



Statewide NextGen9-1-1 Outreach Webinar

December 2023

Office of Emergency Communications
AT&T Public Safety Sales
Intrado Sales Engineering



Agenda



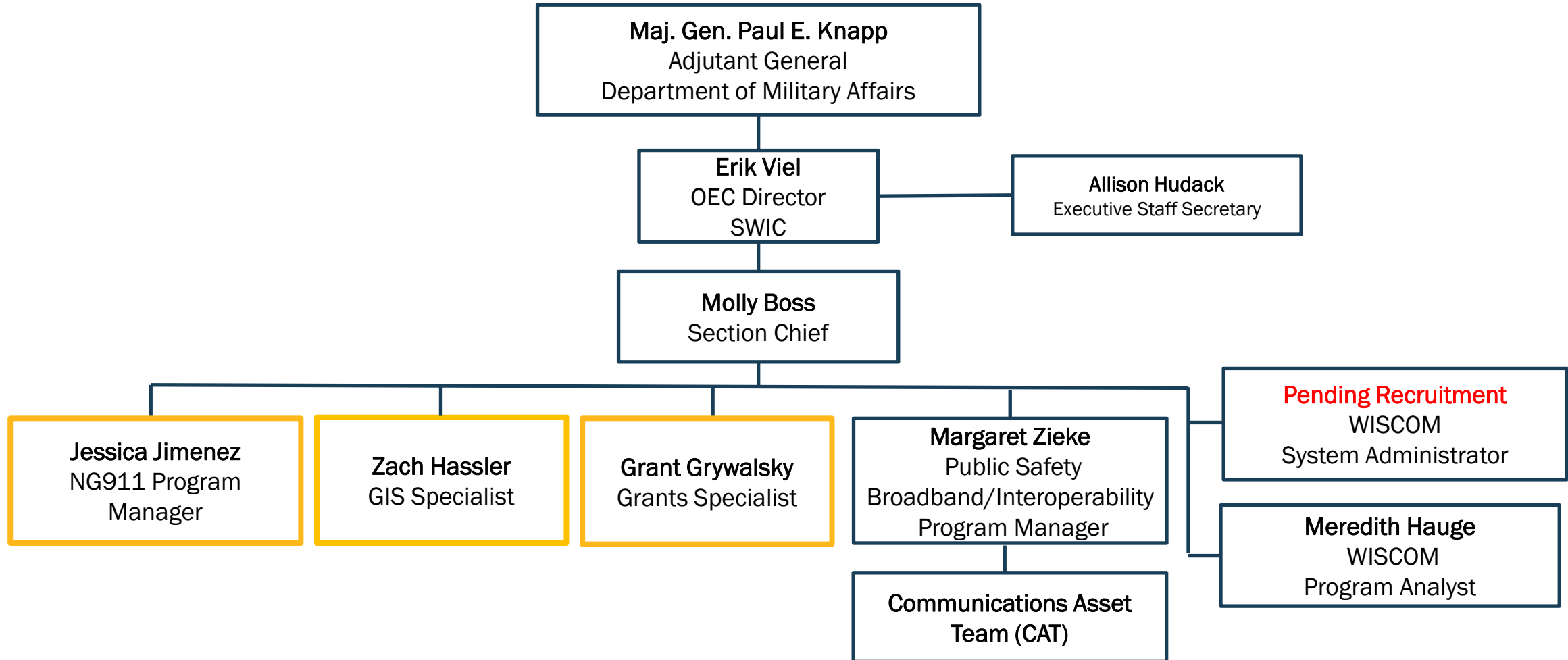
- Introductions
- General Updates & Current NG9-1-1 Status
- 2024 AT&T ESInet & PSAP Target Deployments
- Statewide ECaTS Reporting Roll Out
- 2024 NG9-1-1 Outreach Plan
- Wrap Up & Questions



General Updates & Current NG9-1-1 Status



Office of Emergency Communications





What is NG9-1-1?

NextGen9-1-1 (NG9-1-1) is an IP-based 9-1-1 system utilizing an emergency services IP network (ESInet) to replace the existing analog circuit-based systems.

- Three Key Components:
 - ESInet backbone and NextGen Core Service elements
 - Public safety answering point equipment readiness
 - Standardized GIS data

