July 16, 2023, is the first anniversary of 988, the three-digit number that routes callers to trained counselors at the National Suicide Prevention Lifeline. A troublesome fact is that only 13% of adults in the U.S. have heard of the 988 Suicide and Crisis Lifeline [emphasis added] and know its purpose nine months after its launch, according to a nationally representative survey conducted for The Pew Charitable Trusts. [1]

The 988 hotline is available in every state and all five territories. Calls are automatically routed by area code regardless of caller location. If the local crisis center cannot take the call, it will be routed to a national crisis center. Although a crisis counselor can assist the caller without knowing their location, it can be difficult to comprehend for professionals in the 911 business because we understand the importance of location in providing the best possible assistance to callers.

Calls to 988 are answered by a trained crisis counselor who listens to the caller, understands how their problem affects them, provides support, and shares resources if needed. More than 98% of 988 Suicide & Crisis Lifeline contacts are resolved at that first point of contact, with no need for additional services to be dispatched. Numerous studies show that most callers feel significantly less depressed, less suicidal, less overwhelmed, and more hopeful after speaking to a Lifeline crisis counselor.[2]

While researching for this article, I hoped to find statistics showing 988 had reduced calls to 911 and found none, but perhaps it is too early, knowing that only 13% of adults are even aware that 988 exists. I still believe that the local 988 and local 911 centers need to work collaboratively to
ensure that the 988 center knows where to transfer a call when there is an imminent risk to someone’s life and when the call should be transferred. Does the 988 center have policies regarding when the call should be transferred to 911? If the counselor cannot find this caller’s location, should they transfer to the local 911 center and have them use some of their tools to locate the caller or spend time trying to get the caller to reveal their location? These are all important questions that affect your ECC, and by working with your local 988 centers, you can be assured that these calls are handled appropriately.

A final thought, as ECCs across the U.S. are looking for ways to reduce their workload, can 988 be another tool? Consider a joint educational campaign with your local 988 centers, and maybe during next year’s 2nd anniversary of 988, we will have reliable statistics to support this theory.


---

### Upcoming Event:

**Dialing into Mental Health: One Year of the 988 Suicide & Crisis Lifeline**

**LOCATION**  
National Press Club, 529 14th St. NW, 13th Floor, Washington, DC 20045

**DATE & TIME**  
Thursday, July 13, 2023  
8:00 AM – Breakfast & Networking  
8:30 AM – Programming Begins  
10:00 AM – Programming Concludes

**MODERATOR**  
Bob Cusack, Editor in Chief, The Hill

**SPONSORED BY:** [NAMI](https://www.nami.org) - 06/05/23 1:23 PM ET

July marks the one-year anniversary of the 988 Suicide and Crisis Lifeline, when the three-digit number became available to everyone in the U.S. to call, text or chat to access a national network of local and state-funded crisis centers. Available 24 hours a day, 988 provides free and confidential support with trained crisis counselors, a lifesaving alternative to calling 911 when a person is in a mental health or suicide crisis.

Usage is on the rise as 988 received more than 4,000,000 contacts since last July. Still, only a small fraction of adults in the U.S. are familiar with 988 a year after launch—far less than the 23% of U.S. adults who experienced mental illness in 2021, or the 14.1 million Americans, or 1 in 20 people, who experienced serious mental illness. According to the **National Alliance on Mental Illness**, more awareness is needed about 988 and the work ahead to provide a mental health response for every mental health crisis.

More help is on the way as the Department of Health and Human Services recently announced more than $200 million in new funding to build local capacity for 988 and related crisis services. Where does the national rollout of 988 and crisis services stand with this latest round of funding? And how can we address the greatest mental health care access challenges and gaps still present today?

Read the full article here: [Dialing into Mental Health: One Year of the 988 Suicide & Crisis Lifeline – The Hill](https://thehill.com)
Winbourne Consulting would like to extend our warmest congratulations to Renee Gordon of Alexandria, VA. We are thrilled to hear of your recent achievement and wish to express our admiration for your dedication and hard work.

9-1-1 Exec Renee Gordon Named Vice Chair of FirstNet Authority Board

June 15, 2023

News Media Contact: Ryan Oremlandryan.oremland@firstnet.gov (202) 770-5761

RESTON, Va. – The First Responder Network Authority (FirstNet Authority) announced today that Renee Gordon has been named Vice Chair of the FirstNet Authority Board, effective immediately. A recognized leader in the 9-1-1 community, Gordon is the Director of the Emergency Communications Center (ECC) in the City of Alexandria (Va.) and has been a member of the FirstNet Authority Board since November 2022.

