

Chapter DMA 2

COMPETITIVE GRANTS FOR PUBLIC SAFETY ANSWERING POINTS

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DMA 2.01 Authority and purpose. This chapter is promulgated under the authority of s. 256.35 (3s) (bm), Stats., to establish the eligibility criteria and appropriate purposes for awarding competitive grants to local public safety answering points for Next Generation 911.

History: CR 21–075: cr. Register June 2022 No. 798, eff. 7–1–22.

DMA 2.02 Definitions. In this chapter:

(1) “Basic training” means the minimum level of training for a telecommunicator who performs 911 call taking or emergency services dispatching.

(2) “Department” means the department of military affairs.

(3) “Designated public safety answering point” means a public safety answering point identified pursuant to s. DMA 2.03 as the one public safety answering point in a given county that is eligible to receive grants under this chapter.

(4) “Emergency services” includes public or private organizations that provide law enforcement, emergency medical, or fire-fighting services and that at the request of a public safety answering point or dispatch center respond to and manage emergencies, calls for service, or critical incidents when they occur.

(5) “Equipment and software expenses” means the expenses incurred to purchase and maintain technology and data required for a public safety answering point and telecommunicator to communicate, locate, and dispatch emergency services to a 911 caller.

(6) “First class cities” are those cities that meet the criteria set forth in s. 62.05, Stats.

(7) “Grant period” means the period of time, as established by the department, in which grant funds can be spent by a public safety answering point.

(8) “Grants” means competitive public safety answering point grants authorized by s. 256.35 (3s) (bm), Stats.

(9) “Next Generation 911” has the meaning given in s. 256.35 (3s) (a) 3., Stats.

(10) “911 subcommittee” means the 911 subcommittee created in s. 15.315 (2), Stats.

(11) “Public safety answering point” has the meaning given in s. 256.35 (1) (gm), Stats.

(12) “Telecommunicator” means an emergency response coordination professional trained to receive, assess, and prioritize requests for emergency assistance.

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DMA 2.03 Designated public safety answering point. (1) Grants under this chapter may only be awarded to one public safety answering point per county. The single public safety answering point eligible to apply for grants in a given county shall be designated by resolution of its county board, except that, in counties with first class cities, the single public safety answering point shall be designated by majority vote of an intergovernmental cooperation council established pursuant to s. 66.0301, Stats.

(2) Once a public safety answering point has been designated under sub. (1), no other public safety answering point in that

county may be awarded a grant in that grant period or any subsequent grant period.

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DMA 2.04 Minimum training and service standards.

(1) This section establishes minimum training and service standards that designated public safety answering points must meet in order to be eligible to apply for grants.

(2) The designated public safety answering point shall establish and implement a basic training program that provides at least 40 hours of training to a telecommunicator by utilizing a commercially available program or a self-developed training program.

(3) The basic training program established under sub. (2) shall provide instruction to a telecommunicator in all of the following areas:

(a) The general knowledge and awareness of the geography, population, and demographic served, including emergency services agencies and their jurisdictions.

(b) The incident command system, national incident management system, interoperable communications plans, and emergency operations plans.

(c) The procedures for accurately processing and relaying caller information in accordance with established public safety answering point procedures, obtaining complete caller information, properly classifying and prioritizing requests for emergency services, and processing available caller information to identify conditions that may affect safety.

(d) The appropriate use of emergency services terminology and the ability to communicate clearly in written and oral form, especially when relaying emergency information to emergency services or communicating with the public requesting emergency assistance.

(e) The procedures to operate and respond to emergency alerts.

(f) The certifications required to operate computer applications and databases necessary to perform assigned duties, including radio communication equipment, computer equipment, telecommunication equipment, and computer applications and systems.

(g) The procedures to process and document records and operate records systems.

(4) The designated public safety answering point shall establish and implement a policy that does all of the following:

(a) Prohibits a telecommunicator from handling any request for emergency services without direct supervision until the telecommunicator receives at least 40 hours of basic training.

(b) Requires a telecommunicator employed by the designated public safety answering point prior to the submission of an application for a grant to start the basic training program established under sub. (2) before the date of the application and be scheduled to complete the program within 12 months of starting the basic training.

(c) Requires a telecommunicator hired after the date of the application for a grant to complete the basic training program established under sub. (2) within 12 months of hire.

(5) The designated public safety answering point shall receive wireline and wireless 911 calls directly.

(6) The designated public safety answering point shall be in operation 24 hours per day, 7 days per week and have a minimum of 2 telecommunicators on duty and available to receive and process requests for emergency assistance while the designated public safety answering point is in operation.

(7) The designated public safety answering point shall answer 90 percent of requests for emergency assistance within 10 seconds and 95 percent of requests for emergency assistance within 20 seconds.