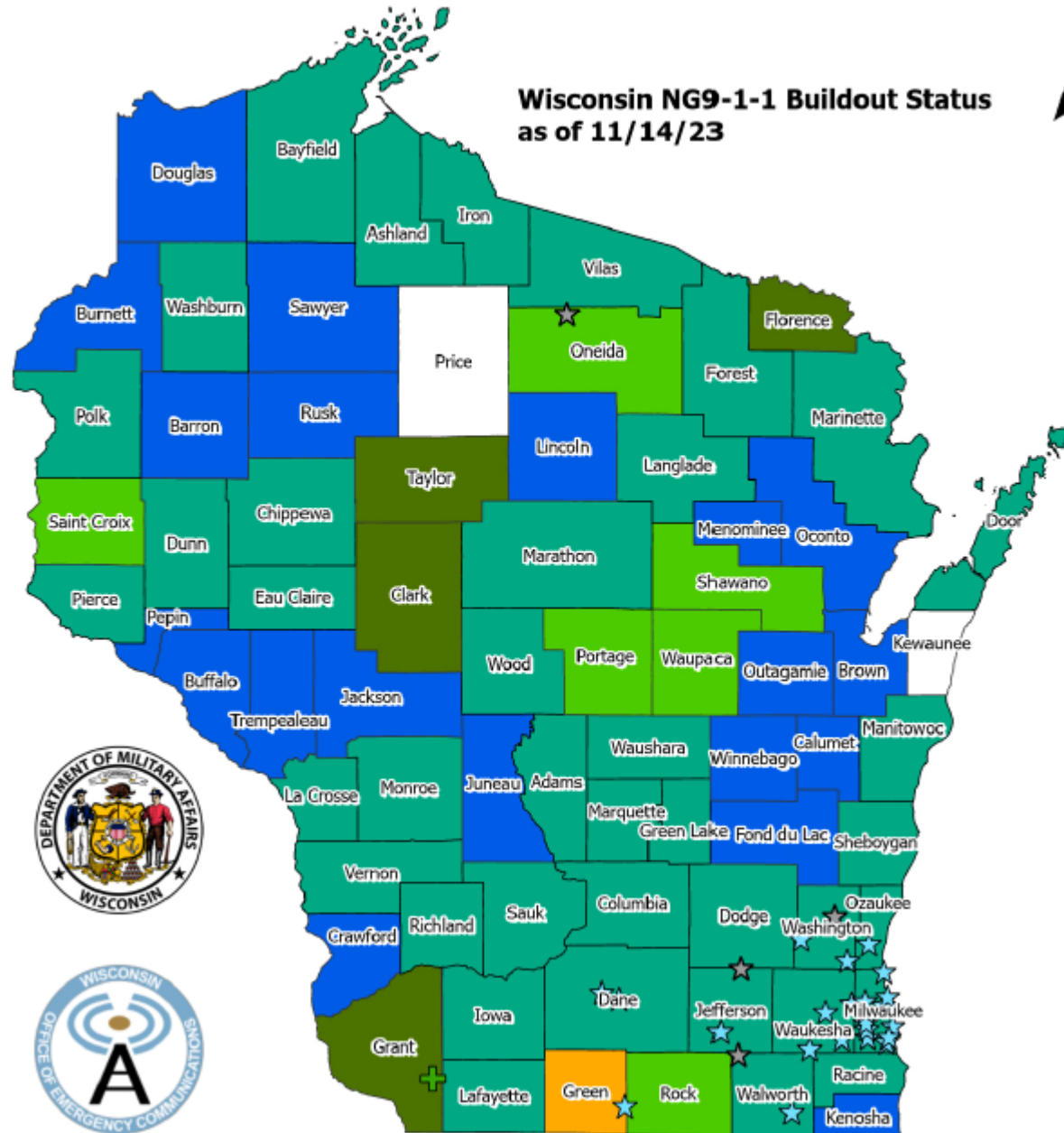


Current Status

Wisconsin NG9-1-1 Buildout Status
as of 11/14/23

Map Legend

- ★ Signed AT&T Participation Agreement
- ★ Active AT&T ESInet Project
- ★ Live on AT&T ESInet Project
- + Agencies live on other Provider
- Signed AT&T Participation Agreement
- Active AT&T ESInet Project
- County Live on AT&T ESInet
- Signed with Other ESInet Provider
- County Live on Other ESInet Provider
- County without ESInet Contract





NextGen9-1-1 Grant Programs



	Chapter DMA 2 PSAP Grant Program	NG9-1-1 GIS Grant Program
<i>Applicant Eligibility</i>	One designated PSAP per county that meet the basic training and service standard requirements	County Land Information Office in counties implementing NG9-1-1
<i>Allowable Expenses</i>	PSAP hardware, software, advanced training, consolidation	Preparing GIS data for NG9-1-1 call routing
<i>FY24 Applications</i>	34	32
<i>Applications Awarded</i>	20 (FY24 & FY23 supplemental)	30
<i>FY24 Grant Funds Allocated</i>	\$5.8 million+	\$1.48 million+

Grant educational webinar and additional funding opportunities will be released for FY25



GIS & NextGen9-1-1



- In NG9-1-1, GIS is used for routing and validating the location of 9-1-1 calls
- “Phased i3” option for GIS
 - At a minimum, upload the boundary layers prior to a PSAP’s go-live
 - Remains an option for counties experiencing delays with data preparation for the AT&T ESInet
- Monthly NG9-1-1 GIS calls resuming in 2024
- Statewide GIS Data Management contract
 - In negotiations with GeoComm, contract still pending



2024 AT&T ESInet & PSAP Target Deployment



State of Wisconsin ESInet Project Reminders



Path to Successful ESInet Deployments

- PSAP personnel need to attend all project status calls.
- PSAP call handling vendors need to be present on all status calls.
- PSAP GIS representatives need to complete GIS required tasks and attend all project status call.
- PSAP vendors need to work with AT&T ESInet coordinators in preparation for operational readiness testing and cutover.



