



November 2021

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The Emerging Role of CAD-to-CAD Communications

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 Consulting is a market leader in assisting clients navigate the complex challenges of implementing a regional CAD-to-CAD (C2C) initiative, to include governance, funding, and standard operation procedures alignment. In the years since our first major CAD-to-CAD implementation for the National Capital Region in 2010, we have seen the priority driving focus behind CAD-to-CAD initiatives shift from primarily supporting Fire Department mutual aid and closest unit dispatch across jurisdictional boundaries. Today, an increasing number of Law Enforcement Departments see the benefits of utilizing CAD-to-CAD to increase their management and situational awareness of major incidents. Emergency Communication Centers (ECC) are also recognizing that the product can streamline processes so telecommunicators can focus on higher priority tasks. This is especially important during this time of staffing shortages at the majority of the centers across the United States. It also provides another means of interoperable communications between ECCs during times when both admin telephone and 911 lines are overwhelmed. C2C can also provide a means of communication between ECCs and hospitals and private ambulance companies. This type of communication has proven to be extremely beneficial during the pandemic.

The following are updates and examples of these trends from selected customers.

Hampton Roads CAD Interoperability Project (HRCIP)

Winbourne is working with the City of Virginia Beach to manage and implement a regional CAD-to-CAD project involving the following Hampton Roads cities: Virginia Beach, Norfolk, Chesapeake, Suffolk, and Portsmouth.

After a competitive procurement process, the contract was awarded, and the project is expected to begin before the end of the calendar year.

The region has been working on this project for several years and everyone is looking forward to the benefits of the CAD-to-CAD system. Lt. James Garrett of Chesapeake ECC was recently interviewed by Good Morning America regarding the nationwide dispatching shortage. In our discussion with Lt. Garrett on the challenges Chesapeake is facing, he noted: "When we are faced with staffing shortages one strategy to assist with maintaining services to our citizens is to lessen the workload on our telecommunicators. If we can streamline our processes so the telecommunicator can focus on higher priority tasks, we can maintain services without overloading our staff. CAD-to-CAD will assist in lessening the workload by providing a fast and convenient method to accurately transmit call data to our neighboring jurisdictions. Replacing our current process of calling the neighboring partner and relaying information will decrease the amount of time our telecommunicators are tied up with administrative calls while providing better service to our citizens."

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

Metropolitan Emergency Services Board, St Paul, MN

Winbourne was recently awarded a contract by the Metropolitan Emergency Services Board (MESB) for CAD-to-CAD Interoperability Governance, Funding and Technical Specifications consulting services. MESB supports public safety for the Twin Cities metropolitan region, including the counties of residents of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne, and Washington. Counties, and the City of Minneapolis, Minnesota.

During our initial meeting, the MESB project team stated that the primary factors for pursuing a CAD-to-CAD project was that it added another means of interoperability between the multiple ECCs that serve the MESB area serving the metropolitan region and would allow workload sharing between ECCs during large incidents. One example is during the civil unrest in Minneapolis last year, the Minneapolis 911 trunks became busy, as did several cell sectors from various wireless vendors, which resulted in the systems quickly became overwhelmed, and some 911 calls were automatically re-routing to surrounding ECCs. Having CAD-to-CAD between MESB PSAPs would have allowed the re-routed calls to be entered as incidents immediately at the surrounding ECCs without having to get the information back to Minneapolis by phone or radio. CAD-to-CAD would seamlessly create an incident and generate the appropriate response in Minneapolis with minimal Emergency Telecommunicator interaction in an already overloaded ECC.

Inland Empire Public Safety Operations Platform (IE PSOP)

Winbourne assisted the Inland Empire region in the implementation of their Regional Interoperability Project (IE RIP). Winbourne provided Needs Assessment, development of Technical and Operational Requirements, Vendor Procurement and Product Implementation services.

CONFIRE, one of the local Emergency Communication Center's is acting as the Hub Administrator. There are currently two agencies on the system: CONFIRE and San Manuel DPS. There are four agencies in various stages of integration, including: American Medical Response (AMR) a private ambulance company, Chino Police Department, Riverside County Fire Department (CAL Fire) and Murrieta Fire Department. Pending agencies include Ontario Fire Department, Corona Fire Department CAL Fire - San Bernardino.

