WISCONSIN INTEROPERABILITY

SEAMLESS STATEWIDE PUBLIC SAFETY RADIO COMMUNICATIONS

Wisconsin Interoperable System for Communications (WISCOM)

Administrative Manual

(Version 2)

Statewide System Management Group (SSMG)

REVISION LOG

Date	Revision Description
March 25, 2010	First Edition, approved at the Annual Meeting
Dec 22, 2011	SSMG approves all policies previously listed as “draft” except 301 series. Authorizes Sec 400 Forms to be hosted on WISCOM website.
June 7, 2012	Section 104 basic fee structureapproved by the SSMG
October 24, 2012	Section 104 expanded user fee structure approved by the SSMG
November 29,2013	Section xxx added for inclusion of system encryption policy
	Section xxx added for system migration policy
May, 2015	

Purpose and Design

Wisconsin's interoperability vision is to create a communications infrastructure that will allow emergency responders to communicate with whom and when they need to communicate. To accomplish this, Wisconsin will create a secure system of systems, including both existing and newly installed, tied to a single backbone which will route communications. This system of systems will have the capacity to provide special characteristics to meet the needs of the public safety community.

The manual is separated into three primary sections: Governance, Operations and Mission Support. The scope of each section follows:

- Administrative Section provides organizational documentation of WISCOM.Operations Section outlines the use of the WISCOM and the requirements of its user members. It also will provide a relationship of the individual users and groups to the larger system.
- Mission Support Section provides information about the development of the system, and the technical requirements of field and infrastructure equipment on the system.

There are three types of documents that will be inserted into the manual: Policies, Procedures and Guidelines. The definition of each document type follows:

- Policies are directives that must be followed exactly without deviation. The contents of the policy have legal, ethical, operational, contractual and safety basis for following the rule or directive exactly. No deviation exists in a policy for a member-user unless authorized by the IC.
- Procedures are the embodiment of the policy and they set standardized conditions and processes for how the policy is to be administered.
- Guidelines exist when there are numerous methods, techniques and types of equipment for performing operational tasks and responsibilities. In this situation, "best practices" or "preferred methods" have been identified to accomplish an operation or responsibility. The member-user deviating from the recommended practices and procedures bears the responsibility for the decision to deviate.

As of the first draft of the manual, the WISCOM system is under development, and over time, the system will transition to an operational resource for emergency responders. This manual should be considered a living document to address the ongoing needs of the developing system and, ultimately, its users as the transition occurs.

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Administrative Section

WISCOM Policies, Procedures and Guidelines

Index #	100.00
Type	Policy
Subject	System Acronyms and Definitions
Approved	Approved by the SSMG on 10/14/2010
Revised	N/A

Acronyms

AVL	Automatic Vehicle Locator
APCO	Association of Public Safety Communications Officials
BLS	Basic Life Support
CTCSS	Continuous Tone Coded Squelch System
DTMF	Dual Tone Multiple Frequency
EMS	Emergency Medical Services
FCC	Federal Communications Commission
IC	Interoperability Council
MHz	Megahertz
PSAP	Public Safety Answering Point
PTT	Push-To-Talk, i.e., transmit button
RF	Radio Frequency
RSS	Radio Service Software
SSMG	Statewide System Management Group
UHF	Ultra High Frequency
VHF	Very High Frequency
WEM	Wisconsin Emergency Management
WISCOM	Wisconsin Interoperable System for Communications

Definitions

The SSMG has established standard naming conventions and standardized language terminologies to be used within published documentation for WISCOM.

Public safety communications systems terminology varies with the technology implemented. WISCOM uses Project 25 trunking architecture. As such, much of the language contained in policy and procedure manuals references that technology. Other references are from accepted operational standards published by the Association of Public Safety Communications Officials (APCO) training manuals and operations guides.

The purpose of this policy is to define relevant language to be used and to help clarify terms used throughout the standards, protocols and procedures manual.
The definitions in this policy apply only in the context of WISCOM as follows:

Alias – An alias is a name that is given to a talkgroup number or subscriber ID number to provide a user friendly display and reference.

Backbone System - The primary connectivity mechanism of a hierarchical distributed system. All systems which have connectivity to an intermediate system on the backbone are assured of connectivity to each other. The WISCOM core system serves as a backbone to connect other communications systems to improve interoperability.

Control Station - A fixed station that communicates with the statewide system, usually connected to a dispatch console either as the primary dispatch radio or used to enable mutual aid patches.

Critical Operations - Governmental, quasi-governmental and non-governmental voice communications operations designated by the SSMG as authorized users who rely upon a functioning two-way radio communications system. Unavailability, degradation, delay, partial or complete failure, or failure, in system operations would significantly impact the successful operations of the users.

Logging - Audio recording of radio communications including date/time stamp or other data.

Mobile Radio - A station in the mobile service, generally installed in a vehicle, intended to be used while in motion or during halts at unspecified points.

Mobile Service - A service of radio communication between mobile and base stations, or between mobile stations.

Patch - Permanent (hard) Patch: A physical connection between two or more audio resources, which is fixed and cannot be controlled or edited by the dispatcher.
Manual (soft) Patch: A connection between two or more audio resources, which is setup and controlled by the dispatcher. The dispatcher owning the patch can add & delete resources as needed.

Portable Radio - A station that is completely freestanding and may be hand-carried, or worn by the radio user, or mounted in a temporary fashion in a vehicle through the use of a charger or other repeater device permanently mounted within the vehicle.

Private Call - (a.k.a. Individual Call) A Private Call permits two radios to directly communicate with each other without using a talkgroup.

Public Safety - Government or non-government functions that operate to serve and protect the general welfare of the general public primarily from physical danger. In the context of the radio system, public safety means eligible public, quasi-public or private law enforcement, fire and emergency medical service agencies. SSMG may include personnel of agencies that work directly with or under public safety personnel including, but not limited to, emergency management, natural resources and environmental enforcement personnel, non-licensed public officials with statutory or local ordinance compliance authorities, officers and officials of the court and corrections, public agency security personnel, private security personnel working under contract with public or quasi public security services and those individuals who support public safety operations under special operations or circumstances as determined by the host public safety agency.