(8) (a) The designated public safety answering point shall establish and implement a continuity of operations plan to maintain operations in the event of catastrophic failure.

(b) A telecommunicator employed by the designated public safety answering point shall be trained in the continuity of operations plan established under par. (a) at least annually.

(c) At a minimum, the continuity of operations plan must address all of the following:

1. The designated public safety answering point operational processes that identify key communications and information technology components.

2. The processes required for the designated public safety answering point to recover operations.

3. The roles and responsibilities of a communications response team that may be deployed to restore emergency services operations.

4. Employee training exercises necessary to implement and maintain the continuity of operations plan.

5. Interoperable communications planning and operations.

6. A list of essential contacts, including public safety answering point and emergency services staff.

7. A list of priority services available during disruptions to the designated public safety answering point operations.

8. Identification of an alternate operations site.

(9) To remain eligible for grant funding, within 3 years following the first grant award, the designated public safety answering point shall, in circumstances where a caller may require medical assistance, provide emergency medical dispatching by doing any of the following:

(a) Establishing an emergency medical dispatch protocol that provides pre-arrival instruction through a recognized training provider that meets the standards set by the 911 subcommittee and includes certified emergency medical telecommunicators.

(b) Establishing an agreement with another public safety answering point or 3rd-party emergency medical dispatch provider that can be conferenced in and provide the caller with assistance on administering emergency medical protocol. If a public safety answering point transfers callers under this paragraph, the transferring public safety answering point shall do all of the following:

1. Use an evidence-based protocol for the identification of a person in need of emergency medical protocol.

2. Provide appropriate training and continuing education, as determined by the department, on the protocol for identification of a person in need of emergency medical protocol.

3. Ensure that any dedicated 3rd-party emergency medical dispatch provider or public safety answering point to which calls are transferred under this paragraph uses telecommunicators that meet the requirements under par. (a) to provide assistance on administering emergency medical protocol.

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DMA 2.05 Eligibility. (1) The department shall establish a process for determining whether an applicant has met the eligi-

bility criteria listed in sub. (2) based on recommendations from the 911 subcommittee.

(2) An applicant must satisfy all of the following criteria to be eligible to apply for grants under this chapter:

(a) The applicant is a designated public safety answering point under s. DMA 2.03.

(b) The applicant meets all minimum training and service standards identified under s. DMA 2.04, as determined by the department.

(c) By the deadline set by the department, the applicant must submit all of the following to the department:

1. An application on a form prescribed by the department.

2. A copy of the county board resolution selecting the public safety answering point or a letter from the chair of the intergovernmental cooperation council affirming that the public safety answering point was selected by the majority vote of the council, as applicable.

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DMA 2.06 Eligible and ineligible costs. (1) **ELIGIBLE COSTS.** In this chapter all of the following costs are eligible for grants:

(a) Advanced telecommunicator training, including emergency medical dispatch protocol certification training from an emergency medical dispatch protocol training organization as approved by the 911 subcommittee.

(b) Public safety answering point equipment and software expenses for enabling Next Generation 911 services, including hosted equipment and software services.

(c) Activities to consolidate some or all functions of 2 or more public safety answering points.

(d) Enhanced continuity of operations planning and equipment.

(2) **INELIGIBLE COSTS.** In this chapter all of the following costs are ineligible for grants:

(a) General public safety answering point overhead and staffing.

(b) Costs for providing emergency services or emergency services equipment.

(c) Costs for facility construction.

History: CR 21-075: cr. Register June 2022 No. 798, eff. 7-1-22.

DMA 2.07 Awards. (1) In consultation with the 911 subcommittee, the department shall do all of the following when awarding grants to eligible public safety answering points under this chapter:

(a) Determine the maximum percentage of funds that must be derived from local funding sources for all eligible public safety answering points. The amount required from local funding sources shall not exceed 25 percent of the grant amount awarded by the department to a public safety answering point in a grant period. The amount required from local funding sources shall be in addition to the grant amount awarded by the department.

(b) Set the maximum award amount that an eligible public safety answering point may apply for under each grant period based on the amount of funding available in the appropriation s. 20.465 (3) (qm), Stats., and the local funding source percentage identified in par. (a).

(2) For any application received for activities to consolidate some or all functions of 2 or more public safety answering points, the department may reduce or waive the required local funding source percentage and maximum award amount identified in sub. (1) (a) and (b).

(3) No grant period shall exceed 18 months.

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DMA 2.08 Reconsideration. An applicant shall have 30 days after receipt of the determination by the department to

request reconsideration of any denial of funds. The applicant shall submit the request in writing to the department with a detailed rationale for overturning the determination. The department shall provide notice of the final determination to the applicant within 14 days after receipt of the request for reconsideration.

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