



State of Wisconsin /

DEPARTMENT OF MILITARY AFFAIRS

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November 1, 2022

Edward A. Blazel
Assembly Chief Clerk
P.O. Box 8952
Madison, WI 53708

Michael J. Queensland
Senate Chief Clerk
P.O. Box 7882
Madison, WI 53707

RE: 2020-22 Next Generation 911 Biennial Report

Dear Chief Clerks Blazel and Queensland,

Please find enclosed the 2020-22 Next Generation 911 Biennial Report pursuant to § 256.35 (4) (g), Stats. This biennial report was developed in consultation with the 911 Subcommittee to provide a status of Next Generation 911 implementation, operation, and maintenance in Wisconsin.

I would like to thank the 911 Subcommittee and Interoperability Council, as well as the 911 public safety and GIS community, for their partnership and support as Wisconsin continues to implement Next Generation 911 services.

DMA is committed to the successful implementation of standardized 911 services that will preserve the safety of Wisconsin's citizens and visitors.

Please feel free to contact me with any questions you may have on the report.

Very Respectfully,

PAUL E. KNAPP
Maj Gen, WI Department of Military Affairs
The Adjutant General

Attachment

Next Generation 911 Biennial Report

Period covering July 1, 2020 through June 30, 2022

Wisconsin Department of Military Affairs

Submitted by:

Office of Emergency Communications

In consultation with the 911 Subcommittee

November 2022



This biennial report is submitted pursuant to § [256.35 \(4\) \(g\)](#), Stats., which requires the Department of Military Affairs, in consultation with the 911 subcommittee, to submit a report to the governor and the legislature on the status of Next Generation 911 implementation, operation, and maintenance. Additional information about the Wisconsin Department of Military Affairs, Office of Emergency Communications is available on the Department's website at <https://oec.wi.gov/>.

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Executive Summary

Next Generation 911 or NextGen911 is defined in state statute as a statewide emergency number system regardless of technology platform that does all of the following:

- Provides standardized interfaces from requests for emergency assistance.
- Processes all types of requests for emergency assistance, including calls and nonvoice and multimedia messages.
- Acquires and integrates data useful to the delivery or routing and handling of requests for emergency assistance.
- Delivers requests for emergency assistance and data to appropriate public safety answering points (PSAPs) and emergency responders.
- Supports data and communications needs for coordinated incident response and management.
- Provides a secure environment for emergency communications.

Information provided in this report covers the period of July 1, 2020, through June 30, 2022

The Department of Military Affairs (DMA) is required to contract for the creation, operation, and maintenance of an emergency services IP network necessary to implement NextGen911, as well as various other statutory duties related to statewide emergency number systems.

The DMA's Office of Emergency Communications (OEC) respectfully submits this biennial report to the Governor and Legislature pursuant to § [256.35 \(4\) \(g\)](#), Stats. Beginning in 2022, this report is due on November 1 of each even numbered year to provide an update on the status of NextGen911 implementation, operation, and maintenance.

Below is a summary of the key milestones that were achieved during the reporting period.