Public Service - Services provided by public, quasi-public or private entity. A service provided by a private entity is public service if acting under authority of a public quasi-public entity. Any other legally authorized and eligible governmental and quasi-governmental radio system users not otherwise

included within the scope of Public Safety. This would include, but not be limited to, public works, transportation, transit operations, environmental management, public and environmental health, parks and recreation, public schools and higher institutions, public libraries, facilities maintenance, building inspection, engineering and zoning, planning and development, general government administration, health and social services and those personnel or service providers under contract to provide or support such services to an eligible governmental or quasi government radio system user. The term "Public Service" is not used in relation to WISCOM; all users defined in this paragraph will be considered to be "Public Safety" agencies.

Regional System - A public safety communication system that serves multiple counties.

Simulcast Cluster - A group of radio frequency (RF) sites that function as a single site in transmit and receive.

Site - A radio communications tower or other structure that is equipped with WISCOM trunking equipment.

Statewide and Regional Mutual Aid Interoperability Talk Groups - Statewide and regional mutual aid talkgroups are set-aside for communicating among multiple agencies. Regional talkgroups can be accessed at any tower site in the region and are used when the potential participants in the conversation do not have a common local talkgroup. Statewide talkgroups can be accessed at any tower site in the system and are used when the potential participants in the conversation may be located in more than one region.

Sub-System - A system that connects to the WISCOM system.

Sub-System Administrators: Individuals responsible for the day to day radio sub-system operations of a participating agency

System: The WISCOM network.

System Administrator – The individual acting on behalf of SSMG who is responsible for the day-to-day operations of the WISCOM system.

Talkgroup - A talkgroup is a channel established on a trunking system. Talkgroup is sometimes abbreviated as TG.

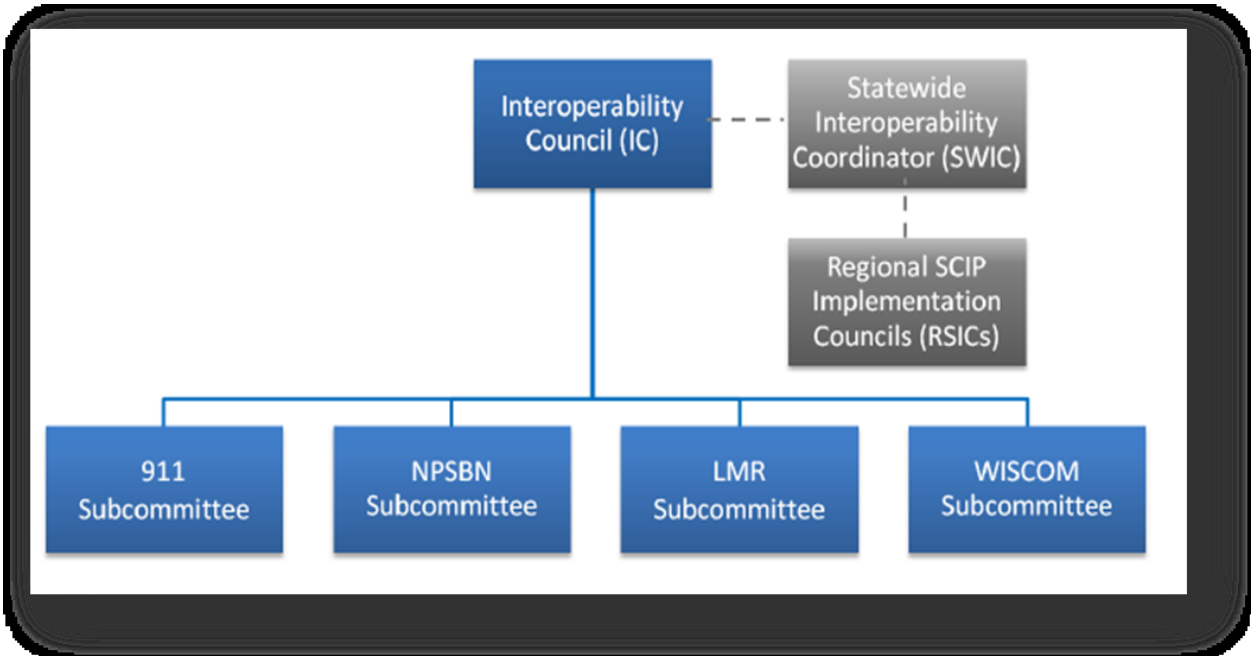
WISCOM Policies, Procedures and Guidelines

Index #	101.00
Type	Policy
Subject	SSMG Charter
Approved	State Interoperability Council on 06/16/2009
Revised	N/A

WISCOM Policies, Procedures and Guidelines

Index #	101.01
Type	Policy
Subject	Interoperability: Shared Governance
Approved	State Interoperability Council on December 4, 2014
Revised	N/A

Wisconsin's Interoperability Initiative: Shared Governance



WISCOM Policies, Procedures and Guidelines

Index #	101.02
Type	Policy
Subject	SSMG ByLaws
Approved	State Interoperability Council on 11/25/2009
Revised	N/A

BYLAWS AND GUIDELINES
STATEWIDE SYSTEM MANAGEMENT GROUP

1. Mission

1.1 Charter Mission Statement

A. The Wisconsin Statewide System Management Group (SSMG) is an assembly of public officials representing public safety / service agencies throughout the State. The mission of the WISCOM system is to provide reliable and responsive statewide communications interoperability between fire, law enforcement, rescue, emergency medical and emergency management and other government services.

1.2 Authority

A. The SSMG is a decision-making group empowered by the State of Wisconsin Interoperability Council (IC) and the Office of Justice Assistance (OJA) to implement and govern the WISCOM system.

