



Your Partner in Public Safety and Management Consulting

From the Desk of Winbourne President and CEO, Andrew Reece

Thank you to each and every one of our clients that trusted Winbourne Consulting to provide best-in-class services to support the modernization of Public Safety delivery. Since our inception in 2001, our primary mission has always been to support the effective delivery and deployment of mission-critical services. We are proud to serve this industry every day, and we recognize that our success is because of the partnerships we create with each client and the initiatives in which we are engaged.



Our industry, and Winbourne Consulting, continue to incorporate ever more state-of-the-art technologies and innovative operational solutions to address the significant challenges we face daily. We will continue investing in 2023 and beyond to provide our US-based and international clients with the tools and resources to implement strategic goals and objectives successfully. These include:

- **Cloud-Based Solutions** – Managing the operational, IT support, and security requirements of cloud deployments (cloud-native, cloud-hosted, web-based, etc.) and Software as a Service (SaaS).
- **Mobility** – Increasing use of mobile devices and social media applications will require close network and security integration and coordination.
- **Big Data/Analytics** – The move to Smart Cities and Open Data initiatives increases the need for advanced data analytics and reporting capabilities to include the creation of fusion centers and real-time crime centers.
- **Cyber Security** – Modernizing and deploying security protocols that balance business needs with the inherent risks of increased system connectivity.
- **Artificial Intelligence (AI)** – The integration of AI to support analytical services, including Crime Analysis, Early Intervention Systems, and Real Time Crime Centers.
- **Smart Cities - Internet of Things (IoT)** – Managing the explosion of data that the widespread adoption of IoT devices and sensors generates to improve service delivery.
- **Drones** – The increasing use of drones and other advanced sensing and alerting technology to enhance situational awareness and command and control capabilities
- **Networking** - The continued integration of municipal public safety data network options (FirstNet, LMR, Wi-Fi, 5G, etc.).
- **311/Customer Relationship Management (CRM)** – Providing citizens with enhanced non-emergency response capabilities and tracking of citizen requests and complaints.
- **Body Worn Cameras** – Increased adoption of BWC technology to increase overall accountability and oversight of direct citizen interactions.

- **Remote Call Taking** – Configuring Computer Aided Dispatch, radio, and telephony infrastructure to facilitate 911 call takers' ability to work remotely.
- **CAD to CAD Regional Coordination** – Many jurisdictions have increasingly understood the efficiencies and communications benefits gained by combining and consolidating regional call taking and dispatch operations.
- **Emergency Services Internet Protocol Network (ESInet)** – More and more jurisdictions are moving to implement managed IP networks for emergency services communications, and the migration rate is expected to accelerate in 2023.
- **Emergency Communications Call-Flow Reduction** – Understanding existing call triage and first responder incident response protocols to reduce the call volume burden. Also, utilizing civilian response units to better respond to mental health and similar emergency calls.

As always, I join with our partners, employees, associates, and friends to wish everyone a safe and prosperous 2023.

Winbourne Consulting, the First Years...

by Jeff Winbourne



The editors of our newsletter requested an article on how Winbourne Consulting began. This story is personal as well as historical, from my perspective.

In December 2000, Jim Costas and I (Jeff Winbourne) formed a firm called Winbourne & Costas. We had worked together for several years, modernizing the Washington, DC, government's technology infrastructure. After working to establish the District's Office of the Chief Technology Officer in about 1998, we began to work for the Washington, DC, Metropolitan Police Department (MPD).

Our first contract was with MPD, where we were in-house project managers for technology and systems. So our company's first office was a 12' by 16' office in MPD headquarters.

To place this in a historical perspective, the DC government was managed by Congress through the DC Financial Control Board. The Control Board made decisions on all financial and management issues to return the District to financial solvency. Our initial contracts with MPD were with the Control Board.

While working on the contract for the Control Board, I met **Andrew Reece**, who worked for the Board. At that time, Andrew was a client; now, he is the CEO of Winbourne Consulting.

Starting around 2000, MPD began to receive unexpected extra funding from Congress in addition to the capital investments the Control Board was making in MPD's technology. In addition, Congress saw Chief Charles Ramsey as a true leader, able to turn the department into a leading law enforcement agency.

So, in our first year, 2001, MPD hired us for numerous small and mid-size projects. In response, we began to hire staff, and Andrew Reece was one of the first.

