currier, 911 and emergency-communications branch manager for California, said the state is building its NG911 platform around the i3 standard developed by the National Emergency Number Association (NENA) and that the deployment is a comprehensive one that is scheduled to begin in April.

"It's everything," Currier said during an interview with IWCE's Urgent Communications. "It's the ESInet, which is the network that interconnects everything. It's the next-gen core services, which is the intelligence does all of the routing and makes all of the routing decisions. And it's moving us completely off of the legacy 911 call routing and into this new next-gen 911 call environment.

To read the complete article visit: **https://urgentcomm.com/2021/03/30/california-set-to-begin-ng911-deployments-in-911-centers-statewide-next-month/**

The Future Of Work, Office And Technology In Local Government

As local governments navigate the "new normal," a few things come to mind in both thought and action. The concept of work and the office has forever changed and so too has the role of information technology (IT). Empirical research demonstrates that those in government—especially those in IT—miss the human socialization that the workforce always provided. One IT director said, "I never realized the need for human contact until I found myself isolated in my home office. Sharing broadband with an entire household, trying to avoid obvious home repairs that cried out for immediate attention took more discipline than I could at times muster."

Workers of all ranks miss the rumors, jokes and simple camaraderie of an office. And as many IT directors tried, Teams, WebEx, and Zoom became worthy substitutes—but had their drawbacks and limitations. One city manager speaking at a council meeting explained why he was calling off any new building expansion plans until he and his team could assess the future of the office.

To read the complete article visit:
https://www.americancityandcounty.com/2021/04/26/the-future-of-work-office-and-technology-in-local-government/

We Are Interested in Your Thoughts on the Above Topics.
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