



July 2021 Newsletter

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Emergency Operations Plan (EOP) Requirements for CALEA Accreditation

Recently, Winbourne Consulting was engaged to help a client address deficiency in its EOP to meet CALEA Standards.

Background

For the Public Safety Communications Center, a CALEA® (Commission on Accreditation for Law Enforcement Agencies) accreditation can be a critical component for an organization that strives to achieve high levels of service and professionalism for its operations. The accreditation process involves a systematic review and internal assessment of operations and procedures, a process that requires the department to re-apply (and re-assess) every 3 years. There are 207 standards within 7 sections for the CALEA® Public Safety Communications Accreditation Program. The 7 sections are:

1. Organization
2. Direction and Supervision
3. Human Resources
4. Recruitment, Selection, and Promotion
5. Training
6. Operations
7. Critical Incidents, Special Operations, and Homeland Security

Of interest to this discussion is the seventh section. This section includes a requirement to have and maintain an EOP. The standard does not provide the detailed requirements of the plan, only certain specific requirements that need to be covered to address emergency operations including:

7.1 Emergency Operations

- 7.1.1 Position for Planning Response to Critical Incidents at Center
- 7.1.2 Emergency Operations Plan
- 7.1.3 After Action Report
- 7.1.4 Operational Readiness
- 7.1.5 Annual Training
- 7.1.6 Accessibility of Plans

The CALEA® Standards with respect to the EOP provides the following areas of guidance:

7.1.2 Emergency Operations Plan

The agency has a written EOP for handling critical and unusual incidents. At a minimum, the plan shall address the following:

- a. risk and impact assessment on operations;
- b. ensuring the safety of all affected personnel;
- c. activation of additional communication center personnel;
- d. continuity of communication systems;

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.

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

- e. obtaining additional support and/or resources;
- f. providing public information and maintaining media relations;
- g. resumption of normal operations;
- h. recording personnel time and expenses; and
- i. documented annual review of the plan.

Commentary

The EOP for a communications agency should address the safety and security of staff, continuity of operations, and all the requirements listed in the standard. Many components of the EOP will utilize the Incident Command System (ICS) establishing standardized management processes, protocols, and procedures. Planning for continuity of operations should occur on multiple levels and should take into consideration the possible loss of communications systems, i.e., telephone, radio, computer aided dispatch. Annual documented review of the plan should include a verification of available resources.

Most of the content for the EOP is left to the agency to develop. In doing so, the agency should consider the EOP structure/standards from its jurisdiction having authority that might be pertinent. In absence of this, and/or to provide additional guidance, FEMA has developed a *Comprehensive Preparedness Guide (CPG) 101 Version 2.0. Developing and Maintaining Emergency Operations Plans*. A pdf version can be found at: https://www.fema.gov/sites/default/files/2020-05/CPG_101_V2_30NOV2010_FINAL_508.pdf. This document includes the appropriate coverage and structure of an EOP. It should be noted that some of the requirements in the EOP are addressed in the other subsections within the CALEA® standards, especially in Sections 5, 6 and 7. Additional information on the CALEA® standards for Public Safety Communications Agencies can be found at <https://www.calea.org/standards-titles>.

As with any critical document, it is essential to continually assess the completeness and accuracy of the EOP. CALEA® reinforces this through its requirements for verification, training, testing, and after-action reports as input to the annual review and update of the plan.

Winbourne Consulting has been serving the Public Safety and law enforcement community for over 20 years, and our subject matter experts have assisted numerous agencies with developing an Emergency Operations Plan. For additional information, contact Winbourne Consulting at Info@w-llc.com.

Winbourne Happenings



Congratulations to Carla Even, Communication Manager of the Chula Vista Police Department, California. Carla will be recognized at the upcoming APCO conference in San Antonio with a Technology Leadership Award-Small/Medium Agency. This award recognizes communication centers that use technological advancements to benefit their centers, employees, and the citizens they serve. Chula Vista has been at the leading edge with their drone program and the use of Live911. Carla's leadership in the communication center has been critical in ensuring these programs have been successful.

Winbourne Consulting worked with Chula Vista in the implementation of the drone program.