Key Milestones

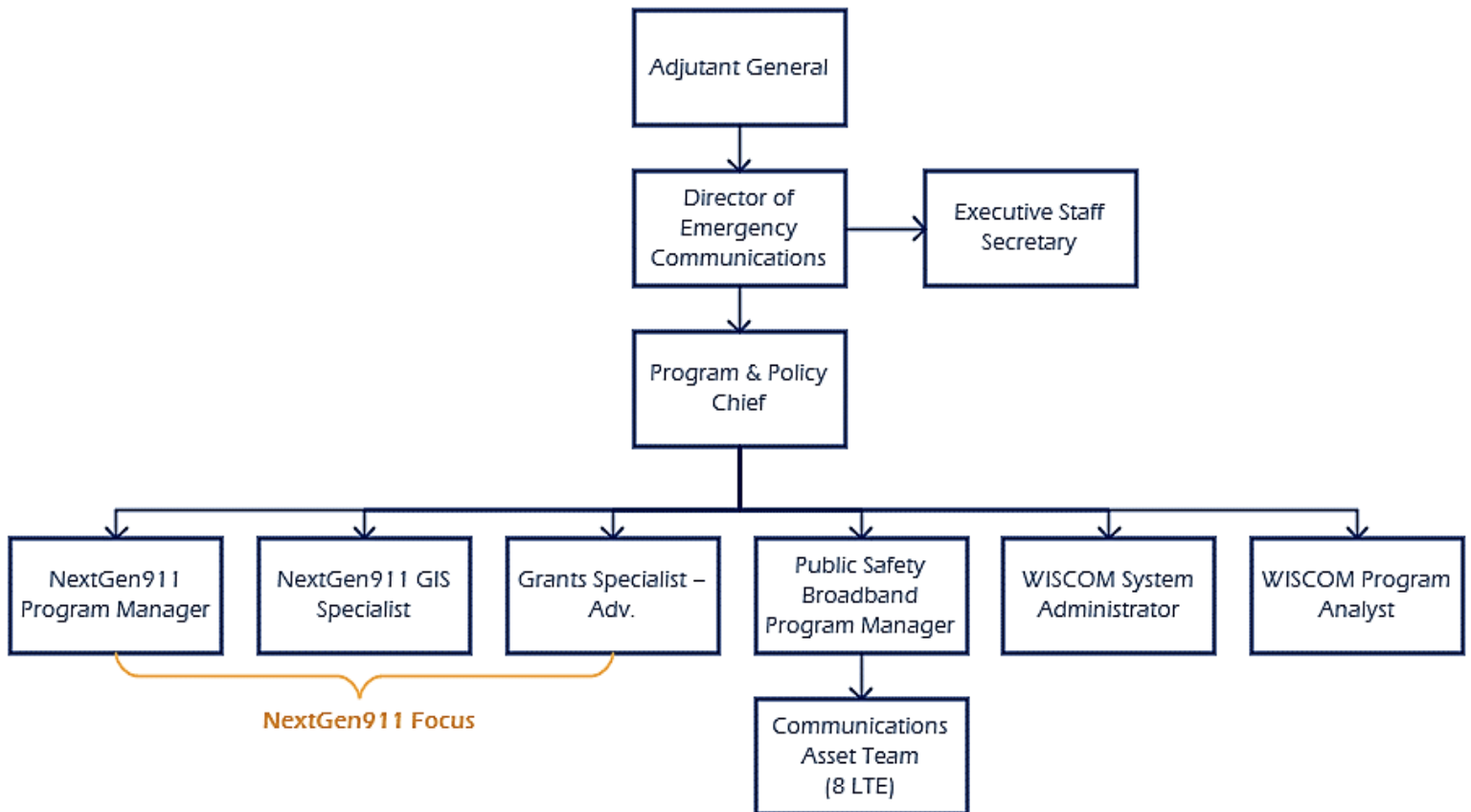
- A procurement process was completed for a statewide emergency services IP network (ESInet).
- A statewide data assessment was performed by Geo-Comm, Inc. of local Geographic Information System (GIS) data readiness for NextGen911.
- The DMA worked with the Wisconsin Land Information Association (WLIA) and Geo-Comm, Inc. to publish the Wisconsin NextGen911 GIS data standard and implementation plan.
- The DMA executed a contract with AT&T for an ESInet and NextGen Core Services.
- 34 PSAPs signed a Participation Agreement to begin NextGen911 implementation under the AT&T contract.
- Three PSAPs implemented an ESInet separately from the AT&T contract.
- The DMA drafted and submitted an administrative rule for a competitive PSAP grant program that included basic training and service standards based on recommendations from the 911 Subcommittee.
- Legislation was passed that established a competitive GIS grant program for NextGen911.
- The DMA administered \$2.9 million in federal 911 grant funding and over 96% of the funds were spent during the grant performance period.
- Funding was allocated and the procurement process was started for a NextGen911 GIS data management service.

1. Office of Emergency Communications Overview

The DMA's OEC was established in 2017 following the passage of [2017 Wisconsin Act 59](#). The OEC is led by the Director of Emergency Communications who is appointed by the Adjutant General and acts as the Statewide Interoperability Coordinator (SWIC) for Wisconsin. The Director serves as an advisor to the Adjutant General on all aspects of the OEC program areas and interoperable public safety communications initiatives.

The OEC is comprised of the Wisconsin Interoperable System for Communications (WISCOM) program, the Wisconsin Public Safety Broadband program, the NextGen911 program, and other interoperable public safety communications initiatives including the Wisconsin Communications Unit Recognition Program and the Communications Asset Team. In addition, the OEC is responsible for providing staff support to the State Interoperability Council and the 911 Subcommittee.

Below is an organizational chart of OEC under DMA:



1.1. NextGen911 Program Responsibilities

The NextGen911 program within the OEC is primarily responsible for coordinating and administering contracts relating to statewide NextGen911 services, including an ESInet that to the greatest extent feasible relies on industry standards and existing infrastructure to provide all PSAPs in Wisconsin with the network necessary to implement NextGen911, as detailed in § [256.35 \(3s\) \(b\)](#), Stats.

Once a county has initiated the process of interconnecting with an ESInet and implementing NextGen911 services, the NextGen911 program is responsible for determining the operational date in which NextGen911 begins to be fully operational in the county.

Additionally, the NextGen911 program is responsible for managing DMA's departmental duties identified in § [256.35 \(4\)](#), Stats., relating to a statewide emergency number system:

- Collect data from and distribute data to PSAPs and other entities authorized by DMA regarding the status and operation of the components of a statewide emergency number system.
- Participate in activities to implement and operate interconnecting statewide emergency number systems with PSAPs, other states, and the federal government.
- Ensure the statewide emergency number system is compliant with any applicable legal requirements.
- Develop, coordinate, and communicate technical and operational standards or requirements for establishing a statewide emergency number system relating to the:
 - Delivery and routing of requests for emergency assistance.
 - Procedures for the interconnection of the statewide emergency number system with Originating Service Providers (OSPs) as required under [47 U.S.C §§ 251](#) and [252](#).
 - Establishment and implementation of statewide emergency number system performance and security testing protocols, in coordination with the Division of Enterprise Technology (DET) under the Wisconsin Department of Administration.
 - PSAP basic training guidelines.
 - Interoperability of all PSAPs with respect to telecommunications services and data systems, including GIS.
 - Consolidation of PSAP functions when consolidation would provide improved service, increased efficiency, or cost savings.
- Develop and implement a statewide plan for the implementation, operation, and maintenance of a statewide emergency number system, based on recommendations from the 911 Subcommittee.
- Complete all duties in a manner that is competitively and technologically neutral.
- No later than November 1 of each even-numbered year and in consultation with the 911 Subcommittee, submit a report to the Governor and to the Legislature on the status of NextGen911 implementation, operation, and maintenance.

