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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.

Body Worn Cameras – An Overview

A body worn camera (BWC) has become an important tool for law enforcement. They document law enforcement incidents, provide better evidence collection, improve officer performance and accountability, aid in complaint review and resolution, and increase department transparency and accountability. The BWC records the event as seen by the officer, without bias, in real time, and depict events without conflicting statements from officers, witness, suspects, or arrestees while demonstrating how quick officers must make decisions, especially in use of force situations.

Behavior: When an event is recorded, behavior of both citizens and officers improves. The videos create a record that allows everyone to see exactly what happened, including "the good, the bad and the ugly."

Complaints: BWC videos typically decrease the number of complaints against officers. When citizen complaints are filed against an officer, BWC footage often brings a faster resolution, especially in complaints of excessive use of force or officer misconduct. In the past, when there was no way to validate a complaint, the complaint was closed because there was no evidence or witnesses to corroborate the event. This created distrust between citizens and law enforcement.

Evidence: BWC recordings are used as evidence in arrests, often resulting in a guilty plea, which reduces the number of cases going to court (saving taxpayer dollars). In prosecutions, the BWC video provides documented evidence frequently producing a guilty verdict.

Training: BWC videos are useful tools allowing trainers and leaders to assess and improve behavior during training exercises. After-the-fact reviews of real events such as vehicle pursuits, use of force, crowds/protests, MCI, etc., are valuable for future training programs or policy changes.

Body Worn Camera Program: An often-overlooked fact is a BWC program is an *operational* project, not a technical project. This is where many agencies fail by focusing on the technical aspects or allowing the technical staff to define device requirements and choosing the BWC vendor. *Operations* identifies the goals and objectives, though technical staff is necessary for installation, system administration and support.

BWC programs are expensive and require a significant level of effort; a decision to implement should not be made lightly. While there are many benefits of BWCs, numerous departments skip the upfront efforts necessary to procure and implement a successful program. A BWC program is much more than purchasing a camera for each officer; it includes updating policies and procedures, changing or improving business practices and workflows, assigning and training system administrators, choosing storage options, defining evidence

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

retention, responding to public records requests, protecting citizens' privacy, and ensuring court requirements/evidence sharing needs are met.

Frequently, leadership attends a conference and learns about BWCs, or they want to emulate another agency's BWC program by simply using the same vendor and purchasing the same equipment. It is not that easy. A successful BWC program begins with educating all stakeholders involved: procurement, executive leadership, BWC end users, internal affairs/professional standards staff, records staff, court staff, system administrators, and technical support staff. Key factors include personnel bandwidth, the level of effort to complete tasks and achieve milestones, stakeholder expectations, and outside influences on staff such as other ongoing projects, pandemic issues, large community events/dates, etc.

A BWC Project: A BWC Project plan begins with executive direction from leadership, their strategic vision, and the goals and objectives to define a successful program. Next, prepare a concept of operations, review/analyze current policies (BWC, digital evidence, public records request, etc.), technical infrastructure evaluation, and a total cost of ownership report which includes initial and recurring costs.

RFI/RFP/Vendor Demos/Contract/Implementation: A Request for Information (RFI) is a starting point for a brief introduction to the features, functionalities, and capabilities of BWC vendors. From these short demos, an agency can see a variety of the features, functionalities, and capabilities to include in the RFP. A comprehensive RFP is essential for quality responses. After RFP response review, a prepared scoring and evaluation chart is used to decide the final two vendors who then present a demonstration which is significantly more in-depth than the short RFI demo. The vendor demonstration should include agency-specific scripted scenarios used by the agency to see the equipment in use. A final vendor is chosen (using the previously prepared scoring guidelines), and contract negotiations begin. Implementation includes *training to proficiency* on the new policies and procedures, business processes and workflows, and use of the hardware itself. Vendors will typically promise one-to-two-hour training requirements, which does not include policy and procedures improvements. It is imperative to not skip these steps in the training plan.

Choosing A Device: The device or camera itself should meet agency expectations. Size, weight, ruggedness, weather resistance, tamper resistance, battery life, charging options, mounting options, message indicators, no/low light abilities, field of view, frames per second, video tagging, covert mode (and much more) are all features to consider when choosing a device.

Evidence Management: The digital evidence management software is crucial to evidence retention, evidence sharing (courts), public records requests, redaction (privacy rights/protection), IA investigations, and reports for leadership, management, and professional standards staff. Note: Redaction software is sometimes purchased separately for a stronger, more efficient redaction processes.

Quality Assurance/Quality Improvement: A robust QA/QI policy is necessary to ensure the agency is operating as designed and meets the goals and objectives of leadership. Policy driven reviews of usage, video review, uploading, downloading, sharing, tagging, etc., maintain the integrity of the program.

