



June 2021 Newsletter

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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.

Future of Public Safety and Law Enforcement Technology

Over the past eighteen months we have witnessed events causing us to alter our way of life and the way we communicate. During this time, increases were seen in domestic violence and destruction of property as well as attacks on law enforcement.

Policing has always been a balance of force and service. Unfortunately, reactions to many of these events created a disconnect between the public and law enforcement in many communities. With strong attention on law enforcement, the media and the public have unprecedented access to never-before-seen information that is both real-time and actionable for good and bad. Law enforcement has begun evaluating new approaches for responding to calls/incidents including having civilian mental health workers responding to certain mental health incidents.

To effectively manage these changes, law enforcement agencies need to consider operational and technological changes including:

- Policy and procedure changes
- Changes in the training curriculum and training procedures of officers
- Changes in how 911 communications personnel evaluate callers
- Establishment of crime centers with situational awareness and quick response capabilities
- Use of drones to evaluate situations and determine proper response
- Video feeds to evaluate situations and determine proper response
- Use of video conferencing to communicate operational and situational information with officers, other first responders, management, and in some cases, the media, and the public

With 5G technology becoming available across the US, access to real-time information, including streaming video, will be the norm in the coming years and law enforcement must have access to this technology to solicit help from community activists and citizens to deal with such issues as organized crime, drug and human trafficking, domestic violence, etc. In many instances, these technologies are currently being used by organized crime and violent groups against law enforcement, but they could also be used to obtain valuable information to fight crime and violence.

To deescalate crisis situations, law enforcement should use social media outlets to mitigate organized violence and shape public opinion. Community outreach programs can support and improve public relations. In crisis situations, providing real-time information to surrounding agencies, the media, and the public can mitigate false narratives and instill confidence in public safety. Body-worn camera video is currently used after the fact when it could be used proactively as situations escalate in real-time. As 5G expands the bandwidth capabilities of smart devices, real-time video from body-worn, traffic, 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

business cameras can be available to dispatch, crime centers, and officers in the field. With any new technology, there are challenges such as cyber security implications and connectivity, but all of these can be overcome with the right solutions.

Following are steps that can be taken to develop an interoperability strategy:

- Assess current technology including applications, network, connectivity, and security
- Work with network and application providers to determine connectivity options with social media, other agencies, and advocacy groups
- Develop a strategic plan and vision
- Appoint a team to continually evaluate new technology and its applicability to the strategic plan and vision
- Communicate the vision to the media and the public

Considerations when developing a technology roadmap based on the strategic vision:

- Work closely with industry experts including national organizations and other agencies to develop a technology roadmap that includes:
 - Connectivity to real-time video
 - Connectivity to social media
 - Interoperability with other agencies and departments including law enforcement, fire, EMS, permits, traffic, hospitals, utilities, etc.
 - Making certain strategic information available to first responders, management, community leaders, the media, and the public
- Work with existing vendors to determine their ability to meet the technology roadmap or find new vendors that can
- Ensure the roadmap provides a realistic timeline and cost for each strategy. The strategic plan changes cannot be implemented at once
- Include dedicated personnel to anticipate and implement the new technology
- Continually plan and budget for future/unanticipated technology

Winbourne Consulting has been serving the Public Safety and law enforcement community for over 20 years, and our subject matter experts can help develop strategic plans to support the agency's future vision. We work with all the major Public Safety vendors supporting law enforcement with application software, body-worn cameras, social media, and real-time video connectivity solutions. For additional information, contact Winbourne Consulting at Info@w-llc.com.

Winbourne Happenings



Winbourne is providing support to Arlington County and the City of Falls Church, VA, in conducting a feasibility study for consolidating Falls Church police dispatching into the Arlington County ECC. Our scope is comprehensive and includes developing a joint governance structure, identifying technology requirements, radio operations, workforce and workflow implications, training requirements, and funding. This project would further the alignment of public safety agencies in the National Capital Region to realize cost

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.

savings and enhance overall public safety coordination.



Winbourne Consulting was selected to assist Fairfax County, VA, Facilities Maintenance Division (FMD) and the County's Information Technology Division (IT) by providing Business Analyst services to assist with implementing a work order management system to support the Operations and Maintenance Division. Winbourne will oversee project implementation including requirements development, business process mapping, confirming the vendor's adherence to requirements, risk management and developing and enforcing a reasonable schedule.