The project took place during the pandemic, and they were able to utilize some of the CARE ACT funds because it supported interoperability amongst the agencies. The primary funding for this project came from UASI grants. One of the goals of the project is to incorporate and enhance communications and operations between the ECCs and the regional private ambulance service, AMR and eventually expand to local service providers like power companies.

Final Thoughts

Most public safety agencies have recognized that interoperability amongst agencies is more critical than ever. The ability to have multiple methods of communications and interoperability solutions is vital. The events of 9/11 resulted in improved radio communications with the advent of FirstNet. ECCs are also utilizing NG911 technology to improve 911 telecommunications. The missing link has been data communication between the centers. A true intelligent hub CAD-to-CAD solution can provide a cost-effective solution to breaking the barrier of data communications amongst ECCs nationwide.

For additional information, contact **Winbourne Consulting** at info@winbourne.com.

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.

Winbourne Happenings



Winbourne Consulting was recently awarded a contract by the Metropolitan Emergency Services Board (MESB) for CAD-to-CAD Interoperability Governance, Funding and Technical Specifications consulting services. MESB supports 19 primary PSAPs and 6 secondary PSAPs within the Minnesota counties of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne, and Washington.



RAMSEY COUNTY

Ramsey County MN, a prior customer of Winbourne Consulting, where we assisted the county in developing a number of Standard Operating Procedures for their public safety agencies; is planning for new teams of 911 responders. Ramsey County 911 operators could soon dispatch social and mental health workers, child welfare staff and even nonprofit employees to crisis calls, in one of the most dramatic transformations of the emergency call system since its inception half a century ago. **To read the full article visit:** <https://www.startribune.com/ramsey-county-starts-planning-fo...>

Public Safety News

Build Back Better (BBB) Act Supporting NextGen 911

A Winbourne Update

Winbourne has been watching the Congressional activities associated with the Build Back Better Act (BBB Act), as have other 9-1-1 public safety agencies and administrators. Here is the latest update at the print of our November newsletter.

Subtitle K of H.R 5376, Next Generation 9-1-1, has passed the House and is pending deliberation and passage in the Senate. The President has indicated he does not see further activity on the bill until after Thanksgiving and he is prepared to sign the bill once it is passed in the Senate. The current bill addresses national NG911 implementation is to implement and

maintain Next Generation 9-1-1 services, establish a NG9-1-1 Cybersecurity Center and create a 16-member advisory board.

The original legislation had set aside \$10B and unfortunately that is now down to approximately \$500M. This funding amount is inadequate to meet the needs of modernizing the 911 network across the county but does represent a down payment for NG9-1-1.

The bill currently includes \$470 million for NG9-1-1 grants to be administered by the National Telecommunications and Information Administration (NITA) and \$9 million for NTIA to establish a Next Generation 9-1-1 Cybersecurity Center to coordinate with State, local, and regional partners to share cybersecurity information and strategies for intrusion detection and prevention with respect to Next Generation 9-1-1 networks.

The Public Safety Next Generation 9-1-1 Coalition wrote to the bipartisan leadership of both chambers today to urge more funding for NG-911 and NG-911 cybersecurity.

"While the version of the Build Back Better Act that passed the House of Representatives today includes helpful language regarding NG9-1-1, the funding level is woefully inadequate to achieve meaningful nationwide implementation. Congress has otherwise provided significant broadband funding for nearly everything but emergency communications—the most critical of critical infrastructure. This will only widen the gap between the technology that is available to the public at their homes, businesses, schools, and libraries, and today's antiquated 9-1-1 system," the coalition said.

"The Coalition's funding request has bipartisan support. The amount needed—\$15 billion—is based on the results of a federal study required by Congress and to meet the growing cybersecurity threats facing public safety agencies. Further, this funding would go directly to state and local public safety agencies, foster innovation and competition, and accomplish several key public safety objectives including interoperability and cybersecurity," the coalition added. "Absent adequate federal funding, public safety agencies will be left with overly costly, incomplete, and non-interoperable solutions vulnerable to cyber-attacks."

The U.S. Senate will take up the BBB Act next and deliberate it over the coming weeks, with vote timing uncertain at this time, the Senate leadership has expressed a desire to have a Senate vote on it before Christmas.