1.2.State 911 Subcommittee

In September 2017, a 19-member subcommittee was established under the Interoperability Council (IC), pursuant to § [15.315 \(2\)](#), Stats. The Governor is responsible for appointing 18 of the representative subcommittee members and the remaining member is appointed by the Adjutant General. The subcommittee is responsible for advising the DMA and the IC on statewide efforts to transition to NextGen911.

During the period of July 2020 and June 2022, the 911 Subcommittee held 13 regular meetings and two special meetings to make various recommendations and receive updates from the DMA on the progress made with NextGen911 implementation. A list of 911 Subcommittee membership as of June 30, 2022, is provided in Appendix 1.

2. NextGen911 Implementation

NextGen911 is a nationwide effort to upgrade existing, outdated 911 technology that is used to receive an estimated 3 million 911 calls each year in Wisconsin into an Internet Protocol (IP) based environment for 911 services. Once fully implemented, NextGen911 has the capability of enabling enhanced text to 911, pictures, and other types of media to be sent from the public to 911 in appropriate circumstances.

There are several key components to a NextGen911 system, including:

1. An ESInet backbone and NextGen Core Services used to process 911 calls in an IP environment.
2. PSAP equipment upgrades for NextGen911 compatibility.
3. Standardized GIS data used to increase the accuracy of routing 911 calls and validating the location of a 911 caller.
4. OSP upgrades for standardized 911 call delivery.
5. Advanced telecommunicator training as new NextGen911 features are implemented.

While PSAPs make the transition to NextGen911 and begin to explore adding new features such as text and picture capabilities, there will be other, more immediate benefits to implementing the new system, such as:

- Faster call delivery.
- Network reliability and built-in redundancies.
- Enhanced caller location and call routing.

NextGen911 implementation brings many benefits such as increased network reliability, however it should be noted that there are still other ways that access to 911 services may be impacted. Even if the NextGen911 system is operating properly, events that cause other telecommunications outages such as cellular and internet services, may impact the public's access to the NextGen911 system.

NextGen911 implementation will be a multi-year effort in Wisconsin and will continue to evolve as technologies change. The following sections provide information on the NextGen911 implementation progress made in Wisconsin during the reporting period.

2.1. PSAP Transition

Following a six-month contract negotiation process, the DMA signed a five-year contract with AT&T in June 2021 to provide a statewide ESInet and NextGen Core Services to all PSAPs in Wisconsin. The state contract includes an up to five-year renewal option. PSAP participation in DMA's contract with AT&T is voluntary and some PSAPs had migrated to other ESInet providers before the contract was executed. This section covers the transition progress of PSAPs that have signed up to implement the AT&T ESInet under the DMA contract and PSAPs that are implementing NextGen911 services with other ESInet providers.

