WINBOURNE™ CONSULTING, LLC

February 2014

Situation: A call for help comes to a 112 emergency communications center in Moscow, although not over a phone, but through Facebook. The ever changing face of emergency communications systems and practices is a world-wide phenomenon.

Winbourne Consulting is engaged in 911/112/100… emergency communications projects across the globe. Over the next few installments of monthly newsletter, we will describe some of the exciting developments in different countries. This month's newsletter is focused on Europe. In subsequent editions, we will discuss developments in Latin America, Middle East, Asia and Africa.

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.

Europe: Winbourne Consulting direct experience in planning and implementing 112 and emergency management systems in Europe. Our firm has participated in 112 and emergency management projects, since 2007, in Ukraine, Poland, and Bulgaria. Our experience in Europe has contributed to our ongoing network with European emergency communications and emergency management product and consulting firms. We were a founding member of the European Emergency Number Association.

European Union: In December 2013, the European Commission announced an initiative to fund Next Generation 112 (NG112) systems in the European Union. The Horizon2020 Work Programme for 2014-2015 will fund NG112 under the program topic area "Communication technologies and interoperability: Next Generation emergency services". The focus of the initiative is to fund the development of a testing regime for Next Generation 112 products. The program will receive significant input from the

European Emergency Number Association (EENA).

The NG112 initiative will be the central topic at EENA's upcoming conference in Warsaw in April 2014. Winbourne Consulting will participate in the conference and is working to define possible regional projects for testing NG112 in the EU with partner firms from across Europe. Russian Federation: Russia has undertaken a nationwide program to establish 112 emergency communications and dispatching centers in each of the 83 regions of the country. The 112 program is managed by the Ministry of Emergency Situations and the Ministry of Communications as well as regional government administrations. To date some of the major Russian cities have had 112 centers established to include the Moscow region, the Tula and Kursk regions as well. The Russian government has a goal of completing the 12 build out within the next 5 years. Our firm has followed emergency communications initiatives in Russia for many years. We are discussing partnerships with several key firms active in the Russian 112 market to serve as subject matter experts supporting the project implementation.

Services to our European partners include:

- Assistance in planning and implementing NG911/112 networks
- Provide staff Subject Matter Experts fluent with the NENA/EENA i3 standard
- Consult on emergency Local Based Services system planning and implementation
- Understanding of emergency communications European market

Our Areas of Expertise encompass all segments of Public Safety, including:

- PSAP Consolidation
- NextGen/911 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 Planning and Implementation
- PSAP Staffing and Operations Analysis

New Winbourne Projects

January 2014 - Winbourne Consulting will assist the Chula Vista California Police Department in their Mobile Data Computer Upgrade Project. Primary tasks include: developing project schedule/timing requirements, developing preliminary and detailed budget, reviewing and documenting current network infrastructure, developing system design and

installation requirements, developing an installation plan and conduct acceptance testing

February 2014 - Winbourne Consulting was selected by Clackamas County, Oregon, to serve as the Project Manager in their Computer Aided Dispatch/Mobile Replacement Project. The major services components include conducting a systems review, developing and maintaining a master plan, coordinating change management, coordinating project activities and documentation, developing an implementation plan, assisting with system testing and assuming responsibility for the overall success of the project.

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.**

Articles of Interest

International Public Safety (ctrl & click)

A committee in Europe is deciding whether or not to put auto-dialing of the 1-1-2 emergency telephone number by vehicles involved in a collision anywhere in Europe. The call would be routed to a call center, which is now usually the emergency center in the European countries that are already using the technology. The decision is based on research that shows that the immediate notification of emergency services could potentially reduce response times by up to 50% in rural areas and up to 40% in urban areas.

Published: February 13, 2014

FCC Commits Big to Text-to-911 Service (ctrl & click)

Federal Communications Commission (FCC) has re-stated its goal of quickly implementing text-to-911 service to the United States, saying that if carriers implement it voluntarily, no additional federal regulations would be required.

Published: January 31, 2014

NG911: Preparing Public Safety Dispatchers for

the Future (ctrl & click)

This article discusses that NG911 system has arrived and that dispatchers need to be trained in the proper way in dealing with a hostage or any other critical emergency situation. Dispatchers need to be not only adequately trained on the new technologies they will be utilizing, but also trained on how the transition may impact them personally.

Published: February 12, 2013

311 Lightens Load For Swamped 911 Centers (ctrl & click)

The 311 non-emergency number has helped more than two dozen cities and counties seeking to reduce unnecessary calls to 911. After the events of Sept. 11 many people are turning to the non-emergency phone number 311 for help. Ed Harris, emergency communications director for the Austin Police Department, said "311 has been a miracle. It has been a godsend for us."

Published: March 5, 2002

Five Steps to NG-911 Protection (ctrl & click)

Since next-generation 911 (NG-911) requires moving from a closed analog environment to an interconnected Internet Protocol (IP) network environment, security must increase to a level that protects networks, equipment and data. This article discusses what the steps should be for completing this task.

Published: January 29, 2013

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

www.winbourneconsulting.com