If you would like to know more about the drone program or Live911, you can contact Carla at ceven@chulavistapd.org. Additionally, you can contact **Winbourne Consulting** at info@w-llc.com for additional information on implementing a drone program within your agency.

Winbourne Consulting has completed the Southeast Minnesota Emergency Communications Board CAD-to-CAD Feasibility Study. The final Feasibility Study was delivered and presented at the July committee meeting. It is Winbourne's recommendation the Board continue to move forward with a regional CAD-to-CAD system. The system would save time and create better efficiency within the dispatch center, allowing them to dispatch the first responders faster. This ultimately will result in improved response times which is a critical benefit for the citizens and visitors in the SE MN Region.

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.

Public Safety News



**APCO Welcomes Introduction of Important Wellness Legislation, the PROTECT 9-1-1 Act
APCO International July 1, 2021 APCO, Government, News**

Alexandria, VA — Today, U.S. Representatives Robin Kelly (D-IL), Norma Torres (D-CA), Brian Fitzpatrick (R-PA), and Peter Meijer (R-MI) introduced the Providing Resources and Occupational Training for Emotional Crisis and Trauma in 9-1-1 Act, or the "PROTECT 9-1-1 Act." If enacted, this bipartisan legislation would establish several measures to advance health and wellness for public safety telecommunicators including: establishing a system for tracking public safety telecommunicator suicides; developing best practices to identify, prevent, and treat posttraumatic stress disorder in public safety telecommunicators; developing resources to help mental health professionals better treat these personnel; and establishing grants for health and wellness programs in emergency communications centers.

9-1-1 professionals protect and save lives every day: coaching callers through CPR, calming suicidal callers, and handling emergency calls for assistance from responders in the field, among other work. They endure substantial stress as part of their role in emergency response. Research has shown that approximately one in seven 9-1-1 professionals has experienced suicidal thoughts in the past year, which is more than four times the rate in the general population. The legislation introduced today includes several measures that will support these professionals. APCO worked closely with Congresswoman Kelly's office to craft this legislation for the benefit of APCO's members and the full community of 100,000 public safety telecommunicators in the United States.

"Public safety telecommunicators have tremendous responsibility and face substantial health and wellness challenges as part of their work," said APCO President Margie Moulin. "The helpful provisions outlined in this bill will provide much-needed assistance for these heroes. APCO thanks Representatives Kelly, Torres, Fitzpatrick, and Meijer for their leadership on this issue."

Industry Events



For additional info visit: <https://www.apco2021.org/>



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

www.winbourneconsulting.com

Facing challenges head-on is what we do as fire and emergency service leaders, and this past year was no exception. There has never been a more essential time for the fire and EMS community to come together. That is why the IAFC has been working hard to make safe on-site connections and educational opportunities happen at Fire-Rescue International (FRI) 2021 in Charlotte, North Carolina.

Although the format will be modified for health and safety, our goal remains the same: purposeful learning, opportunities to network with colleagues and subject matter experts, and continued support of your advancement and sustained success.

For more info visit: <https://www.eventscribe.net/2021/FRI2021/>



IACP Training Conference on Drugs, Alcohol, and Impaired Driving (DAID)

The IACP Training Conference on Drugs, Alcohol, and Impaired Driving (DAID) is the largest training conference for drug recognition experts and traffic enforcement specialists. This conference for law enforcement, prosecutors, traffic safety professionals, and physicians and toxicologists provides expertise in support of the prosecution of impaired drivers, with a forum in which to share information, countermeasures, and best practices for reducing drug- and alcohol-impaired driving and improving road safety.

COVID-19 safety precautions will be in place for this event. Attendees will be required to wear a mask that covers their nose and mouth while in public settings. Proper social distancing should be maintained at all times during the in-person event and activities. In accordance with CDC guidelines, **DAID attendance this year may be limited for the health and safety of our attendees.**

For more info visit: <https://www.theiacp.org/DAIDconference>



The IACP is looking forward to hosting the IACP 2021 Annual Conference & Exposition September 11-14, 2021 in New Orleans, Louisiana, USA. Both an in-person conference and an online event on the IACP 2021 online platform are available.

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

Articles of Interest



FCC Announces Plan to Re-Establish Technological Advisory Committee

The FCC announced its intent to re-establish the Technology Advisory Committee (TAC) on or before August 20 and asked for nominations for membership and a chair.