1.3 Duties and Responsibilities

A. Meet as needed to ensure a creation and implementation of a communications infrastructure for statewide interoperability and monitor progress, scope and effectiveness of WISCOM.
B. Develop governance structure and language necessary for WISCOM to exist.
C. Determine the technical standards of the WISCOM system.
D. Develop Request for Proposals (RFP), evaluate consultants and review frequency availability and allocations to engineer the WISCOM system. Solicit bids and contracts for goods/services, based on state guidelines.
E. Establish policies, procedures, directives, and potential fees relevant to WISCOM operations.
F. Review and authorize agencies submitting requests to join the WISCOM system, define levels of system participation, and determine the membership criteria to join the WISCOM system within each level of system participation.
G. Identify funding methods and determine the entity that will act as the fiscal agent for WISCOM.
H. Determine the entity that will act as the operational administrator of WISCOM.
I. Propose funding requests to appropriate participating agencies, and the process for dispersing funds.
J. Establish short and long-range planning goals and accompanying fiscal needs.

1.4 Administrative Agency

A. The SSMG will be assisted by the Office of Justice Assistance in the keeping and posting of records of meetings. Committees or sub-committees designated by SSMG will present their meeting records to SSMG for inclusion in the SSMG records. Records shall consist of names of those in attendance, a summary of the business conducted, and motions made and votes taken by SSMG.
B. The OJA Statewide Interoperable Communications Manager will act as the primary point of contact for the SSMG and will, under the general direction of the SSMG, exercise day-to-day coordination, supervision, and administration of the operation of the SSMG.
C. The OJA Statewide Interoperable Communications Manager shall be the primary interface with contractors engaged in services for the SSMG and will designate the nature and depth of status and progress reports from the contractor to the SSMG.

1. <u>Membership and Appointment</u>

2.1 The SSMG Shall Consist of:

A. Single members representing and selected by each of the listed five (5) state, one (1) federal, and one (1) tribal entity using the WISCOM system to include:
- WI Department of Transportation
- WI Department of Natural Resources
- WI Emergency Management
- WI Department of Corrections
- WI Dept of Health and Family Services
- Federal Dept. of Homeland Security Representative for Wisconsin
- Wisconsin Tribal Emergency Management Association

B. Five (5) members representing and selected among county agencies using the WISCOM system. Representatives are:
- Four (4) County Sheriffs Agencies appointed by the Badger State Sheriffs Association and shall serve at the association's pleasure.
- One (1) County Emergency Manager appointed by the Wisconsin Emergency Management Association and shall serve at the association's pleasure.

C. Five (5) members representing and selected among agencies within counties using the WISCOM system. Representatives are:
- Two (2) Police Department Chiefs appointed by the Wisconsin Chiefs of Police Association and shall serve at the association's pleasure.
- Two (2) Fire Department Chiefs appointed by the Wisconsin State Fire Chiefs Association and shall serve at the association's pleasure.
- One (1) Emergency Medical Services Director appointed by the Wisconsin EMS Association and shall serve at the association's pleasure.

D. Four (4) "at-large" representatives selected at the annual WISCOM meeting to be held first quarter of each calendar year.
- Selection of SSMG At-Large Members will be conducted by a caucus of County Government representatives and Local Government at the annual meeting. These members are voted into the appointment by user agency representatives who are from the counties (2 selections) and from local government (2 selections) present at the caucus. If the caucus group cannot come to agreement on their 2 selections, it comes before the seated SSMG body (less the current 4 at large members) to vote on the selections. The SSMG will ratify the nominations of the caucus.
- At the 2010 annual meeting, the At-Large membership will migrate to the staggered term rotation. At the 2011 Annual SSMG Meeting, one of the two at large will be selected for a

1 year term through the caucus process, the other will serve for 2 years. Thereafter, elections will be for 2 years terms. There are no term limits.
- At-large vacancies due to unforeseen circumstances are appointed by the SSMG chairperson from nominations of SSMG members. The appointment will be ratified by the SSMG to complete the remainder of the term.

E. Two (2) members representing public safety communication centers. One is a member of WI Association of Public Safety Communications Officials and is appointed and serves at the president's pleasure and one is a member of WI National Emergency Number Association and is appointed and serves at the president's pleasure.

2.2 Reviews and Alternates

A. At-large membership selection and review
- Annual selection of the annual at-large membership will be done through a nomination, review and selection process within the municipal and county categories that the positions represent.
- Nominations will be solicited to all agency heads within the agency category one month prior to the annual meeting.

B. Annual review of attendance:
- If the SSMG membership determines that a member at large is missing more meetings than they attend, the membership can vote to replace said member with an approved alternate from the appointing association.
- If the SSMG membership determines that an appointed member is missing more meetings than they attend, the SSMG chair shall notify the respective organization of the attendance record and extend an invitation for replacement.

C. Alternate member representation
- Agency / entity alternate – The primary member shall be responsible for designating his / her alternate based on the authority granted to that member by their respective agency / entity
- Association alternate - The primary member shall be responsible for designating his / her alternate based on the authority granted to that member by their respective association
- Member at large alternate – The primary member shall be responsible for designating his / her alternate. Starting after the annual caucus in 2010, caucuses may choose to pre-designate alternates.

2. <u>Officers</u>

3.1 Officer Elections and Appointments

A. All elections and appointments shall occur at the SSMG designated Annual Meeting by the SSMG membership.

3.2 Principal Officers

A. The SSMG shall elect a **Chair**, who will serve a 2-year term.
B. The SSMG shall elect a **Vice-Chair,** who will serve a 2-year term.

Any deviation from the above process can be approved by a three-quarters majority vote of those present at an election.

3.3 Officer Duties

A. The Chair shall in general:
- Administer all of the business and affairs of the SSMG.

- Have authority, subject to the bylaws, to appoint committees of the SSMG.
- Have authority to sign, execute, and / or acknowledge, on behalf of WISCOM, reports and other documents or instruments necessary or proper to be executed in the recourse of the SSMG's regular business, or which shall be authorized by resolutions of the SSMG.
- Report to the SSMG.
- Perform all duties incident to the office of Chair.

B. The Vice Chair shall perform such duties as the Chair or the SSMG may from time to time specify. The Vice Chair shall conduct the meetings and the business of the SSMG in the absence or vacancy of the Chair.

