



WISCONSIN LEGISLATURE

P.O. BOX 8952 • MADISON, WI 53708

Testimony before Assembly Committee on State Affairs
Assembly Bill 471
Rep. Amy Loudenberg and Sen. Howard Marklein

Thank you, Mr. Chairman and committee members, for the opportunity to testify in favor of Assembly Bill 471, which allows the Department of Military Affairs (DMA) to create a Public Safety Answering Point (PSAP) grant program.

Next Generation 9-1-1 (NG-911) is an initiative aimed at updating the 9-1-1 service infrastructure in the United States and Canada to improve public emergency communications services in a wireless mobile society. In addition to 9-1-1 voice capabilities, NG-911 intends to enable the public to transmit text, images, video, and data to a 9-1-1 center.

NG911 Benefits include the following:

- System interoperability
- Improved response times and location data
- Enhanced data sharing between PSAPs
- Improved redundancy and reliability (with virtual PSAPs)
- Greater visibility within emergency incidents such as: video from public-safety systems, video and images from citizenry, and texts to and from citizenry
- Better service to citizens - particularly the deaf and hearing impaired community

There is significant work yet to be done to get all of Wisconsin's 9-1-1 system updated, and the technology involved in updating PSAPs is going to be expensive for local units of government. The 2019-2021 budget included funding, supported by the police and fire protection fund, to support ongoing costs for NG-911 implementation for the biennium. However, DMA and the Legislative Fiscal Bureau (LFB) pointed out that additional funds would need to be requested during future budgets to implement the two other components of NG-911 – funding for PSAP equipment replacement and developing GIS data systems.



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During the 2019-2021 budget process, DMA was in the process of conducting an assessment of statewide 911 capabilities in order to assist DMA and outside contractors with planning for a statewide, system-wide upgrade to NG-911 in Wisconsin. The *Wisconsin 9-1-1 Telecommunications System Assessment Report* was completed in mid-August and was submitted to the Wisconsin 9-1-1 Subcommittee and Interoperability Council.

AB 471 will allow DMA to set up and make rules for a grant program for PSAPs to purchase, update, and maintain NG-911 equipment. DMA recently received a federal grant of \$3 million for this purpose. This bill is important because it gives DMA the ability to start the rule-making process for the grants, allowing the grant program to be additionally funded in the future as NG-911 becomes a reality in Wisconsin.

It is important to note that AB 471 includes language directing the 911 Subcommittee to advise DMA on appropriate grant purposes and eligibility criteria for the grants. It also authorizes DMA to promulgate rules for grant use purposes and eligibility based on those recommendations. The 911 Subcommittee consists of 18 voting members and its mission is to advise and make recommendations to the Interoperability Council regarding minimum standards for public safety interoperable communications systems facilities, equipment used by dispatch centers, and certification criteria for persons who operate public safety interoperable communications systems for dispatch centers.

Thank you for your kind attention to our testimony. We would be happy to answer any questions at this time.

MEMORANDUM

TO: Honorable Members of the Assembly Committee on State Affairs

FROM: Marcie Rainbolt, Government Affairs Associate

DATE: September 25, 2019

SUBJECT: Assembly Bill 471

Modernizing Wisconsin's 911 system has been a priority for counties and other stakeholders since the early 2000s. In the 2017-19 state budget, \$6.7 million was reallocated from the Police and Fire Protection Fund for the creation of an emergency services IP network (ESInet) which will allow Wisconsin to move towards a long overdue upgrade for 911. The 2019-21 budget allocated \$19.7 million in FY 2019-20 and has to be used before the conclusion of the current biennium. These funds will help ensure that the Department of Military Affairs (DMA) is able to continue the progress of transitioning the state to Next Generation 911 (NG911) as the state is still handling 911 calls on 1960s technology.

This session, the Wisconsin Counties Association (WCA) has been advocating for the creation of a Public Safety Answering Point (PSAP) state grant program. Despite the state's involvement in funding the creation of an ESInet, only a limited number of counties will have the necessary equipment to utilize the new digital platform.

Wisconsin did receive a grant from the federal government in the amount of \$2.9 million with a 40% non-federal match requirement. According to the DMA this money will be prioritized for those PSAPs that have equipment at the end of life and not NG911 capable. The DMA plans to distribute the money per answering position in the amount of \$27,492 with a local match requirement of \$18,328.

This money alone is not enough to pay for the equipment needed and the ongoing updates to keep the equipment current. Price County in their last budget approved funding to update their PSAP which has two main stations and one backup call station. They have budgeted \$147,000 for the equipment and an additional \$191,000 for a 10-year service agreement on the maintenance, upgrades, and management of the equipment. In the 2020

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budget for Price County, they have set aside an additional \$30,000 for the Capture 911 recording system.

