



August 2021

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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.

The Changing Role of 911 Call Takers

In November 1967, the FCC met with the American Telephone and Telegraph Company (AT&T) to find a means of establishing a universal emergency number that could be implemented quickly. In 1968, AT&T announced that it would establish the digits 911 as the emergency code throughout the United States. In many cases, it was also used for non-emergency assistance. It became a natural progression that police, fire, and EMS were dispatched for everything a citizen requested.

With our changing times and requirements, many cities and counties throughout the United States are looking at changing the way they respond to the variety of citizen calls. This change in basic premise looks at tailoring the response to the type of service requested or needed.

The problem for many Emergency Communication Centers is identifying the incident when it first comes through communications as a mental health situation. The initial information provided is often vague or non-specific i.e., "someone is screaming"; "I hear people arguing and fighting"; "there is a suspicious person walking around my property", etc. Centers are scrambling to figure out what are the correct questions to ask and at what point in time is the situation and/or the caller sent to a non-public safety entity for a civilian response.

The process to develop policies and procedures can be complicated because it not only affects communications, but it also needs to consider the first responders and the mental health agencies and civilian response team's involvement. Many states have recently imposed de-escalation and use of force procedures that are being interpreted differently by many of the local law enforcement departments' legal staff. This only adds to the overwhelming task of developing policies that can be utilized effectively within the communications center.

Some examples of what might need to be addressed include:

1. Criteria used to determine if a call is handled outside of the normal call taking process.
2. Clearly defined function between call taking and dispatching.
3. How is call tracked, by who (i.e., call taker) and for how long?
4. New policies and procedures for first responders.
5. Compliance with Federal, State, and local ordinances.
6. How will the new 988 number change your current policies and procedures?
7. Need to look at re-engineering the call taking/dispatching process?
8. Developing Inter-local Agreements with any new agency or organization that will become part of this new process.

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

Winbourne Consulting has the experts on staff to work with your communication center, legal department, civilian organizations, and law enforcement agencies to develop a strategic plan to address this changing landscape. For additional information, contact Winbourne Consulting at Info@w-llc.com.

Winbourne Happenings



Winbourne Consulting completed an assessment of the City of Alexandria's CAD and Mobile systems.

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



Winbourne Consulting has been selected by the Stafford County Virginia Sheriff's Office to provide consulting services.

Winbourne will be assisting with the assessment of various options related to the upgrade of the city's computer-aided-dispatch (CAD) system, mobile software system, and law enforcement records management system (LERMS). Winbourne will be providing guidance and recommendations to the County regarding the upgrade of their existing public safety systems.

Industry Events



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/>



November 2-4, 2021

Now a Virtual Event

[Skip to secondary content](#)

If you have never been to a Tech Forum, now is your chance to experience this dynamic meeting where members and industry leaders share their vision of the future of emergency communications.

Attendees can earn 12 CDEs and the sessions will be available to all registrants after the virtual event, even if you find yourself unable to attend.

Please contact the APCO Events Department at apcoevents@apcointl.org with questions.

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.

Articles of Interest



Obtaining Grant Funding for Your Radio Communications Project

One hears phrases like “communication is key” and “we need an open line of communication” so often in everyday life that it has become a cliché. But, when it comes to public safety and first responders, this cliché is a stark reality.

From the moment the call comes into the 9-1-1 center, a metaphorical, and literal, switch is flipped. Without reliable communications, that call can’t be dispatched, and those officers can’t respond. Fortunately, grant funders on both the federal and state level are aware of the necessity of reliable radio communications and have provided numerous resources for public-safety agencies.

To read the full article visit:

<https://www.rrmediagroup.com/Features/FeaturesDetails/FID/1070>

Carriers, Public Safety Weigh In on 9-1-1 Outage Notification Requirements

Wireless carriers and public-safety organizations weighed in on the FCC’s proposal for changing its rules governing notification of disruptions to 9-1-1 service to public-safety answering points (PSAPs).

In April, the FCC released a third notice of proposed rulemaking (NPRM) proposing changes to its notification requirements. Those changes included harmonizing PSAP outage notifications, mandating the delivery of specific information, requiring carriers to notify consumers of 9-1-1 outages and establishing a timeframe for notification of PSAPs.

Telecommunications service providers and the organizations representing them said they support the FCC’s goal of improving outage notifications to PSAPs but expressed concerns about several of the proposed rules including the timeframe for providing notice of an outage to PSAPs and a requirement to notify customers of 9-1-1 outages.

To read the complete article visit:

<https://www.rrmediagroup.com/Features/FeaturesDetails/FID/1069>



Polaris Wireless claims first end-to-end 911 solution with vertical location through collaboration with Qualcomm

Polaris Wireless announced that its vertical-location (Z-axis) information can be delivered to carriers for 911 purposes by users of non-iOS and non-Android phones through a collaboration with Qualcomm—a deal that is expected to make the first end-to-end 911 solution with Z-axis location commercially available early next year.

Polaris Wireless CEO and founder Manlio Allegra noted that the company's vertical-location technology bettered the FCC's vertical-location accuracy requirements in tests conducted in 2016 and 2018, but the collaboration with Qualcomm on a control-plane solution promises to make it available broadly.

To read the complete article visit: <https://urgentcomm.com/2021/08/24/polaris-wireless-claims-first-end-to-end-911-solution-with-vertical-location-through-collaboration-with-qualcomm/>

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

www.winbourneconsulting.com

NG911 funding not included in \$1 trillion bipartisan Senate infrastructure proposal

Federal funding to accelerate deployment of IP-based next-generation 911 (NG911) technology is not included in the bipartisan infrastructure bill introduced in the U.S. Senate, according to the text of the massive \$1.2 trillion spending package released yesterday.

Many in the public-safety community have been anticipating the language in the infrastructure bill, in hopes that it would include funding to implement NG911 in public-safety answering points (PSAPs) across the country. In March, a Democrat-led U.S. House infrastructure proposal called for \$15 billion for NG911, but none of the subsequent infrastructure proposals—from Republicans, the White House or this latest bipartisan Senate bill—has included any mention of NG911 funding.

The full story can be viewed at: <https://urgentcomm.com/2021/08/03/ng911-funding-not-included-in-1-trillion-bipartisan-senate-infrastructure-proposal/>



Commentary

Smart city technology drives efficient disaster response and recovery Written by Matt Smith

From heatwave-induced wildfires in the West to unrelenting hurricanes in the Southeast, natural disasters are increasing in frequency and severity due to climate change. As evidenced in 2020's historic year of extreme cases, totaling 22 separate billion-dollar weather and climate disasters, we can expect this trend to continue. Today, wildfire season is longer and more severe than any other time in our nation's history, in addition to hurricanes generating more destructive power. As storm severity grows over time, how city and state governments prepare, respond and recover is critical for building communities back to better than they were before the disaster struck.

Building in more resilient infrastructure and technologies, such as smart sensors and advanced utility metering analytics, has never been more critical as areas of

the country battle the whirlwind of challenges that may arise without proper planning. Municipalities cannot prepare enough for these inevitable events. By investing now in smart technologies, city leaders can better predict, prepare and respond to these disasters as they arise.

The full story can be viewed at:

<https://www.americacityandcounty.com/2021/08/09/smart-city-technology-drives-efficient-disaster-response-and-recovery/>

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

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