The commission plans to re-establish the TAC for a period of two years with an expected first meeting in October. The TAC provides technical advice to the commission and makes recommendations on the issues and questions presented to it. Among other issues, Acting FCC Chairwoman Jessica Rosenworcel will ask the TAC to start looking beyond 5G and conceptualize 6G to help set the stage for U.S. leadership.

To read the full article visit:

<https://www.rrmediagroup.com/News/NewsDetails/NewsID/20871>

MedicAlert, RapidDeploy Partnership Provides Medical Data to Dispatchers

The MedicAlert Foundation, creator of a medical ID system, announced a long-term strategic agreement with RapidDeploy. Through the partnership, MedicAlert will deliver members' critical health data to public-safety dispatchers via the RapidDeploy platform.

MedicAlert members wear a medical ID and maintain an emergency health profile with their MedicAlert membership. The profile is a detailed personal health record that includes information on medical conditions, medications, allergies, vaccinations, medical devices and patient instructions. It's what MedicAlert relays to first responders when a MedicAlert member experiences an emergency.

To read the complete article visit: <https://gcn.com/articles/2021/06/24/social-media-engagement.aspx>



AT&T Adds Secure Messaging, Drone-Video-Streaming Capabilities to FirstNet

FirstNet subscribers will have access to new secure-messaging and video-streaming functionalities that can be used to support their first-responder missions, according to AT&T, which is building the nationwide public-safety broadband network through a contract with the FirstNet Authority.

In conjunction with the unveiling of a collaboration with Motorola Solutions to develop a second mission-critical-push-to-talk (MCPTT) offering, AT&T last week announced the immediate availability of FirstNet Messaging—a secure text-messaging application—and MissionKeeper for Public Safety, which is designed to support near-real-time video streaming, particularly from drones and robots being used by first-responder agencies.

FirstNet Messaging—developed with Syniverse—is a “highly secure group notification and messaging service” that is being provisioned automatically to all qualified FirstNet primary subscribers at no additional charge, according to an AT&T press release.

To read the complete article visit: <https://urgentcomm.com/2021/07/28/att-adds-secure-messaging-drone-video-streaming-capabilities-to-firstnet/>

NENA Releases i3 Standard Update, Seeks Potentially Critical ANSI Approval

National Emergency Number Association (NENA) board members yesterday released the latest version of the i3 standard for next-generation 911 (NG911) infrastructure, which will be submitted to the American National Standard Institute (ANSI) for approval that could resolve one point of contention in NG911 funding proposals.

“This is a landmark moment in the evolution of NG911,” NENA President Gary Bell said in a prepared statement. “The public-safety community and the tech industry now have the most up-to-date, comprehensive, consensus-driven, open standard for NG911. This will no doubt hasten and strengthen our push to see NG911 systems, services, and products deployed coast to coast.”

Approval of Version 3 of the i3 standard by the NENA board means that it now can be considered by ANSI.

The full story can be viewed at: <https://urgentcomm.com/2021/07/13/nena-releases-i3-standard-update-seeks-potentially-critical-ansi-approval/>

RapidSOS Launches App Store with Public-Safety Software Partners

RapidSOS today announced the launch of the RapidSOS Partner Network, an application store of software solutions that integrate with RapidSOS to deliver critical information to 911 personnel, command centers and public-safety officers that is designed to improve emergency-response efforts.

While RapidSOS is known for delivering data tools to 911 centers and partnering with other solution providers, the RapidSOS Partner Network is being established to make it easier for emergency call centers (ECCs) to access new capabilities through an app-store experience, according to Jessica Reed, Vice President of Global Sales for RapidSOS.

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

"It's a new community of RapidSOS Ready public-safety software vendors, and they are delivering their product offerings through RapidSOS Portal," Reed said during an interview with IWCE's Urgent Communications. "For the ECCs, they're able to access all of these different public-safety technologies into the one unified platform, thereby solving that multiple-screen problem. It's an enhancement on top of that existing community that we have.

To read the complete article visit: <https://urgentcomm.com/2021/07/20/rapidsos-launches-app-store-with-public-safety-software-partners/>

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