2024 ESInet PSAP Target Deployment Schedule



Quarter 1

- Manitowoc Co
- Dane Co
- Washington Co
- Adams Co
- Iowa Co
- Jefferson Co
- Watertown PD
- Monroe Co
- Sheboygan Co
- Vilas Co
- Iron Co
- Forest Co
- Minocqua PD
- Milwaukee Co
- Green Lake Co
- Waushara Co
- Pierce Co
- Columbia Co
- Marathon Co
- City of Milw PD

Quarter 2

- Wood Co
- Vernon Co
- Richland Co
- Lafayette Co
- Eau Claire Co
- West Bend PD
- Door Co
- Brown Co
- Muskego PD
- Elm Grove PD
- Burnett Co
- Walworth Co
- Whitewater PD
- Waukesha Co
- Sauk Co
- Dunn Co
- Ozaukee Co
- Chippewa Co
- Barron Co
- Polk Co
- Racine Co



2024 ESInet PSAP Target Deployment Schedule



Quarter 3

- Dodge Co
- Waukesha PD
- Oak Creek PD
- Douglas Co
- Greenfield PD
- Oconto Co
- Jackson Co
- Calumet Co
- Marquette Co
- Germantown PD
- Bayfield Co
- Ashland Co
- La Crosse Co
- Greendale PD
- Middleton PD
- Brodhead PD

Quarter 4

- UW Milwaukee
- UW Madison
- Trempealeau Co
- Franklin PD
- Juneau Co
- Wauwatosa PD
- Kenosha Co
- Bayside Comm
- Winnebago Co
- Lake Geneva PD
- Outagamie Co
- Menominee Co
- Crawford Co
- Fort Atkinson PD
- Fond Du Lac Co
- Pepin Co
- Buffalo Co
- South Milwaukee PD
- Lincoln Co
- Rusk Co
- Sawyer Co
- Mukwonago PD
- Marinette Co
- Washburn Co
- Langlade Co



Statewide ECaTS Reporting Roll Out



Statewide ECaTS Reporting



- DMA's contract with AT&T includes ECaTS call reporting for PSAPs after live on the AT&T ESInet
- New extended contract with Intrado offers the ECaTS reporting system to PSAPs prior to going live with the AT&T ESInet, and to PSAPs live on other NG9-1-1 systems
- Intrado/ECaTS will be starting more extensive outreach to PSAPs to get this set up – focusing those with AT&T project managers and based on the anticipated 2024 implementation schedule



Statewide ECaTS Reporting



Need to know:

- Does your PSAP have any upcoming CPE upgrades?
- Will your PSAP need ECaTS data collectors at multiple locations due to your CPE configuration?
- Active CDR handoff from the CPE vendor
- IP port forwarding information requested by ECaTS
- Physical site details like available rack space, server room location

What about those with existing call reporting contracts? You will still have access to the ECaTS reporting system through the state contract. DMA cannot end existing local contracts. PSAPs will need to work with their respective vendors to review their local contract options.



Statewide ECaTS Reporting



Pre-ESInet

- MIS Standard Reports, such as:
 - Call summary
 - Calls per hour
 - PSAP answer/ring time
 - Call Detail Records
 - Top busiest hours
 - Call transfer count
- Text to 911 Reports
- Wireless Routing Analytics
- Access to the ECaTS dashboard which provides a visual display of actual 911 call activity

Post-ESInet

- All services described under “Pre-ESInet” in the left column
- i3 Reports, such as:
 - Location validation logging
 - ESInet to PSAP call delivery
 - Core services session reporting (BCF, ESRP, ECRF, LNG)
 - Concurrent calls, and more.



2024 NG9-1-1 Outreach Plan



Preliminary Details

- Three in-person meetings covering various NG9-1-1 topics
- **Tentatively scheduled in-person outreach in 2024 for the weeks of:**
 - April 8th – Central Wisconsin
 - July 15th – Northwest/North Central
 - October 7th – East Central
- Due to expected limited space, in-person attendance will require RSVP
- Information for each session will be sent via email, including how to RSVP and virtual attendance
- Looking for volunteers to host a location for the 2-3 hour sessions
 - Must hold at least 50 people
 - Audio/conference call capabilities



2024 Future Topic Ideas



- Updates on the 2024 implementation schedule
- GIS data readiness & ALI/MSAG migrations
- PSAP site readiness
- Lessons learned for AT&T ESInet ORT/Go-live
- NG9-1-1 status in other states
- Open topics from stakeholders
- Post-Go Live Information
 - Changes with NG9-1-1: Is my PSAP considered i3?
 - Call overflow and transfers
 - Telephone provider migrations and the PSAP role
 - NG9-1-1 operational date process
 - Statewide ECaTS reporting



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