In late spring of 2001, MPD and DC Fire/EMS decided to co-locate their 911 operations to McMillian



Opening Day Ceremony at the new Public Safety Communications Center, 2001

Reservoir. We were tasked with managing MPD's transition to that site, the build-out of the facility, systems installation, testing, and coordinating with DC Fire/EMS, the Office of the Chief Technology Officer, and other agencies.

The new 911 center went live in late August 2001, in record time, and we maintained a staff at the PSCC to provide technical support for several years after the facility went live.

Meanwhile, our client Steve Gaffigan, head of technology and a senior MPD civilian, assigned us to build an MPD command center. The command center intended to provide law enforcement oversight to an anti-globalization demonstration scheduled for the end of September 2001, which 750,000 people planned to attend.

As we began designing the command center, the US Secret Service and the FBI asked to be included. Simultaneously, we installed the first law enforcement wireless camera network for MPD.

We completed the new Synchronized Operations and Communications Center (SOCC), and at **8:30 AM on September 11, 2001, MPD took ownership of the center 15 minutes before the first plane hit the World Trade Tower.**

Federal, state, and local public safety agencies from around the National Capital Region immediately poured into the SOCC. That center became the center of law enforcement coordination in the National Capital Region for about 2-3 weeks after the attack.

In 2002, the SOCC was a key coordination center in finding and capturing the DC Sniper. Additionally, MPD has used the SOCC to coordinate presidential inaugurations, July 4th celebrations, and many other significant public events. Today, the SOCC is called the **Joint Strategic & Tactical Analysis Command Center**.



Synchronized Operations and Command Center, MPD HQ

After an exciting first year, we expanded into other parts of the US. First came Miami-Dade County, Florida, then New York City to help establish 311 operations in each jurisdiction, then later to assist NYC with building a new 911 system for the city.

In 2003, we began our first international projects. Our first overseas contract was as a subcontractor to design the national command center in the United Arab Republic. We followed this with a contract in **Bulgaria** to design new emergency management systems and a 112-emergency communications system.

As we expanded, we recognized the need to maintain high-quality service delivery and decided to become a certified ISO 9000 Quality Management vendor. In addition, we had many of our staff certified as Project Management Professionals and Emergency Number Professionals.

The lessons learned during the early days remain with us: rely on high-quality service delivery, focus on our client's needs, be honest and innovative, and treat change as a constant as we go forward.

Winbourne Happenings



City of Virginia Beach Police Department IT Modernization

Winbourne is pleased to support the City of Virginia Beach Police Department (VBPD) in successfully transitioning to state-of-the-art Police Records Management and Mobile Enforcement (eCitation) systems. VBPD, in conjunction with City Information Technology (IT) Department, has successfully cutover to production of the Axon Records Management System (Axon RMS) and the Tyler Mobile Enforcement System as a critical component of its IT Modernization Strategy. Using these systems allows the department to sunset antiquated systems and migrate away from existing manual, paper-based processes and procedures. Before the cutover of these systems, the Department extensively utilized handwritten reports, documents, and paper tickets.



Both systems are modern, state-of-the-art, fully integrated, cloud-hosted solutions that will allow the Department to effectively and efficiently deploy public safety resources. Benefits include:

1. Improved accuracy and timeliness of reports, including real-time information validation as end-users enter them.
2. Eliminate delays in making critical crime data available to all users.
3. Ability to make real-time data-based decisions regarding resource deployment.
4. Universal query and search capabilities.
5. Management dashboards to monitor the operational effectiveness
6. Allow management to move from a reactive to a proactive law enforcement model
7. Since information will be in real-time, officers, supervisors, and managers can use predictive modeling to anticipate areas of high crime and deploy resources to mitigate before escalation
8. Use of pin maps to anticipate crime waves and trends
9. Full integration with body cameras, CAD, and State/NCIC to provide officers with the most relevant and up-to-date information and allow supervisors to manage resources better
10. Online field reporting allows officers to complete offense, accident, and arrest reports in the field and makes them available to supervisors and management immediately
11. Integrated NIBRS edits prevent errors when reporting NIBRS data to the state of Virginia
12. Automated citation writing and full integration with NIBRS and Virginia DMV

data to promote officer safety and awareness.