3.4 Resignation or Removal of Members and / or Officers

A. Any SSMG member or officer may resign at any time by giving written notice to the Secretary. Any member or officer may be removed for cause (in the nature of misconduct, negligence or disregard of duty) by action of a two-thirds (2/3) vote of the remaining members of the SSMG. Prior to any action to remove a member or officer, a notice to the SSMG general membership, the respective entity (if applicable), and the affected member or officer of the removal process must be made. The affected member or officer will be given an opportunity to address the membership prior to any vote. Voting for removal by teleconference or videoconference is acceptable. Alternate voting is not permitted.

3.5 Vacancies

A. Any unexpected vacancy in any principal office shall be filled by the Chair, or Vice Chair if filling the Chair's position, until a successor could be duly elected.

3. <u>Secretary</u>

4.1 Duties and Responsibilities

A. OJA will provide the function of **Secretary** for the SSMG.

B. The Secretary position shall:

- Keep the minutes of the SSMG meetings.
- Give all notices in accordance with the provisions of these By-Laws or as required by law.
- Be custodian of the SSMG's records.
- Keep a register of the post office address of each member of the SSMG. - In general, perform all duties incident to the office of Secretary and such other duties as from time to time may be assigned by the Chair or SSMG.

4. <u>Work Groups</u>

5.1 Establishments and Assignments

A. The SSMG may establish work groups to assist in performing its duties and responsibilities.

B. Any work group detailed to coordinate, research, recommend or act upon any matters associated with WISCOM shall be led by an SSMG member; but may include non-SSMG member subject matter experts appointed by the SSMG.

C. A work group is authorized to carry out the assignment as determined by the SSMG and shall be responsible for reporting back to the SSMG as a whole.

5. <u>Meetings</u>

6.1 The SSMG shall meet no less than four (4) times per calendar year. A regularly scheduled meeting may be cancelled by the Chair. Notification shall be made to all members via email / text message once a determination is made.

6.2 A quorum shall be the presence of one (1) more than one half (50%) of the members currently serving on the SSMG.

6.3 Each appointed SSMG member present shall have one vote on matters before the SSMG.

6.4 Annual Meeting

A. An annual meeting will be held the first quarter of each calendar year to present with invitation to all public safety and service agencies for the purpose of presenting s status of SSMG initiatives and WISCOM as a whole. Annual membership appointments will be conducted at this meeting by casting vote of the existing SSMG membership.

6.5 Meetings shall be subject to Wisconsin Open Meetings Law and Roberts Rules of Order.

A. In the event of a conflict between these bylaws, Wisconsin Open Meetings Law, and Roberts Rules of Order, Wisconsin state statute takes precedent followed by these bylaws, followed by Roberts Rules of Order.

6.6 Meetings via teleconference and / or videoconference shall be allowed (with the exception of the annual meeting).

A. At least one (1) location must be noticed as a location where members of the public may attend.
B. At least one (1) primary or authorized alternate member of the SSMG and / or the Secretary must be present at all remote locations on a teleconference and / or videoconference.
C. Members that are present at remote locations shall be recorded for the purposes of establishing quorum.

6.7 Meeting Order

A. Regular meetings of the SSMG will be conducted in the following order:
   - Call to order / Roll call
   - Motions, if any, by members to amend the published agenda
   - Approval of the minutes of prior meeting(s)
   - Public Comment (shall be limited to pre-registered speakers and shall be limited to three (3) minutes per speaker unless otherwise granted by the Chair)
   - Committee / work group reports
   - Special reports
   - Old business
   - New business
   - Other business (as authorized by law)
   - Next meeting date discussion
   - Motion to adjourn
B. Additional agenda items shall be submitted to the Secretary, for consideration by the Chair, fourteen (14) days prior to the meeting date
C. SSMG agendas and minutes shall be posted on OJA's interoperability website as soon as possible following each meeting. Minutes that have not been approved shall be marked as "DRAFT".

6.8 Member Alternates

A. Member alternates will be allowed to fully participate in place of a primary member in matters before the SSMG, unless restricted elsewhere, with 24 hour written notice to the chairperson or his / her designee of the SSMG from the primary SSMG member. Notice shall include the name of the alternate and the reason for the need for the alternate. Approved alternates shall be recognized at the start of all meetings.

6.9 Voting

A. Each SSMG member will be allowed to designate a proxy with 24 hour written notice to the chairperson or his / her designee, in lieu of an alternate or the alternate's vote.

B. Voting shall be recorded as pass or fail on voice votes. Any primary or alternate member may request a roll call or a secret ballot on any vote. Individual member votes shall be recorded on roll call votes or when a member or alternate requests their individual vote to be recorded. Prior to a secret ballot, the Chair shall designate a ballot committee to record the vote.

6. <u>Adoption of By-Laws/Guidelines</u>

7.1 Adoption of the original By-Laws and Guidelines was made at the May 2nd, 2008 meeting of the SSMG upon a majority roll call vote of those present.

7. <u>Amendment of By-Laws/Guidelines</u>

8.1 Amendment of these By-Laws and guidelines shall be made at any regular or special meeting of the SSMG upon two-thirds vote of those members present.

8. <u>Minor Expenses of the SSMG / WISCOM</u>

9.1 Subject to the Charter, the two principal officers may agree and have the authority to expend SSMG-allocated funds for WISCOM purposes providing the following

A. The expenditure is for an individual or activity that does not exceed $300 and that decisions be reported to the SSMG at its next regular meeting.

WISCOM Policies, Procedures and Guidelines

Index #	101.03
Type	Policy
Subject	Memorandum of Understanding: PSIC Funds
Approved	State Interoperability Council on 09/18/2008
Revised	N/A

Memorandum of Understanding for the use of Public Safety Interoperable Communications (PSIC) Funds

This Memorandum of Understanding (MOU) entered into between the WI Office of Justice Assistance (OJA), and _____ (hereafter, referred to as the "Association") outlines the terms and conditions for the allocation and usage of U.S. Department of Homeland Security and U.S. Department of Commerce grant funds for the purposes of interoperable communications for local and state emergency responders and other emergency officials.

