



Your Partner in Public Safety and Management Consulting

## This Month's Feature Article

### 911 Funding Legislation

*by Renee Cobb*

#### Does your 911 Funding Legislation Reflect the Current Mobile Telecom Environment?

PSAP accessible services have been moving away from legacy local exchange carrier services toward newer services and technologies such as wireless mobile phones and VoIP services for some time. Unfortunately, in many jurisdictions, applicable 911 funding legislation does not fully reflect this change or needs to be written in such a way as to make room for new technologies such as Voice over Internet Protocol (VoIP) services. As a result, many jurisdictions need help to obtain sufficient funding under outdated legislation. What are some of the key points to consider when drafting new legislation?

- Equitableness of Funding Mechanism
- Understanding Federal Requirements
- Definition Considerations

Let's look at each.

Use this link to see the key points and full article: [911 Funding Legislation – Winbourne Consulting, LLC \(w-llc.com\)](#)

**About the Author:** *Renee Cobb is a Senior Consultant with Winbourne Consulting. She maintains an active law license and specializes in System Development Lifecycle (SDLC), 911, law enforcement, and integrated justice systems.*

**Winbourne** has provided consulting services to public safety agencies for over 20 years. Our professionals are ready to assist your agency with assessing readiness, procurement, and implementation guidance for a range of public safety technology solutions and 911 funding analysis and options. [Contact us](#) for assistance with your agency's needs.

# Winbourne Happenings



## Welcome Brian

Brian R. Martin joins our team as a public safety radio subject matter expert. Brian brings extensive knowledge, experience, and professional certifications for radio systems.

## Winbourne Consulting's Partners Sign MOU for Conducting Feasibility Study to Plan the Launch of NG 911/112 Emergency Services Across the State of Maharashtra India



On 16 January 2023, in Davos, Switzerland, at the World Economic Forum, the Chief Minister of the Maharashtra government, the Sumeet Group Enterprises (India), and OST Inc. (USA) signed a Memorandum of Understanding (MOU) to conduct a technical Feasibility Study for the launch of NG 911/112 Emergency Services across the State.

Located on the west coast, Maharashtra is India's third-largest state by area and has a population of over 112 million residents. Mumbai is the capital.

Winbourne Consulting will serve as the technical lead for the feasibility study as a subcontractor to OST. Our two firms have worked together extensively in India since 2009.

The Project will cover the development and launch of Integrated Emergency Communication & Response Services (IECRS) and Smart City Initiatives in Maharashtra. The Project will be the first of its kind in India, where all four major platforms of Police, Ambulances, Fire, and Disaster Management Services are integrated under the NG 112 Initiative.

## Winbourne Consulting presents review of the Farmington Hills Police Department's Target Controversy at city council meeting



## Farmington Hills Police finish phase 1 of legal review following shooting target image controversy

By: Peter Maxwell

Posted at 6:22 AM, Jan 24, 2023 and last updated 6:22 AM, Jan 24, 2023

FARMINGTON HILLS, MI (WXYZ) — The Farmington Hills Police Department has finished its first phase of legal review. This comes after a boy scout troop snapped pictures of the department's police shooting targets that allegedly depicted black men. The Farmington Hills Police Chief says the pictures of the targets are a mischaracterization. On Monday night, the firm leading the review presented its findings at a city council meeting. Nearly 1,400 pages of information were turned over by Farmington Hills police.

"There were 15 to 16 state-mandated and approved targets of various photo-realistic individuals in various poses, as well as optional kind of target options that involved whether they're armed or carrying a cell phone; whether they have a Coke can. And the purpose was—force officers to make split-second decisions," Tom Maureau of Winebourne Consulting said. "More of those targets were non-threats among all races, all genders, and all kinds of physical characteristics."

Read the article here: [Farmington Hills PD finish phase 1 of legal review amid target image controversy \(wxyz.com\)](https://www.wxyz.com/news/farmington-hills-police-department-finish-phase-1-of-legal-review-amid-target-image-controversy)

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## Chatbots and 911

If you want more information on Chatbots and 911, please read Jeff Winbourne's article published in APCO's PSC Magazine.