Policy Review: During the RFI/RFP process, a review of current policies is an absolute necessity. Department policies and procedures will define when the BWC <u>must be</u> used, when it is optional (officer discretion) and when it <u>must not</u>

be used (schools, churches, etc.) Policy will also define business processes and workflows for downloading, uploading, evidence retention, court requirements/ sharing of evidence, redaction, and public records requests. Failing to have best practices and procedures, sound policies and proficient training might not only cause the program to fail, but it could also undermine the public trust the department intended to improve.

Winbourne Consulting has been serving the Public Safety and Law Enforcement community for over 20 years, and has assisted numerous agencies with the acquisition and implementation of a Body Worn Camera Program.   For additional information, contact **Winbourne Consulting** at info@w-llc.com.

Winbourne Happenings

Winbourne Consulting has been retained by the City of Miami Beach, Florida, to assist them in the acquisition of a new Computer Aided Dispatch (CAD) and Records Management System (RMS). The project includes developing and evaluating the scope of work for the project, conducting a gap analysis, identifying business requirements, assisting with the development of the solicitation, and assisting in negotiations as required.

On October 7, 2021, the City of City of Fairfield, Ohio, released an RFP to replace the current CAD, Mobile and RMS products. Winbourne Consulting is assisting the city in the replacement project. A major part of that project was conducting a thorough needs analysis and the development and issuance of a comprehensive RFP.

## Industry Events

Emerging Technology Forum

November 2-4, 2021
Now a Virtual Event

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.
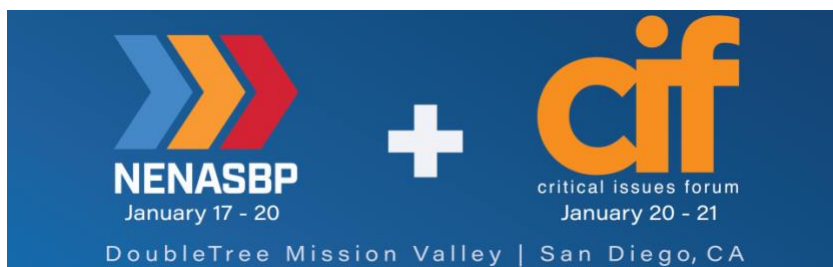
NG9-1-1 Standards & Best Practices Conference | January 17-20, 2022 | San Diego. Learn, Collaborate, & Contribute!

#NENASBP (January 17-20, 2022 in San Diego, CA) is a conference unlike any other. It is an interactive, informative, attendee-driven event where you not only learn about the standards that are spurring the development and implementation of NG9-1-1 technology and operations best practices, but also create the guidelines, resources, and documents that enable NG services, systems, and PSAPs to reach their full potential.

For additional info visit: https://www.nena.org/page/sbp

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

www.winbourneconsulting.com

Articles of Interest

Sharpening The Focus For Smartphone-based Evidence

The amount of digital exhaust the average American produces is increasing exponentially. For criminal investigators, having to sift through personal data from smartphones, fitness trackers, laptops, home security systems and municipal security cameras for relevant text, images, video, social media and location data can be overwhelming, especially following a mass incident involving many victims and witnesses.

"Today, it could be 500 terabytes in an incident with thousands of people using

smart phones, security cameras in the areas," said Umit Karabiyik, an assistant professor in computer and information technology in the Purdue Polytechnic Institute at Purdue University. "It's like trying to find a needle in a needle stack rather than a hay stack," he told Purdue News. "Which needles are you interested in? Which one specific item is the piece of data you need?"

The full article can be viewed at: https://gcn.com/articles/2021/10/20/smartphone-data-extraction.aspx

RadioResource
MissionCritical | **RadioResource**
COMMUNICATIONS | **INTERNATIONAL**

NG911 Institute Announces New Board Members
Susan Ornstein of Comtech was reelected to fill one of the vacant public-safety vendor seats. Liz Graeber of the city of Phoenix and Peter Beckwith of South Sound 911 were reelected for the member-at-large public-safety seats.

"The changing landscape of technology and the opportunities in which it can be harnessed to advance and improve public safety make this an exciting time to be part of the NG911 board of directors," Board Chair Beckwith said. "I congratulate these individuals on their election and look forward to their contributions to the Board and its mission."

To read the full article visit:
https://www.rrmediagroup.com/News/NewsDetails/NewsID/21099

AMERICAN
CITY&COUNTY

New Emergency Communications System To Integrate Cross-Jurisdictional Data Into One Digital Space
Over the last two decades, the emergency management community has recognized that natural disasters and other emergency situations don't always follow county lines or town borders. Interagency collaboration is vital—mutual aid agreements expand the capacity of first responders, for example, and data sharing solutions can give local telecommunicators region-wide data at the click of a mouse button.

One such cloud-based advancement scheduled to soon be released by the New York-based emergency technology company RapidSOS, the Emergency Data Exchange, will enable real-time interoperability (the ability of computer or software systems to exchange information) through digital automation—even if different centers aren't using the same programs or devices.

To read the complete article visit:
https://www.americancityandcounty.com/2021/09/21/new-emergency-communications-system-to-integrate-cross-jurisdictional-data-into-one-digital-space/

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

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