WHEREAS, the FY 2007 to FY 2010 Public Safety Interoperable Communications (PSIC) Grant Program provides funding for Planning, Acquisition, Deployment, Training, and Management & Administration for the use of interoperable communications systems that use or enable interoperability with communications systems that can use the reallocated public safety spectrum in the 700 MHz frequency band for radio communications for state and local emergency responders and other officials. The federal grant guidance requires that 80% of grant funds be obligated to local units of government.

WHEREAS, the federal grant guidance allows that non-local entities may hold portions of the 80% allocation of grant funds on behalf of local units of government providing that local organizations enter into a memorandum of understanding specifying the amount of funds to be retained by the non-local entity. The Association agrees that up to $14,500,000 allocated by the PSIC grant is to be used by the Office of Justice Assistance for the WISCOM Project for related PSIC Planning, and Acquisition, Deployment, Training and M&A and to local emergency responders and other local officials including the members of the Association.

OJA will ensure that appropriate personnel and funds will be assigned to the homeland security interoperable communications project as identified as a gap to be filled in the adopted WI Statewide Communications Interoperability Plan, as outlined in Wisconsin's Public Safety Interoperable Communications Application and as required by the DHS and SAFECOM Grant Guidance.

WHEREAS, the Association agrees to the use of local grant funds to support the development and implementation of the homeland security WISCOM interoperable communications project by OJA. The WISCOM project will be a multi-year, multi-phase project addressing interoperability, and agency's emergency needs of existing capabilities and current FCC mandates.

OJA will oversee the implementation of the Wisconsin Interoperable System for Communications (WISCOM) for Wisconsin. WISCOM will also address individual agency needs in obtaining communications equipment if such equipment is lacking and is needed by that agency to function within the WISCOM project.

This agreement shall be effective from August 1, 2008 to December 31, 2010 subject to renewal upon mutual agreement by both parties.

By: WI Office Justice Assistance

/signed/

_____

David Steingraber

Executive Director

Date Signed: _____

By: _*_____Association

/signed/

_____

_____

President

Date Signed: _____

*This MOU is on file with separate association signatures for:

- Badger State Sheriffs Association
- Wisconsin Chief of Police Association,
- Wisconsin State Fire Chiefs Association, and
- Wisconsin Emergency Management Association.

WISCOM Policies, Procedures and Guidelines

Index #	101.04
Type	Policy
Subject	Memorandum of Understanding: Terms and Conditions
Approved	State Interoperability Council on 09/18/2008
Revised	N/A

Terms and Conditions of the expenditure of Public Safety Interoperable Communications Funds by the Office of Justice Assistance

This document sets forth additional terms and conditions by which the Office of Justice Assistance (OJA) will expend the Public Safety Interoperable Communications (PSIC) funds governed by the Memorandum of Understanding for the use of PSIC Funds. It is the intent of OJA to ensure that the funds are expended consistent with the needs and input of the Badger State Sheriff's Association (hereafter referred to as the Association).

In its role as State Administrative Agency for the PSIC funds, OJA will:

Expend the PSIC funds consistent with the Statewide Communications Interoperability Plan (SCIP) published November 30, 2007, as required by the PSIC grant guidelines.

Establish the Statewide System Management Group (SSMG) to oversee the expenditure of the PSIC funds for the purpose of the the implementation of the Wisconsin Interoperable System for Communications (WISCOM) for Wisconsin. The SSMG will establish bylaws that ensure fair equitable representation of state and local agency users. The Association will provide participation and support to the SSMG through Association delegate(s) who consult, dialog, and cast votes on behalf of the Association. The delegate will keep the membership of the Association informed of the SSMG activity and the WISCOM project.

Expend Homeland Security Grant Program (HSGP) funds to conduct engineering and frequencies studies that will determine technical feasibility, cost-benefit to local agencies, and develop a design and implementation plan. These studies are anticipated for completion by December 2008. The SSMG will select the consultants and oversee the studies. The results of the studies will be made public upon completion.

Commit the 20% state share of the PSIC funds, less management/administration, planning costs, and the Strategic Technology Reserve project, to the implementation of the WISCOM project. This sum is approximately $2 million.

Expend no PSIC funds on the implementation of the WISCOM project until the SSMG has reviewed and approved the engineering study and approved the design and implementation plan.

Give the Association the opportunity to review the reports of the studies on both frequency availability and system design and performance before beginning implementation of the project.

Expend no more than 30% of the PSIC funds prior the establishment of a method for sustaining the WISCOM project. The SSMG will be given the responsibility develop a sustainment method.

Allocate current and future HSGP funding to assist individual communities and agencies to obtain communications equipment upgrades, including radios and infrastructure, that will be necessary to

function within the WISCOM system. OJA currently has funds in the amount of $3,595,597 in FY06 and $2,723,707 in FY07 for local equipment. In addition, OJA has requested $8,800,000 in FY08 for local equipment. Allocation of FY08 will be contingent on Wisconsin's final award amount.

Establish the SSMG as a formal WISCOM governing body with authority beyond the PSIC performance period that ends September 2010.

OJA will abide by these terms and conditions for the full performance period of the PSIC grant.

By: WI Office Justice Assistance

/Signed/

_____ Date: 12-8-08

David Steingraber, Executive Director

WISCOM Policies, Procedures and Guidelines

Index #	101.05
Type	Policy
Subject	Conflict of Interest Disclosure
Approved	State Interoperability Council on 06/16/2010
Revised	N/A

OJA
OFFICE OF JUSTICE ASSISTANCE

State of Wisconsin

SCOTT WALKER
Governor

1 S Pinckney Street
Suite 615
Madison WI 53703-3220

Phone: (608) 266-3323
Fax: (608) 266-6676
http://oja.wi.gov

Conflict of Interest Disclosure Statement for
Advisory Committee, Council and Working Group Members

Committee, Council, or Working Group Name

OJA Staff Contact

As a member of the above named committee, council or working group that provides policy advice to the Office of Justice Assistance, I am aware that I may be in a position to influence the use of federal grant funds.

The signature on this form certifies that I have informed the Office of Justice Assistance of any possible conflict of interest involving policies or funding related to the subjects for which I provide advice to the Office of Justice Assistance.