Read the article here: [PSC Magazine \(PSCS\) - January/February 2023 Chatbot 9-1-1 \(pscmagazine-digital.com\)](https://www.pscmagazine.com/articles/chatbot-9-1-1)

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# Articles of Interest

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*The article below is lengthy but significant. It begins with a boy collapsing in the driveway while playing basketball with a friend. A 911 call leads to CPR instructions by the call taker and continues until first responders arrive. His life was saved.*



**He collapsed from cardiac arrest. The next four minutes would determine if he would live.**

The condition comes with a 90 percent fatality rate outside of hospitals.

By **Jessica Bartlett** Globe Staff  
Updated January 14, 2023, 2:03 p.m.

Jen Gagnon was sitting on the couch of her Peabody home when her teenage son rushed in. His friend, Daniel Anderson, had passed out while they were playing basketball in the driveway.

Outside, Anderson lay on the ground, his lips turning blue as the sky darkened. Gagnon shook him, then rubbed his sternum forcefully with the knuckles of her fist — a technique sometimes used by EMS workers to revive patients. Gagnon had learned it decades earlier when she worked in home health care. But Anderson didn't wake up. She tried a few chest compressions and then called 911.

The next four minutes would dictate if Anderson would survive.

Last week, the nation watched in horror as the Buffalo Bills' Damar Hamlin collapsed on the field from cardiac arrest, and then saw in real time as team medical staff and emergency responders immediately began to resuscitate him. Outside of sports stadiums and hospitals, however, the vast majority of people who experience emergencies like Hamlin's do not survive.

Nationally, the odds of surviving a cardiac arrest — a sudden loss of heart function triggered by a heart attack, a blow to the chest, a congenital defect, or another cause — is roughly 10 percent, and those odds worsen by the minute. It is the number one cause of natural death in the country, affecting mostly late middle-aged adults. Just 2 percent of cases are in people younger than 18.

**Read the full article: [He collapsed from cardiac arrest. The next four minutes would determine if he would live. - The Boston Globe](#)**

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IWCE's  
**URGENT  
COMMUNICATIONS**

## **FCC approves new 4.9 GHz rules for public safety, with secondary non-public-safety use**

Written by **Donny Jackson**  
20th January 2023

FCC commissioners this week unanimously agreed on new rules for 50 MHz of 4.9 GHz spectrum, establishing a nationwide framework with a single band manager but one that is designed to let individual public-safety licensees retain local control over operations in the band, including support of 5G connectivity.

Wednesday's release of 4.9 GHz rules represent the FCC's latest effort to bolster usage of the band, officially replacing the short-lived 4.9 GHz rules approved by the Republican-controlled FCC in the fall of 2020 that were halted by the current FCC soon after President Joe Biden took office in January 2021.

"This framework will retain the band's existing status as a locally controlled public-safety band, but with more rationalized and coordinated public-safety operations on a nationwide level," according to the FCC's report and order. "Each licensee will retain the authority to decide for itself how best to use the band, given its unique circumstances and needs, but within the context of a predictable and consistent spectral framework nationwide.

"This will enable greater public-safety use, including for 5G, and allow the Band Manager to work with public-safety licensees to rationalize their use and consolidate their operations, potentially freeing up new opportunities for expanded use."

**Read the full article: [FCC approves new 4.9 GHz rules for public safety, with secondary non-public-safety use - Urgent Comms](#)**

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# Cloud-based 911 for faster emergency response



By **Stephanie Kanowitz**, Contributor, GCN  
SEPTEMBER 8, 2022

**With its interactive emergency communication response platform and access to a location data clearinghouse, the Rio Grande Council of Governments can speed help to 911 callers, even if they don't know where they are.**

## **PUBLIC SAFETY**

It used to be that people stranded in the desert of western Texas started fires to draw attention to their location. Since February, however, anyone lost in the vast jurisdiction of the Rio Grande Council of Governments (RIOCOG), which covers 25,516 square miles, can call 911 and show a picture of exactly where they are.

“Because we’re positioned right on the U.S./Mexico border, we do have a lot of migrants coming over not knowing the language, not knowing where they’re at; they’re lost,” said Marisa Quintanilla, regional services director at RIOCOG. “There’s no [way] to say, ‘I’m by this fire station,’ ‘I’m by the water tower’ or anything like that. For them to be able to click on the link and show their camera, and to see where they’re at and provide that to the dispatcher, to the call taker, that is huge. Then that call taker can go ahead and provide the precise location of that individual to provide them emergency services.”