Winbourne has been awarded a contract by Columbus, OH, to perform an assessment of 911 Dispatch staffing and operations for the City's Public Safety Answering Point (PSAP). As part of the project, Winbourne will benchmark Columbus PSAP operations to national standards and industry best practices.

Industry Events



July 24-July 28 Columbus Ohio

At NENA 2021, you will not only hear about the public safety issues of today and tomorrow, but also gain practical, real-world know-how you can take home and put into action immediately. Featuring inspiring keynote speakers, more than ninety hours of breakout sessions that inform and empower, career-building courses and workshops with real-world applications, nightly networking events that help you make the right connections, and an Expo Hall showcasing cutting-edge products and services, NENA 2021 is the must-attend event of the year. Don't miss your chance to be a part of it!

For more info visit: <https://www.nena.org/page/NENA2021>



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>

Articles of Interest



Orleans Parish Unifies NextGen 9-1-1 Services in the Cloud

The Orleans Parish Communication District (OPCD) is working to launch a cloud-based 911 contact center that allows for next-generation 911 services and

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

unifies location, audio, video, chat, text-to-911 and mapping data on one platform.

Carbyne, a public-safety technology company, announced June 3 that OPCD had tapped its APEX solution to help streamline and speed 911 response. With the platform, dispatchers can send direct text messages to a 911 caller and establish a secondary, secure path via instant, verified silent chat or video without the requirement of an app. Additionally, APEX's natural language processing allows the system to automatically transcribe and translate a caller's words into text, freeing dispatchers to focus on what the person is saying, not what information they need to enter into the computer system.

To read the full article visit: <https://gcn.com/articles/2021/06/22/unified-cloud-911-services.aspx>

How Agencies can Leverage Social Media to Build Trust with Constituents

Social media was once seen as a way to give a human face to government agencies. In the wake of the pandemic, engagement with constituents has become less about edgy social media posts designed to boost follower numbers and, instead, more focused about competent communication of news and information in trying times. Emphasis on follower growth has been replaced by overall messaging impact and reach, as government agencies pivot to social media to establish themselves as credible sources of information.

To some, this may appear to be a big step back from previous social strategies regarding citizen engagement where agencies celebrated viral social media posts even if that meant relaxing an agency's media messaging playbook and standards. The impact of a global pandemic, and the collective shock to constituents, was a black swan for citizen engagement strategies. Although it became clear through 2020 and 2021 that citizens still want to engage with government agencies on social media, the content they expect has changed.

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



What Local Governments can do to Build Better Cybersecurity

Ensuring the funding of proper cybersecurity and other cyber-related projects has long been a challenge in the public sector. There are few incentives to invest in cyber because it's not easy to boast about to constituents as the threats it protects against are nebulous and often unseen.

However, the recent SolarWinds, Microsoft Exchange and Colonial Pipeline attacks show that this mindset can hurt us. These attacks have been expensive, public reminders that making security an afterthought is impractical—it's too dangerous, costly and unpredictable.

To read the complete article visit: <https://urgentcomm.com/2021/06/24/what-local-governments-can-do-to-build-better-cybersecurity/>

NENA does not Oppose \$15 billion NG911 Proposal, but Wants Language 'corrected,' CEO says

National Emergency Number Association (NENA) CEO Brian Fontes said it is "false" that his organization would oppose legislation that would provide \$15 billion in federal funding for next-generation 911 (NG911) deployments, but he reiterated NENA's stance that some language in the existing proposal should be changed.

NENA's position on the NG911 funding language in the U.S. House infrastructure bill—known as the Leading Infrastructure For Tomorrow's America Act, or LIFT America Act—is being mischaracterized by some as opposition, Fontes said during a keynote interview at the virtual Conference for Advancing Public Safety (CAPS) event hosted by Mission Critical Partners. NENA believes there are "many, many good aspects" of the legislation, particularly the \$15 billion in federal funds with no requirement of a local match, he said.

The full story can be viewed at: <https://urgentcomm.com/2021/06/21/nena-does-not-oppose-15-billion-ng911-proposal-but-wants-language-corrected-ceo-says/>

**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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