“I am honored to be named to a leadership position on the Board, having seen firsthand how the FirstNet Authority is critical to the success of the network,” said Director Gordon. “FirstNet empowers our nation's first responders with the communication tools they need to protect and serve their communities effectively. As Vice Chair, I look forward to continuing to improve network performance and strengthening our support to public safety agencies across the country.”

Director Gordon brings significant experience in public safety operations to the Vice Chair position, having served as both a 9-1-1 professional and a police officer. As the Director of the Alexandria ECC, she oversaw the implementation of FirstNet to help bolster the center’s call-taking capabilities. Director Gordon has been a leader on public safety technology issues throughout her career, making her an ideal choice to help lead the FirstNet Authority into the future.

"I am excited to name Director Gordon as Vice Chair and look forward to working together on expanding the capabilities of the FirstNet Authority. Her experience and passion for public safety will be instrumental in driving the continued success of the network," said FirstNet Authority Board Chair Matthew Yang.

"I am looking forward to Renee’s leadership as Vice Chair and her expertise in emergency communications will contribute greatly to our Board’s work in advancing the FirstNet Authority’s mission to provide critical communications support to America’s first responders," said Chairman Yang.
to ensure our nation’s first responders have access to the dependable network and innovation they need for emergency situations," said FirstNet Authority Board Chair Richard Carrizzo, who is the Fire Chief for the Southern Platte Fire Protection District (Mo.). "Her deep understanding of the nexus between 9-1-1 and first responder communications will help us further evolve the network and support the men and women who put their lives on the line every day."

**About the First Responder Network Authority**

The First Responder Network Authority is an independent authority within the U.S. Department of Commerce. Created in 2012, its mission is to ensure the building, deployment, and operation of the nationwide broadband network that equips first responders to save lives and protect U.S. communities. Learn more at FirstNet.gov/mediakit and follow the FirstNet Authority (@FirstNetGov) on Facebook and Twitter.

**[VIRGINIA]**

New Public Safety Wellness Center opens for first responders in Fairfax

By Tisha Lewis, Published June 13, 2023

Fairfax County - FOX 5 DC

Fairfax County police and the Fairfax Fire and Rescue Department celebrated the opening of a wellness center Monday that will provide mental health services including counseling, therapy, and more for public safety personnel.

The Public Safety Wellness Center is the first of its kind in northern Virginia to provide therapy, counseling, and mental health services to police officers, firefighters, and other public officials. First responders face traumatic experiences daily on the job and the center will focus on their mental health, well-being, and physical health.

"Police officers and firefighters see things that are not normal, and they see things that are not normal at a rate much higher than the rest of the population," said Fairfax County Police Chief Kevin Davis. "To be able to have a place where our officers can go and talk about their experiences, to make sure they are in the best place mentally, to be able to serve this community is the absolute way forward."

Police and firefighters can come to the center for help, with no questions asked and they can remain anonymous. The Public Safety Wellness Center is open Monday through Friday from 8:30 a.m. - 4:30 p.m. and even offers after-hours and virtual services for first responders.

FOX 5 was told the center anticipates at least 5,000 clinical hours of help in the first year.

Read the full article here: New Public Safety Wellness Center opens for first responders in Fairfax (fox5dc.com)
FCC commissioners today voted unanimously to support a notice of proposed rulemaking (NPRM) that would require all telecom service providers to deliver 911 calls in an IP format and would make those providers responsible for absorbing costs associated with doing so if no state or local funding alternative exists.

Most of the requirements in the proposed rulemaking are similar to rules already in place for wireless carriers, but today’s NPRM—spurred by a 2021 petition from the National Association of State 911 Administrators (NASNA)—would extend those mandates to wireline and other telecom providers that deliver emergency calls to 911 centers. If implemented, the NPRM is designed to ensure that operators do not delay the transition of the 911 system to IP-based next-generation 911 technology, according to FCC documents.

“We … seek to align the NG911 transition rules for wireline, interconnected VoIP, and Internet-based TRS providers with similar requirements we have proposed for CMRS and covered text providers in the Location-Based Routing NPRM, thereby promoting consistency across service platforms,” according to language in the FCC’s draft NPRM.