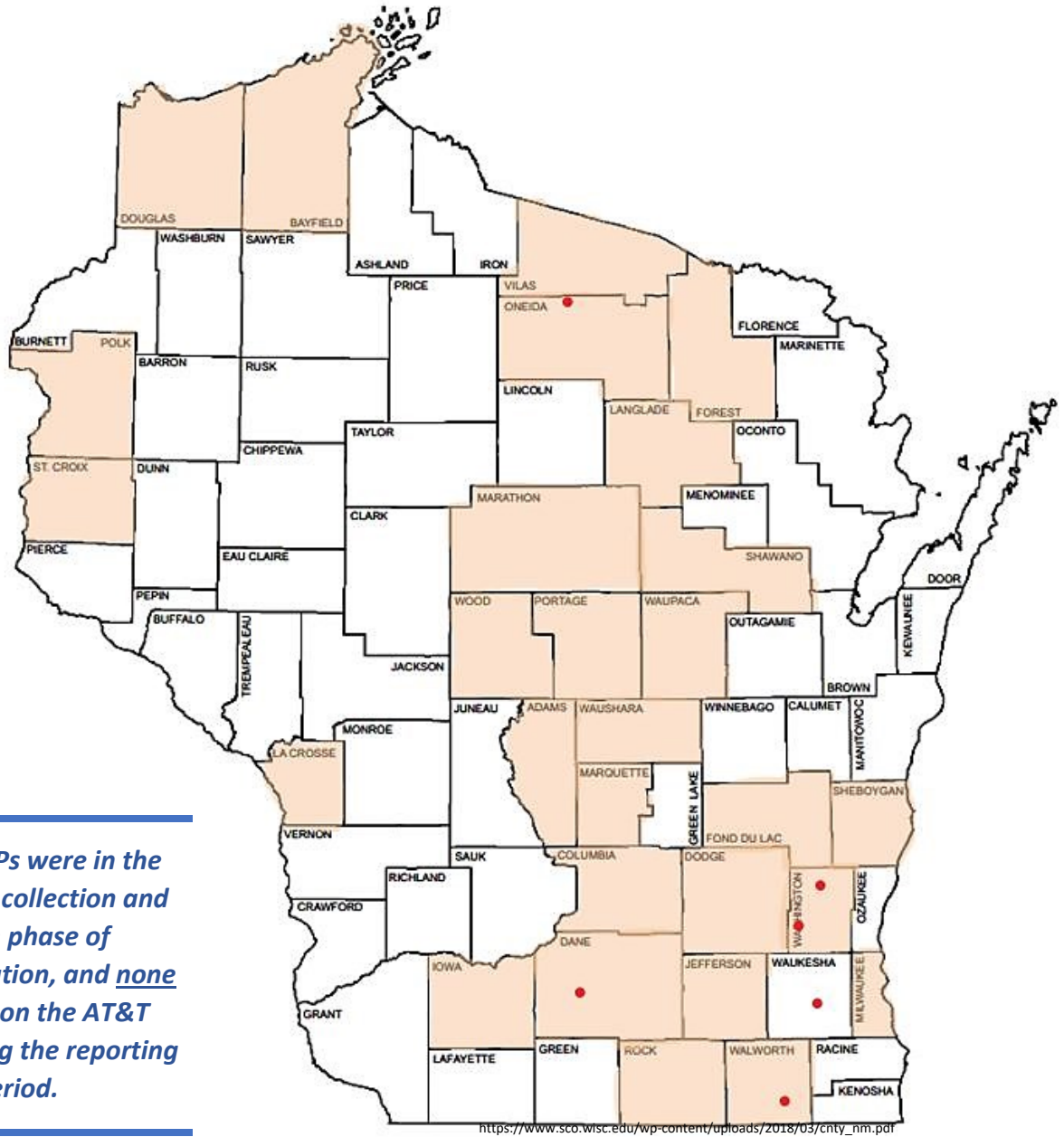
PSAP Transition to AT&T ESInet

PSAPs may begin the process of implementing the AT&T ESInet under DMA's contract by signing a Participation Agreement. This agreement outlines the responsibilities of DMA, AT&T, and the PSAP utilizing the network and initiates the data collection and design phase for each PSAP. A site survey is then performed by an AT&T technician to determine any site remediation that may be required before AT&T can begin installation.

PSAPs are responsible for any costs related to preparing its site for the installation. Once the PSAP understands the costs involved, it may decide to move forward with the installation and preparing the PSAP site for the AT&T ESInet, or a PSAP may choose to delay or cancel the project at that time.

After the PSAP's site has been prepared and AT&T has completed the design plans, AT&T begins installation and schedules extensive operational and acceptance testing with the PSAP before authorizing live 911 calls on the network. If any of the scheduled tests fail, a PSAP must re-enter the testing phase. Each PSAPs' transition to the ESInet will vary in terms of cost, time, and resources necessary.

As of **June 30, 2022**, the following PSAPs (34) have executed a Participation Agreement with DMA and AT&T to begin the NextGen911 transition process:



These PSAPs were in the initial data collection and design phase of implementation, and none went live on the AT&T ESInet during the reporting period.

https://www.sco.wisc.edu/wp-content/uploads/2018/03/ctny_nm.pdf

PSAP Transition to Other ESInets

As mentioned, PSAPs may choose whether to participate in the AT&T ESInet or contract with a separate ESInet provider. This is because the existing state statute does not require a PSAP to implement NextGen911, nor does it require the PSAP to participate in DMA's contract with AT&T. However, the option for participating under DMA's contract was not available until 2021 and a number of PSAPs were presented with the opportunity to implement NextGen911 with other ESInet providers before the DMA's contract was finalized.

The following PSAPs were in the process of transitioning to other ESInet provider solutions during the reporting period:

- Clark County – Synergem/TDS
- Florence County – Peninsula Fiber Network (PFN)/INdigital
- Grant County – Synergem/TDS
- Green County – Synergem/TDS
- Taylor County – Synergem/TDS

Discussions will begin in the next reporting period for interconnecting the AT&T ESInet with other ESInets operating in the state. Interconnection with all local and regional ESInets operating in the state and any bordering state ESInets will be essential for realizing statewide NextGen911 services and interconnecting all PSAPs.

2.2. PSAP Equipment Readiness

For the past several years, PSAPs in Wisconsin have been in the process of updating equipment to be ready for NextGen911 implementation. There are methods of interconnecting an ESInet with a PSAP that has not upgraded equipment. However, having NextGen911 compliant equipment is one of the key components to implementing NextGen911.

Based on the available data from the [2019 Statewide 911 Telecommunications System Assessment](#) and funding provided through the [2019 Federal 911 Grant Program](#), an estimated 64% of PSAPs had reported having NextGen911 compliant call handling equipment. There are likely other PSAPs that upgraded call handling equipment during the reporting period.

The remaining PSAPs are expected to upgrade equipment in the next 12-24 months depending on availability of funding and equipment replacement life cycles. As standards and technologies evolve, equipment replacement and regular software upgrades will be necessary to maintain NextGen911 functionality.

2.3. PSAP Consolidation Efforts

PSAP consolidation is the combining of some or all functions of two or more PSAPs in an effort to improve services, increase efficiency, or save costs. In recent years, the DMA is aware of at least three PSAP consolidation efforts: Grafton Police Department (Ozaukee County), Menomonee Falls Police Department (Waukesha County), and Monona Police Department (Dane County). However, exact dates for when the PSAP consolidations occurred and whether the consolidation occurred during the reporting period is unknown.

