

**Resource Allocation for
Emergency Communications**

A Review of Current and Future Trends

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Local governments must actively participate in discussions and planning to guide the trajectory of emergency communications in WI.

CURRENT LANDSCAPE

Who's who on 911?

- League of Municipalities
- Wisconsin Counties Association (WCA)
- Badger's State Sheriff Association
- Association for Public Safety Communication Officials (APCO)
- National Emergency Number Association (NENA)

“Bill & Keep Fee”

- Charged per each landline during the normal billing cycle.
- Landline provider collects fee and keeps it .
- Funds vendor’s countywide 911 system operations and maintenance.
- Use of landlines is dropping significantly, some areas are not collecting enough funds to cover the vendor side of operations and maintenance.

Police and Fire Protection Fee

- Formerly 911 fee, moved to shared revenue in 2009.
- Found on wireless phone bills, VoIP plans, prepaid phone plans, .
- Goes to shared revenue, & generates about \$52 million annually.
- In 2009 and 2010, Feds identified WI as diverting funds for 911, no longer reported as such although no change in process.

What should local government anticipate with changing technology in emergency communications?

FUTURE NEEDS

What Will Cost \$ to Operate 911?

1. Building an ESInet
2. Upgrade, Transition, Connection
 1. Upgrading to an NG911 system
 2. Maintaining both old and new system simultaneously
 3. Connecting to the ESInet
3. Training
4. Public Awareness
5. Maintenance & Cybersecurity
6. GIS standardization
7. Data Storage

Building an ESInet

- State appropriated \$6.7 million on an annual basis to cover the ESInet only.
- Experts have estimated \$12 to 14 million to create an ESInet.
- No clear indication where remaining funds will come from.
- Could be done in a multi-year rollout.

Upgrade, Transition & Connection

- 911 centers should expect to run both their E911 legacy and NG911 system concurrently for a period of time.
- As with any new technology, moving 911 to an IP-based system comes at a higher cost.
- There is an additional annual cost to local 911 to make the connection to an ESInet.

Training

- A significant shift in 911 operations with NG911.
 - Live streaming, texting, video calls
 - New software, and tools available
- State is looking at training standards and certification programs.
- Nationally, major transitions and consolidations result in significant impact to personnel.
 - Turnover, stress, FMLA, sick time, new training requirements.

Public Awareness

- NG911 will forever change the way the public interacts with first responders.
- 911 centers need to account for public awareness training and education on NG911
- Language and ADA considerations

Maintenance & Cybersecurity

- An IP-based system offers tremendous opportunities for emergency communications, however it also significantly increases the need to mitigate and plan for cybersecurity.
- Maintenance costs will increase, especially during the transition period.

GIS Standardization

- A necessary component to a successful NG911 system.
- Statewide GIS formatting standards are necessary.
- Local government should monitor this progress carefully.
- Many details are under review and discussion at this time.

Data Storage

- NG911 allowing for video and live streaming.
- It will impact data storage needs.
- Must consider record retention rules.
- Must consider security needs.

How can local government prepare and plan for anticipated and unknown costs to manage their emergency communications systems?

FILLING THE GAP

Filling the Gap

- Lobby to modernize funding streams to reflect changing needs and future technology.
- Lobby to incentivize consolidation rather than forcing and/or punishing local governments.
- Consider 911 Consolidation with neighboring jurisdictions to share resources.

Modernize Revenue Streams

- Lobby to modernize funding streams to reflect changing needs and future technology.
- Only revenue that exclusively covers 911 comes from landlines.
 - Local governments never see this funding.
- If gov't is expected to modernize and expand ways to connect to 911, revenue streams should reflect that.
 - e.g. IoT can/should call 911, should support 911 operations.

Incentivize

- Lobby to incentivize consolidation rather than force it or punish local governments.
 - Prior to 2009 – State punished rather incentivized by only allowing one PSAP per county to qualify for funding.
 - Need to develop fair and just approach to incentivize consolidation rather than punish local government independence.
 - Cannot go back to one PSAP per county.

Consolidation

- It can save money if done right.
- Smaller PSAPs save more money than larger ones.
- Costs more if forced.
- Rather than one PSAP per County, consider Regionalized PSAP centers.

Consolidation

- Research is clear that successful consolidation requires significant work in the following areas:
 - High-level and elected champions that partner to see the project through.
 - Feasibility studies before moving forward with consolidation.
 - Well-organized, clear, equal governance structure that provides a decision-making model for local entities that give up control and autonomy of their emergency communications.

Questions?

- It will be important for local governments to develop a unified message to the state about emergency communication needs.

Thank you for your time.