Winbourne will continue to monitor this act and keep everyone updated. You can see the latest updates on our web page at: www.winbourneconsulting-llc.com

Today's Dispatch Center Challenges – Dispatcher Shortages

Dispatch centers across the nation are all facing the challenges of staffing shortages, delays in answering 911 calls and increased response times for first responders. Recently **Good Morning America interviewed Winbourne's** customer, The City of Chesapeake, Virginia.

Below is a link to a segment featured on Good Morning America, covering the impact of dealing with the shortages of trained dispatchers as well as some of the causes of the shortages.

To view the Good Morning America segment, go to

<https://www.youtube.com/watch?v=jpisTXrDSBI>

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

www.winbourneconsulting.com

Industry Events



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>

9-1-1 GOES TO WASHINGTON

February 13-16, 2022 | The Ritz-Carlton Pentagon City

9-1-1 Goes to Washington brings together hundreds of 9-1-1 professionals from around the country with policy leaders in our nation's capital to explore and discuss today's most pressing 9-1-1 and emergency communications issues. 9-1-1 Goes to Washington is the only event where you can learn about the policy challenges facing public safety and take immediate action to address them through dialog with your elected and appointed officials.

For additional info visit: <https://www.nena.org/page/gtw>

Look us up on LinkedIn

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

Articles of Interest

GCN

Data Transparency Helps Build Public Faith In Police

For much of the last decade, transparency has been central to the national conversation about policing. Amid calls for "defunding the police," communities are now demanding more information from their local law enforcement agencies, sooner, than ever before.

Public misconceptions about the police sometimes manifest due to the lack of understanding about operations and restricted access to records, according to a

recent report from Veritone. Titled “Transparency and Trust: Shining Light on Police & Community Relationships and How Technology Can Help,” the report also states that with better technology and objective data, law enforcement agencies can provide more insights into their operations and win back their constituents’ faith.

“It is a requirement on our part to educate our community when we are starting to use technology for [the public’s] betterment,” Anaheim, Calif., Police Chief Jorge Cisneros said at a Nov. 9 Veritone panel discussing the findings of the report. “It’s important to educate them as to what [the technology] does and does not do and the safeguards that we’ve put in place.”

The full article can be viewed at: <https://gcn.com/articles/2021/11/15/police-transparency-ai.aspx>



Verizon Survey Finds Interoperability, 5G Capabilities as First Responder Priorities

Verizon Frontline released findings from its new public-safety communications survey, conducted by Lexipol, incorporating responses from more than 3,000 active first responders nationwide.

The results indicate a demand among public-safety professionals for network reliability and interoperability, as well as a desire to take advantage of the enhanced communication and technological capabilities enabled by 5G.

Beyond a demand for greater interoperability, the survey revealed developments in technology expectations and usage. For example, smartphones now outpace existing LMR systems for daily communications tasks by a small but growing margin, with 72 percent using smartphones compared to 68 percent for LMRs.

Overall, personal devices were viewed by first responders as the strongest area of technological improvement over the past 20 years across all public-safety agencies at 75%. This was followed by the use of data for situational awareness (55%) and network reliability (48.5%) as areas of improvement.

To read the complete article visit:

<https://www.rrmediagroup.com/News/NewsDetails/NewsID/21127>



Verizon Survey: First Responders Most Dependent’ On Smartphones—Not LMR—On Daily Basis

Public safety currently depends slightly more on smartphones than land-mobile-radio (LMR) technology during a typical day, and this gap is expected to widen significantly in favor of smartphones and other broadband devices during the next five years, according to a national survey of first responders commissioned by Verizon Frontline.

More than 3,000 people who “self-selected” as a member of a police, fire or EMS agency—almost 50% of whom said they had been on the force at least 20 years—participated in the August survey conducted by Lexipol on behalf of Verizon that was released last week. Survey participants were asked a series of questions about existing and future public-safety technological capabilities, as well as their perceived readiness to respond to a crisis.

As many might expect, the survey indicates that communications reliability and interoperability are key needs for public safety. But the survey also indicated

that LMR no longer is the most-used technology for first responders on a daily basis, as narrowband communications have been surpassed by smartphones powered by 4G and 5G networks.

To read the complete article visit: <https://urgentcomm.com/2021/11/10/verizon-survey-first-responders-most-dependent-on-smartphones-not-lmr-on-daily-basis/>

We Are Interested in Your Thoughts on the Above Topics.

To share them with us, please:

Email: info@w-llc.com

or

Twitter: <https://twitter.com/winbourne1lc>

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www.winbourneconsulting.com