2.4. GIS Transition

Today GIS data is almost exclusively used for dispatching local emergency services after a 911 call is received. In a NextGen911 system, standardized GIS data is a key component for accurately routing 911 calls, in addition to dispatching. Using GIS data in a NextGen911 system for routing 911 calls is commonly referred to as “i3 call routing” in reference to the National Emergency Number Association (NENA) [i3 standard](#) for NextGen911 systems. The NENA i3 standard specifies the required and recommended local GIS data layers for routing 911 calls in NextGen911.

These GIS data sets are developed and maintained at the local level and must be aggregated to a statewide data set to avoid any gaps or overlaps in the data that could lead to an error in routing the 911 call based on the caller’s location. The transition to i3 call routing in a NextGen911 system can be as lengthy and complex as the PSAP’s physical transition to an ESInet. Increased coordination between the PSAP and the GIS authorities that support the PSAPs are essential for a successful transition to i3 call routing.

NextGen911 GIS Data Standard and Best Practices

During the reporting period, the DMA contracted with a consulting firm that specializes in GIS data for NextGen911 to assist with the GIS planning effort. As the first task, Geo-Comm, Inc. worked with the Wisconsin Land Information Association (WLIA) to develop a [NextGen911 GIS data standard and best practices](#) for Wisconsin’s NextGen911 implementation. The Wisconsin NextGen911 GIS data standard incorporates standards developed by the WLIA and NENA to meet the needs of local GIS stakeholders and NextGen911 systems operating in Wisconsin. The first version of the Wisconsin NextGen911 GIS data standard and best practices was published in October 2020. Regular updates to the guidance document will be necessary as standards evolve at the national level.

GIS Data Assessment

Following the publication of the Wisconsin NextGen911 GIS data standard, Geo-Comm performed a statewide GIS data assessment to determine Wisconsin’s readiness for implementing i3 call routing. The process involved collecting GIS data layers from each county and comparing the data with industry NextGen911 data standards to identify gaps and errors that must be corrected for the data to be ready for NextGen911. The final [data assessment report](#) was published in June 2021.

NextGen911 GIS Implementation Plan

Based on the results of the GIS data assessment and progress in other states, Geo-Comm, Inc. developed a [NextGen911 GIS Implementation Plan](#) during the reporting period that outlined the tasks necessary at the state and local levels for preparing local GIS data for call routing on a NextGen911 system. The plan was published by DMA and released to stakeholders in March 2022.

NextGen911 GIS Data Management Service

A GIS data management service is necessary to develop and manage statewide GIS data sets for NextGen911 services. In the 2021-23 state biennial budget, funding was allocated for DMA to contract for a NextGen911 GIS data management service to provide a mechanism for collecting, assessing, and aggregating the required local GIS data sets for 911 call routing. Most of the reporting period was spent developing the RFP scope of work and technical requirements. The RFP

#MA230934 was issued to potential vendors on June 3, 2022. Responses were originally due July 19, but the deadline was extended to July 26, 2022.

3. NextGen911 Operation & Maintenance

Once the key components of a NextGen911 system have been successfully implemented at a PSAP, the PSAP enters the operational and maintenance phase of NextGen911 in which it will be able to explore implementing additional NextGen911 features that fit its community’s needs. The sections below detail the status of NextGen911 operations and maintenance during the reporting period.

3.1. PSAP Operations

During the reporting period, three PSAPs interconnected with an ESInet for NextGen911 services: Florence County, Grant County, and Taylor County.

Of those PSAPs, two began utilizing GIS data and have implemented i3 call routing: Florence County and Grant County.

3.2. County Operational Dates

Under § 256.35 (3s) (c), Stats., the DMA is required to determine the operational date in which NextGen911 begins to be fully operational in a county. On the NextGen911 operational date, the county contract authorized by § 256.35 (3), Stats., will expire and service suppliers may no longer bill service users in the county for surcharges imposed under §§ 256.35 (3) (b) and (3) (f), Stats. DMA is required to provide 30-day written notice of the operational date to the county and service supplier.

During the reporting period, the DMA began drafting a policy statement in consultation with the counties that are in the process of implementing NexGen911. The policy statement will establish the process and criteria for determining the NextGen911 operational date in each county and providing the required 30-day written notice.

4. NextGen911 Challenges

All complex, multi-year projects like the transition to NextGen911 will experience challenges that may lead to delays in the overall transition timelines. A new set of challenges are presented once a PSAP enters the operational and maintenance phase of NextGen911. The following list of challenges were experienced or identified during the reporting period:

NextGen911 Challenge	Description
1. <i>Information flow to PSAPs</i>	Consistent and frequent messaging is essential for communicating the requirements and changes brought by NextGen911 implementation. Until 2018, Wisconsin did not have an entity at the state level that served as a 911 coordinating office for distributing and collecting information about 911 services. When the NextGen911 program was established at DMA, there were significant challenges in identifying the number of PSAPs operating in the state and then identifying the appropriate points of contact for each PSAP to begin outreach on NextGen911. Additionally, when there are changes in PSAP personnel, sometimes re-education is required to familiarize them with the NextGen911 program.