Powering that capability is a fully cloud-based 911 contact center that uses Carbyne’s APEX, a secure, interactive emergency communication response platform for public safety and call management. The company has partnered with Amazon Web Services’ GovCloud and RapidSOS, which provides a free clearinghouse of location and other real-time data to public safety organizations.

The integration allows call takers to send a link for callers to click to share their screen or provide photos, videos and other geolocation and situation information that dispatchers can give to responders. The result is faster response – and emergency crews arriving equipped with the right tools to handle the incident.

For instance, during a pilot test of APEX in Georgia, the average time to locate callers fell from 23 minutes to three minutes.

Read the full article: [Cloud-based 911 for faster emergency response - GCN](#)



## **Addressing the public safety resource crisis**

By **Bill Campbell**, Hexagon's Safety, Infrastructure & Geospatial Division  
DECEMBER 7, 2022

**By investing in assistive AI technology, facilitating collaboration and experimenting with new programs, agencies can begin addressing the multilayered challenges facing responders.**

## **COMMENTARY**

When it comes to public safety, every second counts. According to the National Emergency Number Association (NENA), 90% of all 911 calls should be answered within 15 seconds, but meeting this standard is becoming increasingly difficult.

Public safety answering points are being hit especially hard due to increasing numbers of calls in high-growth areas, more non-emergency calls and higher numbers of accidental calls from mobile phones and smartwatches. PSAPs and other public safety agencies are also struggling to retain staff, with the pandemic and increasing scrutiny of emergency services only adding to the issue. This combination of problems is leading to a resource crisis in public safety—a crisis with no simple solutions, but one that can be alleviated through innovations in technology, collaboration and policies.

### **How technology can help**

One important way agencies can leverage technology to address the lack of resources is with artificial intelligence. For example, computer-aided dispatch (CAD) systems with embedded assistive AI capabilities can mine operational data to find similarities in incoming calls, alerting staff to trends and anomalies, but leaving the decision-making up to humans.

These assistive alerts fill blind spots, allowing telecommunicators to uncover related events quicker than relying on their own abilities. The technology alleviates the pressure to catch every little detail, which can reduce stress on both trainees and industry veterans as they're facing staffing shortages. It also helps to prioritize incoming calls related to an unfolding event, enabling staff to plan and respond more efficiently, leading to faster incident resolution.

While assistive AI can help alleviate pressure on resources in real-time, leveraging advanced analytics to dissect patterns from CAD and records management system (RMS) data can help to make decisions for the future. Understanding peak call times and trends in types of calls for service can help agencies better plan operations and schedule staff to meet demand as best as possible. For example, the Santa Clara, California, Police Department leveraged CAD data to monitor vehicle burglaries and vandalisms. Because the data suggested specific patterns, the department could patrol certain parts of the city with greater intensity, leading to a decrease in incidents and calls for service.

Read the full article: [Addressing the public safety resource crisis - GCN](#)

# **Industry Events**





**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 \(nena.org\)](https://www.nena.org)

**IWCE**

Connecting Critical Communications

Conference: March 27-30, 2023

Exhibits: March 29-30, 2023

Las Vegas, NV

**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 \(iwceexpo.com\)](https://www.iwceexpo.com)



**April 16 - 20, 2023**  
**Durham Research Triangle**  
**Embassy Suites Raleigh**  
**201 Harrison Oaks Boulevard**  
**Cary, NC 27513**

The International CAD Consortium is one of the premier forums in public safety technology support and technology advancement. The annual roundtable of this group brings together first responder members across the spectrum from 9-1-1 professionals, police, fire, EMS, technical teams, and vendors.

Learn more here: [ICC International CAD Consortium](https://www.iccinternational.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 \(cvent.com\)](https://www.cvent.com)

# Our Services

**Public Safety Technology and Management**  
**Consulting Services**

## Public Safety Services

Winbourne Consulting Inc provides our clients with a wide range of public safety services (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](#)



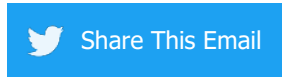
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