Watch the video: [Virginia Beach Police Department implements new electronic ticketing system](#)
[| Watch \(msn.com\)](#)

Iredell County, NC

What a great holiday idea! At publication, Christmas is behind us, but we wanted to feature [Iredell County ECOM's](#) annual [Christmas BOLO](#). Saturday at 8 p.m. (EST), they were live on Facebook as they broadcasted the BOLO over public safety radio channels.



According to Nikki Carswell, Emergency Communications Assistant Director of the Iredell County Communications Center, they started in 2020, with a mask, as an uplift for COVID lockdowns. They plan to continue this tradition.

For next year's event, follow Iredell County ECOM on Facebook: [\(1\) Iredell County ECOM | Facebook](#)

Watch Saturday's message here: [Iredell County ECOM 2022 Christmas BOLO](#)

Articles of Interest

Public Safety

Web-Based Solution Gives Cops

Options for People with Mental Illnesses



EMResource is a web-based tool that gives first responders a way to locate a hospital bed or treatment facility for mentally ill patients instead of transporting them to the emergency room, where they might sit for hours.

November 21, 2022 • **Jim McKay, Editor**

Police and health officials in Texas are using a web-based tool to collaborate and ensure that when police are confronted with someone needing mental health resources, the police will have the tools to locate the appropriate care in minutes instead of days or weeks.

Whether it's a hospital bed or a rehab facility, police can now locate the information they need to help them make a quick decision on how to handle someone needing mental health assistance instead of taking that person to the emergency room or to jail.

EMResource is a web-based tool, offered by Juvare, used in 30 states that helps optimize communication and share health-related data between health-care facilities, public health agencies, emergency management and first responders. In some places, including

Read the full article: [Web-Based Solution Gives Cops Options for People With Mental Illnesses \(govtech.com\)](#)

International

Personal Note on the War in Ukraine from Jeff Winbourne

With family ties in Ukraine, this unprovoked war by Russia carries daily fears and worries for my family's well-being. But, on a broader note, the suffering of the millions of Ukrainians without power, heat, or water during this typically cold Ukrainian winter shows how this war is especially cruel and unjustified.

My interview with the Deputy Chairman of the Ukrainian Emergency Services (below) is a small way to illustrate the daily challenges facing the Ukrainian people and first responders and how they are bravely rising to face them.

I hope that during this holiday season, we can open our hearts and our wallets to support the Ukrainian people. Below, we have listed donation site links to organizations that provide humanitarian services in Ukraine. Please consider a holiday season gift to the Ukrainian people.

[Humanitarian aid website \(help.gov.ua\)](#)

[Ukraine Crisis \(redcross.org\)](#)

[Children's Emergency Fund - Save the Children](#)

Firefighting in the Ukraine War Zone

*Interview with Deputy Chairman Roman Prymush,
[Ukrainian State Emergency Services \(SES\)](#)*

by *Jeff Winbourne*

Since February 24, 2022, the date of Russia's invasion of Ukraine, Ukraine's firefighters and rescue personnel have experienced constant calls for service. Actions range from fighting fires in bombed apartment buildings, conducting hi-rise rescues, and extracting people from shattered hospitals, often under fire or shelling.



Ukraine's first responders are at the forefront of supporting the civilian population and infrastructure. The State Emergency Services (SES) is responsible for firefighting and rescuing in Ukraine. This brief article recounts Winbourne Consulting's interview with the

The SES mission continues to evolve during this nearly non-stop response to the Russian invasion. “The challenges change constantly; we are in a very dynamic environment,” stated Deputy Chairman Prymush. He explained that “SES’s firefighting and rescue operations can shift to demining buildings and fields to providing humanitarian assistance to the thousands of people needing evacuation or heating assistance.”

Demining - Key Task Now

As the Russian military retreats from an area, SES sends teams to demine the buildings and fields in agricultural areas. Deputy Chairman Prymush pointed out that SES estimates that over 150,000 buildings require demining. Demining tasks include underwater demining in rivers and lakes.

Supporting People’s Living Conditions

SES, which has about 75,000 officers nationwide, plays a necessary role in addressing living conditions as the Russians have destroyed large segments of Ukraine’s power, water, and heating infrastructure. SES is responsible for certifying all the warming centers. In the nation’s capital region of Kyiv, more than 300 shelters offer heat, electricity, and drinking water.