<p>2. <i>PSAP equipment compatibility with the ESInet and lifecycle replacements</i></p>	<p>Equipment hardware used for emergency services is expensive and typically requires replacement every 5-7 years before the equipment is considered “end of life” by a vendor. As a key component of NextGen911, PSAP equipment must also be compatible with the ESInet to realize the full benefits of NextGen911. All PSAPs are responsible for managing and maintaining the equipment at its facility, which can lead to varying vendors and compatibility with the ESInet. In addition, regular software updates and security patches are required to maintain the equipment between replacement cycles and ensure ongoing compatibility with a NextGen911 system. PSAPs must continue to budget for equipment replacements and regular software updates, which often competes with other budget priorities at the local level. The PSAP grant program established by state statute will provide essential funding for equipment upgrades during NextGen911 implementation and should be considered as a long-term resource for PSAP equipment replacement.</p>
<p>3. <i>PSAP staffing shortages</i></p>	<p>Historically, it has been challenging to hire and maintain PSAP staffing due to the demanding work schedules, compensation, and high stress environment. The COVID-19 pandemic and the existing job market has only increased the staffing shortages. This may cause delay in adoption of NextGen911 as PSAPs struggle to find the resources to coordinate the transition.</p>
<p>4. <i>Identifying OSPs operating in Wisconsin</i></p>	<p>No single entity in the state has a complete list of service providers with customers in Wisconsin. All OSPs must be accounted for to ensure all 911 calls are properly delivered to the ESInet.</p>
<p>5. <i>OSP migration to ESInet points of interconnection</i></p>	<p>Depending on an OSP’s network capabilities, each OSP must either send its customer’s 911 calls to points of interconnection established by the ESInet provider, or directly connect to the ESInet to deliver the 911 calls. In some states, this migration has been a challenge when there is disagreement on the location for interconnecting and who is responsible for paying for that migration.</p>
<p>6. <i>Interconnecting varying ESInets within the state and bordering states</i></p>	<p>The NextGen911 standards enable connections between disparate ESInets. With multiple ESInets being managed within Wisconsin and four bordering states, additional coordination will need to occur between AT&T and the respective ESInet vendors to establish network to network interfaces. These interfaces may take some time to establish, but they are necessary for enabling seamless call transfers and data sharing between PSAPs on different networks. There may be operational limitations to the PSAPs until the interfaces are established.</p>
<p>7. <i>Sharing GIS data across PSAP jurisdictional boundaries</i></p>	<p>As PSAPs are able to transfer calls between jurisdictions, it will be important for those PSAPs to share GIS data. Today, there is no standard mechanism for sharing the GIS data amongst PSAPs. Additional data sharing agreements may also be necessary to ensure data is used and stored properly. The NextGen911 GIS grant program established by state statute, as well as the future NextGen911 GIS Data Management Service contract will help to facilitate data sharing and coordination between the PSAPs and the local GIS authorities.</p>

8. <i>Developing new agreements for 911 call overflow and disaster recovery</i>	The ability to send 911 calls to another PSAP with the caller’s information is one of the benefits of NextGen911. However, it is important that agreements are established between PSAPs that address the processes for handling any calls that are overflowed or transferred to another PSAP during times of increased call volume or large-scale incidents. Some PSAPs already have these types of agreements in place that could be updated, but others may need to establish new agreements.
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5. NextGen911 Funding Status

The DMA is allocated funding from the police and fire protection fund in each biennium to administer the ESInet contract and for the 911 Subcommittee to administer its statutory duties. The following sections identify the expenses incurred from the NextGen911 appropriation during this reporting period and anticipated future spending in the next reporting period.

5.1. Current State Costs

To date, NextGen911 spending at the state level has been low due to several factors. DMA needed to establish the NextGen911 program and complete a complex procurement process for a statewide ESInet. This meant only minor costs were incurred during that timeframe. In addition, the COVID-19 pandemic led to an overall delay in the ESInet procurement and contract as adjustments needed to be made to the process. All of these factors led to delays in the overall timeline to contract for the ESInet and for DMA to begin utilizing more of the NextGen911 funding.

The AT&T ESInet contract does not permit any charges to DMA for any PSAP monthly recurring costs outside of project management services until the respective PSAP has been connected to the ESInet. This leads to significant cost savings to the state as DMA only pays when certain milestones have been accomplished and a PSAP is accepting live 911 calls from the ESInet. However, this also means significant portions of the NextGen911 allocation remain unspent until PSAPs are onboarded.

The period covered by this report falls into several state fiscal years and biennial budgets. Because NextGen911 funding is allocated through a biennial appropriation, the full budget authority and NextGen911 expenses are shown by biennium through June 30, 2022. The table below shows the total expenses related to NextGen911 during the reporting period, including costs related to the AT&T ESInet build out, ESInet project management, and planning for GIS data implementation.

	State Fiscal Year (SFY) 2017-19	SFY 2019-21	SFY 2021-23*
Biennial Budget Authority	\$ 6,700,000	\$ 19,700,000	\$ 26,788,200
Biennial Expenses	280,226	810,672	748,845
Budget Remaining	6,419,774	18,889,328	26,039,355

*Through June 30, 2022

It should be noted that SFY 2021-23 above also includes \$7.5 million allocated for the two statutory grant programs outlined in Section 6, which do not become available until July 1, 2022.