"Conflict of interest" includes any personal financial interest I or my immediate family may have in the policy or funding decisions made by the Office of Justice Assistance as a result of advice provided by the committee, working group, or council on which I serve.

☐ I am not aware of a possible conflict of interest.

☐ I am aware of a possible conflict of interest. A detailed description follows:

I understand that as a result of these disclosures, the Office of Justice Assistance may request additional information from me. In addition, the Office of Justice Assistance may require that I recuse myself from discussions involving certain policy or funding matters, abstain from certain votes or that I remove myself from participation in the committee, working group, or council. The Office of Justice Assistance will promptly inform me if any or all of the above are necessary. I agree to immediately notify OJA of any change of status that would affect the above disclosures or others create additional potential conflicts of interest.

Print Name | Signature | Date

Created: August 2010

WISCOM Policies, Procedures and Guidelines

Index #	102.00
Type	Policy
Subject	Standing Workgroups
Approved	Approved by the SSMG on December 22, 2011
Revised	N/A

Committee Formation

Committees may be appointed by the Chair of the State System Management Group (SSMG) or by approval of the SSMG for a specific purpose. A committee must have at least one SSMG member as a liaison to the SSMG, and the number and terms will be designated at the time of formation. Standing committees may be appointed where areas of interest or where topics consistently return to the floor. A report will be rendered from the standing committee at each regular meeting. The following are the standing committees and the roles and responsibilities assigned to each:

Governance Workgroup

This committee is charged with the development of the structure of communications, correspondence, and services for the advancement of the WISCOM. This committee will maintain the policies, procedures and guidelines documents for the operation of the WISCOM. This committee will review applications for membership as a WISCOM user and conflicts resolution requests, and prepare a report for the SSMG.

Sustainability Workgroup

This committee is charged with the annual operating costs of the WISCOM. An initial 5-year budget will be developed with approval of the Statewide Interoperability Committee (SIC) and will be reviewed and revised on a minimum of an annual basis. Initial infrastructure will be provided by the Public Safety Interoperable Communications (PSIC) funds; however the funding for capacity build-out beyond the initial plan, will be developed by this committee and approved by the SIC. This committee, with assistance from the Office of Justice Assistance (OJA), will be responsible for grant funding of the WISCOM.

Technical Workgroup

This committee is charged with the engineering, specification and request for proposal (RFP) development, and procurement of the equipment infrastructure of the WISCOM. This committee will also be responsible for the equipment and frequency needs of the WISCOM build-out. This committee will be further charged with the operational maintenance of the WISCOM and prepare an annual maintenance budget. The budget will be submitted to the Sustainability Committee to include in the budget review process for the WISCOM.

Operations Workgroup (proposed)

This committee is responsible for the oversight of the system users of the WISCOM. The committee will develop and submit operational policies, procedures and guidelines, as necessary, to the SSMG for approval. This committee will also be charged with exercise and training system users and provide after-action reporting on the functionality of the WISCOM for a major planned or emergency event.

WISCOM Policies, Procedures and Guidelines

Index #	103.00
Type	Policy
Subject	Users of WISCOM
Approved	Approved by the SSMG on 10/14/2010
Revised	N/A

Purpose

This document provides guidance and policy regarding the use of the Wisconsin Interoperable System for Communications (WISCOM), a statewide digital trunked public safety radio system. Users include county, municipal, tribal, and state public safety and public safety partner agencies as well as certain federal, military, and adjoining state agencies.

Policies included in this document were prepared to assist with direction and control issues and over-all management of WISCOM from the 'end-user' perspective and application.

The position of the SSMG is that there should be no user fee for the occasional user when engaged in mutual aid incidents. However, communities that rely on WISCOM for primary, or frequent operations tied to their basic function/mission, would have to pay a maintenance fee.

Scope

The policy addresses all users of the WISCOM, the approval of application and level of participation, appeal of SSMG decision and user conflict resolution processes, user responsibilities as a member, and establishment of a fee structure.

Reporting Requirements

Through the records management system of the WISCOM, the System Administrator
(OJA and WI-DOT) will monitor usage of the members, outages and maintenance costs, and provide a quarterly report to the SSMG. The SSMG at a regular business meeting will take up appropriate action.

Policy

A. Participation (User) Level

User Level – a define level of usage of WISCOM based on the following levels:

Level 1 – Interoperability / Mutual Aid
Interoperability use is defined as radio communications in support of multi agency response to an incident. This is typically across county lines and when responding agencies do not have access to local common channels. Interoperability use will occur on predefined system interoperability channels (talkgroups 1 through 89) in accordance with the guidelines for use of those channels (see Attachment 1).

All local, county, state, tribal, and federal government agencies, military, local and regional governmental districts and authorities, schools, hospitals, and non-governmental organizations (NGOs), utilities, and adjacent states, operating in support of public safety, may use WISCOM for interoperability purposes, and are encouraged to do so. There is no cost to use WISCOM for interoperability.

Level 2 – Itinerant / Travel
Itinerant use is defined as radio communications in support of units operating outside of their home area or system. This is typically when a unit leaves its home county.

Examples of itinerant use are:
A sheriff's deputy on a prisoner transport needs to communicate with their dispatch or the dispatch point for the location they are at.
A regional response team enroute to/from an incident needs to communicate with their dispatch.

Itinerant use will occur on predefined channels in accordance with the guidelines for use of those channels. All local, county, state, tribal government agencies, local and regional governmental districts and authorities, schools, hospitals, and non-governmental organizations (NGOs) operating in support of public safety, may use WISCOM for itinerant communications. There is no cost to use WISCOM for itinerant communications.

Level 3 – Daily Use / Dispatch
Daily use is defined as radio communications in support of internal agency operations such as usual and routine dispatch. Daily use will occur on channels that have been established for internal agency communications. Daily use will not occur on channels established for interoperability or itinerant use.