US Assistance to SES

According to Deputy Chairman Prymush, American firefighters have provided direct assistance to SES and the Ukrainian people in addition to US government military and humanitarian support. US first responders have provided humanitarian aid and personal protective equipment (PPE) such as gloves, boots, helmets, and turnout suits. Deputy Chairman Prymush expanded on SES’s evolving list of needs as the war continues. He mentioned, “we need heavy equipment to move rubble, but also drones or UAVs, and assistance with transitioning the analog radio system to digital, among other needs.”

How You Can Help SES

The [International Association of Firefighters \(IAFF\)](#) and the [International Association of Fire Chiefs \(IAFC\)](#) provide aid to Ukraine’s first responders through different partners.

The [International Association of Fire Chiefs \(IAFC\)](#) has an internet link for donations of equipment and funds: [Equipment and Supply Donations for State Emergency Service of Ukraine \(iafc.org\)](#).

The International Association of Firefighters (IAFF) is collaborating with the Canadian First Responders International Support Alliance: [Canadian First Responders Supporting Ukraine First Responders \(canrespondukr.com\)](#).

You can also visit the SES website at <https://dsns.gov.ua/en> for more information on current issues and actions.

Finally, you can donate via designated accounts at the [National Bank of Ukraine](#) website: [Humanitarian aid to Ukraine \(bank.gov.ua\)](#).

Industry Events



January 16 - 19, 2023
Hilton Clearwater (FL)

An interactive, informative, attendee-driven event where you learn about the standards spurring the development and implementation of NG9-1-1 technology and operations best practices and create the guidelines, resources, and documents that enable NG services, systems, and PSAPs to reach their full potential.

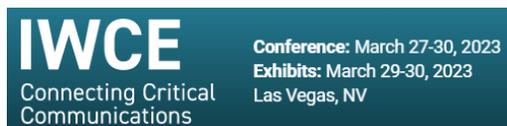
Learn more: [NG9-1-1 Standards & Best Practices Conference](#)



February 26 - March 1, 2023
Ritz Carlton Pentagon City
Arlington, VA

9-1-1 Goes to Washington (#NENAGTW) brings you and hundreds of your fellow 9-1-1 professionals together with government leaders in our nation's capital to address today's most pressing 9-1-1 and emergency communications issues.

Learn more: [9-1-1 Goes to Washington \(nena.org\)](#)



March 27 - 30, 2023
Las Vegas Convention Center
Las Vegas, NV

IWCE's four-day technical conference and two-day business expo showcase the latest and greatest in critical-comms technology to ensure networks' security, dependability, reliability, and redundancy across many vertical solutions and markets.

Learn more: [IWCE | Connecting Critical Communications \(iwceexpo.com\)](#)



April 17 - 20, 2023
Gaylord Rockies Resort and
Convention Center
Denver, CO

NAVIGATOR is returning in 2023 with a smashing lineup of your favorite speakers and fabulous events. We are excited to once again offer our industry professionals what they crave—the best presentations to keep you in the know, an exhibit hall filled with the latest and greatest in the industry, and networking opportunities. We look forward to making this an unforgettable enlightening conference.

Learn more: [Summary - NAVIGATOR 2023 \(cvent.com\)](#)

Our Services

Public Safety Technology and Management Consulting Services

Public Safety Services

Winbourne Consulting provides a wide range of public safety services to our clients. Some of our services offered are (click on any of these to go to our website):

- [Project Management](#)
- [Assessments](#)
- [Strategic Planning](#)
- [Operational Best Practices](#)
- [Governance](#)
- [Implementation Services](#)



Areas of focus include:

- [911 Emergency Communications](#)
- [Public Safety Systems](#)
- [Digital Evidence and Body Worn Cameras](#)
- [Smart Cities](#)
- [Mission Critical Facilities](#)
- [Big Data](#)

International Services

International Clients

Some areas of focus include:

- [Emergency Communications](#)
- [Emergency Operations Centers](#)
- [Emergency Services](#)
- [NG9-1-1](#)
- [Wireless Communications](#)
- [LTE 5G Network](#)
- [911 Implementation](#)
- [112 Implementation](#)
- [Transportation Management](#)
- [Smart Cities](#)



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We are interested in your thoughts on the featured topics.
Please share them with us:

Email: info@w-llc.com
or
Twitter: <https://twitter.com/winbournellc>



[Winbourne Consulting, LLC – Your Partner in Public Safety and Management Consulting \(w-llc.com\)](#)

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