As is evident, the one-time federal grant will not be sufficient to help the county PSAPs in this state purchase and maintain their NG911 equipment. WCA supports Assembly Bill 471 and sincerely hopes the legislature will fund a grant program as soon as the grant application process is created by DMA.

MEMORANDUM

TO: Honorable Members of the Assembly Committee on State Affairs

FROM: Bob Frank, Past President, Wisconsin Chapter of the National Emergency Number Association

DATE: September 25, 2019

SUBJECT: Assembly Bill 471

I had hoped to present this in person however I am currently training with Cybersecurity and Infrastructure Security Agency. The training relates to the importance of government agencies keeping up with technology to provide critical lifesaving services. The training discusses cybersecurity and the impact it can have on outdated technology and the need to design and plan secure cyber safe IP based technology.

I am attending this training to keep updated on the roll cybersecurity has with public safety in particular the PSAP or Public Safety Answering Point. For 29 years I worked at a Sheriff's Department and for most of those years I was responsible for the operations of the PSAP. I have worked and continue to work with a number of state agencies including DOJ and DMA to help bring Next Generation 911 (NG911) to Wisconsin. I am involved in Telecommunicator CPR program and the joint work of National Emergency Numbering Association (NENA) and the Association of Public Safety Communications Officials (APCO) training for PSAPs and the telecommunicators that handle 911 calls. Many changes have happened to 911 over the years but none of them have been as technical or as impacting as the NG911 program.

Many PSAPs in Wisconsin are using equipment that is over 10 years old to answer 911 calls. I can best describe it as picking up your home landline phone when it rings and trying to see a picture or text message on it. The old technology will not work with the new standards currently being developed. Many agencies in your districts cannot afford to replace their PSAP equipment. This outdated, end of life equipment needs to be replaced because it is not capable of connecting to an emergency services IP network (ESInet). Grant funding would provide an

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opportunity to PSAPs to implement significant changes in technology, training needed to fully utilize it and the ability to share resources across an ESInet.

The work being done in Wisconsin on NG911 is remarkable. Funding for the PSAPs is the right next step.

If you have questions or would like more information I would like to arrange a time we could meet to answer questions or provide more information on NG911.

Please support this bill.

Bob Frank
Richland Center, WI
608-604-9698
WI-NENA Past President
State 911 Workgroup
Emergency Medical Dispatcher
PSAP Operations
Retired Law Enforcement



Department of Administration
Intergovernmental Relations Division

Tom Barrett
Mayor

Sharon Robinson
Director of Administration

Kimberly Montgomery
Director of Intergovernmental Relations

City of Milwaukee Testimony on Assembly Bill 471 relating to: grants for Next Generation 911 and granting rule-making authority
Assembly Committee on State Affairs
September 25, 2019

Good morning, Chairman Swearingen and members of the Assembly Committee on State Affairs. The City of Milwaukee is pleased to offer its input on Assembly Bill 471 relating to: grants for Next Generation 911 and granting rule-making authority.

First, we want to thank Representative Loudenbeck and Senator Marklein for tackling such an essential funding need experienced by local governments across the state.

The City of Milwaukee is here to provide background regarding current 9-1-1 practices as well as Next Generation 911 needs and posit some recommendations for the committee's consideration.

Given the unique and large-scale needs of a first-class city, the City of Milwaukee wants to ensure that the legislation would allow large-scale counties to receive funding for more than one Public Safety Answering Point (PSAP).

Especially with the approach of the Democratic National Convention in July 2020, it is imperative that the region have adequate PSAP coverage to ensure timely responses to constituents needing urgent protective services. Adequate funding for the proportional needs of PSAPs will ensure locals and visitors alike have a safe experience in Milwaukee and invest their travel and tourism dollars here. Funding only one PSAP in the state's largest county may ultimately require cities to change our priority call structure through the standardization of dispatch procedures, leading to reduced levels of service and longer response times which could be a matter of life and death. Normally standardization is a desirable quality among intergovernmental services; however, given the large-scale and unique public safety needs of the City of Milwaukee, we ask the committee to consider local needs.

The City of Milwaukee alone spends nearly \$14 million to operate 9-1-1 annually and our 2018 capital budget included \$2 million to upgrade the current 9-1-1 system, clearly demonstrating the need to consider funding more than one PSAP in counties with a population of 500,000 or more.

Thank you for your consideration and we would be pleased to answer any questions.