All local, county, state, tribal, and federal government agencies, military, local and regional governmental districts and authorities, schools, hospitals, and non-governmental organizations (NGOs) operating in support of public safety, may apply to the SSMG for use of WISCOM for daily use communications. User fees and/or in kind contributions to the construction, operation, and/or maintenance of WISCOM may apply for daily use. User fees are determined by the SSMG.

Level 4 – Affliated Sub System
An agency wishes to affiliate their radio system with WISCOM through an ISSI or gateway.

Level 5 – Integrated Buildout to Increase Coverage and/or Capacity
An agency wishes to purchase and construct additional coverage and/or capacity for WISCOM in order to meet their needs.

Level 6 – Data Use
(future)

B. User Application.
   1. The duties and responsibilities of the SSMG in defining users are to review and authorize agencies submitting requests to join the WISCOM system, define levels of system participation, and determine the membership criteria to join the WISCOM system within each level of system participation (Bylaws 09/25/09).
   2. When applying for membership to the WISCOM, the following items shall be included in the application.

1. Name of the organization.
2. Type of organization
3. Geo-political boundaries of organization's service area.
4. Level of usage.
5. Contact information.
   (1) Primary contact person
   (2) Primary contact phone number
   (3) Primary contact email address

3. Approval Process.
   All user agencies and radios operating on WISCOM must be pre-approved and registered through the submittal of an application form to the system administrator. The application form can be found in Appendix Section (or online: http://interop.wi.gov). Applications for Level 1 and 2 will be handled by the system administrator and reported to the SSMG. Applications for Level 3 or higher will be reviewed by the SSMG.
4. The approval of an organization for membership to the WISCOM will be determined at a regularly scheduled business meeting or a special meeting requested by the Chair of the SSMG.

C. Appeal of a Decision or Resolution of Conflict Process.
1. Step 1: Organization shall address the appeal or conflict in writing to the Chair of the SSMG. The organization requesting the appeal or resolution shall provide the Chair with any and all documentation to support the request. The Chair will attempt to resolve the appeal or conflict within the power granted to the Chair's position. The Chair will report the appeal or conflict to the SSMG at a regularly scheduled meeting or a special meeting called by the Chair, the resolution to the appeal or conflict.
2. Step 2: If the appeal or conflict cannot be resolved by the Chair, he/she will appoint an ad hoc Review Committee comprised of at least three (3) members of the SSMG, excluding the Chair, to determine the extent and affect of the appeal or conflict. The Chair will act as a resource to the review committee for the details and history of the appeal or conflict. The Review Committee will report the recommendation to the Chair and the Chair will report the appeal or conflict resolution to the SSMG at a regularly scheduled meeting or a special meeting called by the Chair.
3. Step 3: If the conflict cannot be resolved by the Review Committee, the appeal or conflict will be taken up at as an agenda item at a regularly scheduled business meeting or a special meeting called by the Chair of the SSMG. The decision of a quorum of the full SSMG shall be the final determinant of the appeal or conflict.
4. If the decision of the SSMG requires a funding mechanism to resolve the appeal or conflict, the issue shall be referred to the SSMG Sustainment Committee for development of a budget request for the next fiscal year.

D. User Responsibilities.
1. Agree to and follow the Policies and Procedures established by the SSMG.
2. Report all conflicts of usage and other members, and maintenance concerns in writing to the Chair of the SSMG.
3. Immediately report any outages of the WISCOM to the Operational Administrator of the WISCOM (Entity TBD) by telephone or other approved method.
4. Provide proper maintenance of organization-owned communication equipment utilized on the WISCOM system.
5. Maintain proper radio discipline and NIMS-compliant standards for communication on the WISCOM. The WISCOM is intended for communication appropriate to the organization's function/mission. Improper usage and/or communication on the WISCOM shall be cause for

revoking the membership of an organization.

WISCOM Policies, Procedures and Guidelines

Index # 104.00
Type Policy
Subject Fees, Funding and Procurement

Approved Approved by the SSMG on June 7, 2012; October 24, 2012
Revised October 31st, 2012

Purpose

This document provides guidance and policy regarding the fee structure for the Wisconsin Interoperable System for Communications (WISCOM).

Policy

Level 1 and 2 Fee Structure: No fees shall be assessed for this level of access

Level 3 Fee Structure –

Overview

As of the October 2012 meeting, the SSMG has voted to not impose user fees upon local, state or tribal public safety for normal daily use (unless otherwise required below) before July 1st, 2015. On or after July 1st, 2015, the SSMG may request OJA begin billing local, state or tribal public safety at the established rates if it is determined that a sustainability needs exists.

It is the stated goal of the SSMG to attempt to continue not imposing a user fee upon local, state or tribal public safety after July 1st 2015 so long as it is determined that the state appropriation can continue to fund the on-going maintenance and support of the system.

User Types

There are several categories of Level 3 daily user available on the system. They are:

a.) **Local, state and tribal public safety (Law, Fire, EMS, EM)**

b.) **Local, state and tribal non-public safety (DPW, transit, school buses, etc)**

c.) **Non-governmental Organization (NGO)**

d.) **Business/Commercial public safety (Private EMS, etc under local contract)**

e.) **Business/Commercial non-public safety (Private bus company, tow operator, etc)**

f.) **Federal**

Included services

Each Level 3 user is entitled to the following access to the system as part of their basic Level 3 user agreement:

Talkgroups

Up to fifteen (15) talkgroups are available per applicant upon justification to the system administrators. Additional talkgroups can be purchased for $250/TG/Year with system administrators consent.

Service Area

Each daily use entity will get access to their talkgroups on as many core sites as needed to cover their primary jurisdiction. Any daily use entity that needs additional coverage outside of their primary jurisdiction may negotiate with the System Administration for additional coverage. State and Federal agencies along with multi-jursidicational taskforces will have statewide coverage as a default. Service-specific talkgroups will have statewide coverage as a default. A capacity upgrade fee may be levied against a Level 3 user at ANY time if the System Administrators observe system capacity being compromised at one or more core sites because of excessive traffic. This fee will be negotiated on a case-by-case basis as-needed with the user(s) in question and the System Administrators.

Any Level 3 user may purchase one (1) statewide travel talkgroup for $1000/TG/Year that will be available on all core sites.