“Finally, our demarcation point and cost allocation proposals seek to address what NASNA described in its petition as ‘the critical component, and biggest regulatory roadblock, to transitioning to NG911 services.’”

FCC Chairwoman Jessica Rosenworcel noted the importance of 911 centers—also known as public-safety answering points (PSAPs)—being able to receive emergency calls from operators in an IP format.

“This is a critical part of facilitating the transition of more than 6,000 public-safety answering points nationwide to next-generation 911,” Rosenworcel said during today’s meeting. “We do this because what comes next with 911 technology is really big. Next-generation 911 will provide better support for voice, text, data, and video communications. It means more redundancy to protect against outages.

“And for those who call, it will mean the opportunity to provide real-time video of the emergency. It will mean the ability to provide first responders with instantaneous pictures. And it will mean the ability to transmit a patient’s medical records right to 911 dispatchers. And for those who take in those calls in an emergency, all of this data can expedite and inform public-safety efforts and dramatically improve emergency response.”

Read the full article here: FCC votes to launch NG911 proceeding to align wireline, wireless 911 requirements - Urgent Comms

[OREGON]

City of Portland using artificial intelligence to answer some non-emergency calls
PORTLAND, Ore. (KPTV) - The City of Portland is testing a new system called “Case Service Reporting” that uses artificial intelligence to answer some non-emergency calls.

The city will turn on the system for a couple of hours a day next week. It’s one of several options the city is weighing to address slow call response times.

The Bureau of Emergency Communications - or BOEC - answers 911 calls in Portland. In 2022, they took over a million calls. About 32% were on non-emergency and administrative lines.

A new study that the city commissioned shows directing all non-emergency calls to 311 could reduce BOEC’s call volume by nearly 17%. But that’s a long way off.

The city says 311 would need to operate 24/7 like a central dispatch center. Right now, it’s only open Monday through Friday, from 7 a.m. until 8 p.m.

As the city works out a new system to take non-emergency calls, they’re giving artificial intelligence a try this week.

Read the full article here: City of Portland using artificial intelligence to answer some non-emergency calls (kptv.com)

Speaking of AI ...

Our very own Jeff Winbourne wrote an article on Chatbots in April 2022, exploring the latest developments in Artificial Intelligence (AI). In his article, Jeff delves into the world of Chatbots and how they are revolutionizing the way we interact with technology. He highlights the potential of Chatbots to enhance 911 operations with text-to-911 or language translation. He also mentions overflow calls during a surge of emergency calls.

Read the original article here: Chatbot – Winbourne Consulting, Inc (w-llc.com)
Happy Birthday, America!

As America celebrates the birth of our nation, we recognize the immense efforts of our first responders who work tirelessly to keep our communities safe. The influx of calls for service during this holiday can be overwhelming, but your bravery and selflessness never falter.

We are grateful for your unwavering commitment to service and dedication to the well-being of others. Your efforts are deeply appreciated.

Thank you for your sacrifice.

Stay safe and have a happy Fourth of July!

Industry Events

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
<th>Location</th>
<th>Learn more</th>
</tr>
</thead>
<tbody>
<tr>
<td>APCO 2023</td>
<td>August 6-9, 2023</td>
<td>Music City Center, Nashville, TN</td>
<td>APCO 2023</td>
</tr>
<tr>
<td>Fire-Rescue International</td>
<td>August 16 - 18, 2023</td>
<td>Kansas City Convention Center, Kansas City, MO</td>
<td>Fire-Rescue International (eventscribe.net)</td>
</tr>
<tr>
<td>IACP 2023</td>
<td>October 14 - 17, 2023</td>
<td>San Diego Convention Center, San Diego, CA</td>
<td>Welcome to IACP 2023 - IACP Conference 2023 (theiacpconference.org)</td>
</tr>
<tr>
<td>Technology Summit International</td>
<td>December 5 - 7, 2023</td>
<td>Irving Convention Center, Irving, TX</td>
<td>Technology Summit International (eventscribe.net)</td>
</tr>
</tbody>
</table>
Public Safety Services

At Winbourne Consulting Inc, we are dedicated to providing our clients with the highest quality public safety services. We offer a wide range of services to meet the needs of our clients.

Our team of experts has extensive experience in the field and is committed to delivering innovative solutions tailored to each client's unique needs.

You can count on Winbourne to be your one-stop shop for all your public safety needs. Visit our website today to learn more about our services and how we can help you keep your community safe.

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

Email: info@w-llc.com