5.2. Anticipated Future Spending

Future spending is difficult to predict due to the time it takes for each PSAP to review the participation agreement, schedule a site survey with AT&T, and complete the work necessary to

implement the ESInet. In addition, the voluntary nature of NextGen911 implementation makes it difficult to predict which PSAPs may choose to join the AT&T ESInet in the future.

As PSAPs complete the ESInet onboarding process in 2023-24, DMA will experience more substantial costs under the NextGen911 appropriation. Below is an estimate of future spending in the next reporting period based on the status of the PSAP onboarding process and other NextGen911 projects such as the statutory grant programs. If additional PSAPs choose to join, the anticipated spending below may change significantly.

	SFY 2023	SFY 2024	SFY 2025
Anticipated Total Expenses	\$ 13,040,090	\$ 15,570,262	\$ 17,353,762

6. Section 256.35 (3s), Stats., Grant Programs

The OEC manages two statutory grant programs for enabling NextGen911 implementation. Both grant programs are authorized under § [256.35 \(3s\)](#), Stats. Below is the progress that was made on implementing the grant programs during the reporting period.

6.1. PSAP Grant Program

DMA promulgated administrative rules for a competitive PSAP grant program based on recommendations from the State 911 Subcommittee. The administrative rules establish eligibility criteria, such as basic training and minimum service standards for PSAPs, as well as allowable and unallowable expenses for grants.

[Chapter DMA 2](#) of the Wisconsin Administrative Code was posted to the Administrative Register in June 2022. No grant awards were made during the reporting period due to the pending administrative rules process and funding.

6.2. GIS Grant Program

State legislation was passed in April 2022 that authorized competitive grants to land information offices for preparing GIS data for NextGen911. DMA began drafting agency policy that will establish eligibility criteria and appropriate purposes for awarding grants under the GIS grant program. No grant awards were made during the reporting period due to the pending agency policy and funding.

7. Other Biennial Progress

7.1. Federal 911 Grant Program

In August 2019, Wisconsin was awarded \$2.9 million in federal funding from the National Highway Traffic Safety Administration and the National Telecommunications and Information Administration for the planning and implementation of NextGen911. Many of the grant projects focused on replacing end of life PSAP equipment and statewide planning efforts for the NextGen911 GIS data transition.

Subrecipients were required to provide 40% non-federal matching funds for the grant projects and over 96% of the available federal funds were spent before the March 2022 grant deadline. Appendix 2 includes an overview of the various grant projects funded through the federal 911 grant program.

8. Conclusion & Next Steps

As detailed in this report, significant progress was made in planning for NextGen911 implementation during the reporting period. Wisconsin has taken the first step towards upgrading the outdated 911 infrastructure serving the state's citizens for over 30 years. NextGen911 is a multi-year effort that will require continued support and funding at all levels. There is still much work to be done, but DMA is committed to the successful implementation of standardized 911 services that will preserve the safety of Wisconsin's citizens and visitors.

In the next reporting period, the NextGen911 program will continue to focus on connecting PSAPs to the statewide ESInet for NextGen911 services, administering the new grant programs for PSAPs and county land information offices, and executing a contract for NextGen911 GIS data management services.

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Appendix 1: State 911 Subcommittee Members

Representative Seat	Member Name	Affiliation
Association of Cities, Villages, or Towns	VACANT	
Association of Counties	Marcie Rainbolt	Wisconsin Counties Association
Association or Chapter that promotes a universal emergency telephone number system	Bob Frank (Chair)	Crawford County Communications
Association of County Sheriffs	Mark Podoll	Green Lake County Sheriff's Department
Regional Commercial Mobile Radio Service Provider	Gary Pelletier	General Communications
National Commercial Mobile Radio Service Provider	Steven Kutsch	Motorola Solutions
Association or Chapter of Public Safety Communications Professionals 1	Danielle Miller (Vice Chair)	Douglas County
Association or Chapter of Public Safety Communications Professionals 2	Kinnyetta Patterson	Milwaukee County Office of Emergency Management
Association of Wisconsin Telecommunications Providers 1	Rodney Olson	Vernon Communications Cooperative
Association of Wisconsin Telecommunications Providers 2	VACANT	
Competitive Local Exchange Carrier	Matt Sparks	Baldwin Lightstream
VoIP Provider	Jamey Lysne	Solarus
Association of Police Chiefs	Daniel Hardman	Lake Delton Police Department
Association of Wisconsin Fire Chiefs	Robert Whitaker	North Shore Fire Department
Association that promotes Emergency Management	VACANT	
Video Service Provider	John Cummings	Charter Communications, Inc.
Association of Emergency Medical Service Providers	Brad Jorgenson	Dunn County Emergency Communications
Association of Land Information Professionals	Andy Faust	North Central Wisconsin Regional Planning Commission
Individual appointed by the Adjutant General	Erik Viel	Department of Military Affairs/Office of Emergency Communications

Membership as of June 15, 2022

Appendix 2: Federal 911 Grant Program Projects

PSAP Subrecipient Grant Awards

Subrecipient Agency	Federal Grant Award Amount (60%)	Local Match Amount (40%)
Barron County Sheriff's Department	\$75,557.55	\$50,371.70
Bayfield County Sheriff's Office	81,216.00	54,144.00
Bayside Communications Center	131,197.55	87,465.04
Cedarburg Police Department	59,183.95	39,455.96
Clark County Sheriff's Office	31,607.52	21,071.68
Crawford County Communications Center	84,157.99	56,105.32
Dodge County Sheriff's Office	109,753.73	73,169.15
Eau Claire Communication Center	248,109.74	165,406.49
Florence County Sheriff's Office	11,105.12	7,403.42
Franklin Police Department	79,998.45	53,332.30
Green Lake County Sheriff's Office	28,423.93	18,949.29
Greenfield Police Department	65,484.30	43,656.20
Hartford Police Department	5,779.20	3,852.80
Iron County Sheriff's Department	89,346.55	59,564.36
Juneau County Sheriff's Office	107,574.49	71,716.32
Kewaunee County Sheriff's Department	116,420.40	77,613.60
Lafayette County Sheriff's Office	109,310.27	72,873.51
Langlade County Sheriff's Office	9,652.50	6,435.00
Manitowoc County	104,897.83	69,931.89
Marinette County Dispatch	70,179.00	46,786.00
Menominee County Sheriff's Office	79,855.31	53,236.88
Minocqua Police Department	65,244.23	43,496.15
Muskego Police Department	12,600.00	8,400.00
Oconto County Sheriff's Office	79,747.50	53,165.00
Portage County Sheriff's Office	143,236.85	95,491.24
Richland County Sheriff's Department	13,657.80	9,105.20
Rock County Communications Center	48,900.00	32,600.00
Sauk County	134,010.87	89,340.58
Sawyer County Sheriff's Office	12,711.31	8,474.20
UW-Madison Police Department	12,836.40	8,557.60
Watertown Police Department	12,094.61	8,063.08
Waukesha County Communications	122,308.28	81,538.85
Waushara County Sheriff's Office	15,000.00	10,000.00
Winnebago County Sheriff's Office	131,891.39	87,927.59
Wisconsin Dells Police Department	67,556.69	45,037.80
Total Federal Grant Award to PSAPs	\$2,570,607.31	\$1,713,738.21

GIS Projects

Using the federal grant funds, the DMA amended its contract with Geo-Comm, Inc. to complete various value-added projects to prepare local GIS data for NextGen911 implementation.

Project Description	Number of Participating Agencies	Total Grant Project Cost
GIS data monthly quality control checks and error reporting, project management <ul style="list-style-type: none"> ▪ <i>Included monthly data uploads to Geo-Comm’s GIS Data Hub and reporting on errors in the GIS data for participating agencies</i> 	37	\$234,224
Populate MSAG Community field in the local GIS data <ul style="list-style-type: none"> ▪ <i>“MSAG Community” is a required GIS data field for the NextGen911 transition</i> 	14	54,905
NextGen911 GIS Implementation Plan <ul style="list-style-type: none"> ▪ <i>Outlined both state and local tasks and timelines recommended for implementing GIS data for NextGen911</i> 	--	11,765
County NextGen911 GIS Data Workflow Workshops <ul style="list-style-type: none"> ▪ <i>Analyzed the current workflows of addressing authorities in participating counties and provided recommendations for coordinating addresses and other data considerations for NextGen911</i> 	8	125,497
Create a NextGen911 geodatabase template <ul style="list-style-type: none"> ▪ <i>Used to assist in compiling GIS data layers based on the Wisconsin NextGen911 data standard</i> 	--	2,800
Total Amount Spent on Federal Grant Funded GIS Projects		\$429,191

NOTE: The remaining amount of grant funds were used by DMA to administer the grant program and a total of \$88,688.99 in federal funds was reported as turnback.

October 25, 2022

To whom it may concern:

As Chairs of Wisconsin's Interoperability Council and 9-1-1 Subcommittee, pursuant to § 256.35 (4) (g), Wis. Stats., we are submitting the NextGen9-1-1 Biennial Report. This report was developed by the Wisconsin Department of Military Affairs (DMA), Office of Emergency Communications in consultation with the 9-1-1 Subcommittee. This report covers the period from July 1, 2020 to June 30, 2022. During part of this reporting period, COVID-19 provided many challenges. Steady progress was made despite these challenges.

We would like to thank the Governor and the Legislature for supporting and identifying 9-1-1 as a critical service to Wisconsin citizens and visitors. We would also like to thank the members of the 9-1-1 subcommittee and the Wisconsin Interoperability Council.

In addition, the Wisconsin Land Information Association and their NextGen9-1-1 Task Force along with the local GIS authorities provided vital information and resources supporting the development of GIS information required to provide the 9-1-1 service. Thank you for your work and we look forward to continuing the work that has started.

Thank you to the telecommunicators that answer 9-1-1 calls every day and manage the PSAPs.

NextGen9-1-1 development has many moving pieces and managing them requires a dedicated and committed staff. Thank you to DMA and the Office of Emergency Communications.

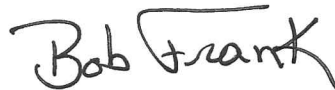
This report was reviewed and approved by the 9-1-1 Subcommittee and provides an overall status of NextGen9-1-1 in the state for the reporting period.

Please feel free to contact us with any questions you may have.

Respectfully,



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