System Administrators can request the SSMG to raise or lower these fees based on expected or observed system loading and/or impact. All fees are subject to SSMG approval and can be reviewed on an annual basis.

Sdfsdf

Fee Invoices

The Office of Justice Assistance (OJA) will handle invoicing for user fees. Invoices will be sent out on or about July 1st of every calendar year to each paying user of the system.

- Affords local governments, counties and tribes a maximum of 15 talkgroups based upon justification provided to system administrators with disputes resolved by the SSMG.
- When locally authorized, the ability to talk with other Level 3 users on each other's talkgroup.
- Allows a normal level daily usage that does not exceed the threshold specified in the SSMG Administrative Manual[1]

- County and local governments will have access to the sites needed to cover their areas of jurisdiction and with concurrence of system administrator approval.

- Applicants with unique or special requirements may present a proposal to the SSMG that addresses their unique situation that may or may not lead to custom rates being determined.

[1] **Exceeding Baseline Traffic -** The SSMG may levy special charges when the System Administrator observes high system traffic in connection with man-made catastrophic or natural incidents as described in a federal declaration or Administrative Rule WEM 6 (hazardous materials) and WEM 8 (MABAS protocols).

[2] **Active fleet radios** are all radios that your agency chooses to enable to freely talk on your agency talkgroup(s). It is radios you own and those of other Level 1and 2 agencies that you are willing to pay to authorize talk on your talkgroup(s). Initial annual fees may be prorated to the month.

WISCOM Policies, Procedures and Guidelines

Index #	105.00
Type	Policy
Subject	Teleconference/Videoconference Meetings
Approved	Approved by the SSMG on 09/24/2010
Revised	N/A

Purpose

This policy is intended to enhance communication, professionalism, and efficiency while using the teleconferencing and videoconferencing meeting platforms. By using a systematic approach to this technology all three of these goals will be achieved.

Scope

This policy shall apply to all State System Management Group (SSMG) regular business meetings and special meetings called by the chairperson, where the teleconferencing or video-conferencing meeting format is utilized, and a quorum of the members is required to conduct business. This policy does not apply to committee meetings where planning and recommendations for business meetings are developed and less than a quorum exists. This meeting format will not apply to the meeting designated as the Annual Meeting, as addressed in the by-laws.

Reporting Requirements

There are no regular reporting requirements, except as authorized in the following:

The Wisconsin Supreme Court has held that such a meeting occurs whenever such a "convening of members" satisfies two requirements:

1. There must be a purpose to engage in governmental business, which is broadly construed to refer to any formal or informal action, including discussion, deliberation, decision, or information gathering, on any matter within the scope of the governmental body's authority.
2. The number of members involved must be sufficient to determine the governmental body's course of action.

Definitions

For the purpose of teleconference and videoconference meetings, the following definitions apply:

1. Meeting: Under the open meetings law, a "meeting" is defined as "the convening of members of a governmental body for the purpose of exercising the responsibilities, authority, power or duties delegated to or vested in the body." Sec. 19.82(2), Wis. Stats.

2. Reasonably Accessible: Base on the Opinion of Attorney General, at least one location can be designated as an accessible meeting place and identified as the “host site” for notification purposes. Case law and basis of opinion follows:

State ex rel. Newspapers ***v.*** Showers, 135 Wis. 2d 77, 102-03,398 N.W.2d 154 (1987).
The Wisconsin Attorney General has rendered an opinion, as to whether a meeting by teleconference or similar electronic means, constitutes a meeting under the Wisconsin Open Meetings Law. In Opinions of the Attorney General, Vol. 69, p. , 1980, determines the applicability to satisfying the Open Meetings Law in: "**The test to be utilized is whether the meeting place is 'reasonably accessible,' and that is a factual question to be determined in each case."**

Policy

A. Procedure

The procedure consists of a multi-step process, by following these steps the communications via the tele- and video-conferencing system will be very effective and promote participation. The steps to this process are as follows:

1. Establish and communicate a date and time for the meeting. For governmental business meetings, the Wisconsin Open Meetings Law requires that the meeting announcement shall be posted in an area of public access and viewing for a minimum of 24 hours in advance of the meeting.
2. Participants at SSMG meetings shall minimally include a meeting leader, note taker and at least half of the organizations (active) SSMG members present.
3. Prepare for the meeting by issuing an agenda of topics to be included with the posting that are intended to be covered in the meeting.
4. Each meeting participant shall maintain proper etiquette (see Etiquette Guidelines below).
5. A format for discussion shall be followed. For governmental business meetings, the Wisconsin Open Meetings Law requires that the meeting notes (minutes) be posted in an area of public access and viewing immediately following the meeting.

B. Meeting Leader

During the first step, the "meeting leader" (typically the Chair) recognizes the need to utilize the tele- or video- conferencing format, e.g. with regular business meetings. The "meeting leader" is defined as the person that maintains and develops the agenda, and identifies a person(s) wishing to be a contributor(s) (or spokesperson of an item) in the meeting. Once the need for the format is identified, a master agenda shall be developed for the meeting and a list of "host and remote" sites identified. The "meeting leader" shall also inform all expected participants with the date, time, and brief explanation of content of the meeting.

C. Site Leader

All participants shall prepare for the meeting. A "site leader" will be appointed (typically, an SSMG member), this person's responsibilities shall include:

1. Operation of the site equipment
2. Acts as a representative of the remote site group
3. Answers general questions of the group at his/her particular site

All other participants are expected to be on time, and ready to participate in the meeting.

D. Meeting Sites

There are three types of meeting locations:

1. Host Site – There will be a single designated location for the meeting leader, and will be the site that is the "reasonably accessible" location to the general public. The public may attend at the Remote site(s) provided there is at least one active member of SSMG present.
2. Remote Site(s) – By establishing the video-conferencing format, there will be at least one remote site on the conference. To establish a remote site, at least one active member must be present at the remote site or the location and audience must be approved by the membership prior to its establishment if there will not be an active member present. Remote sites, not having member(s) present may be utilized for inclusion of political bodies/agencies in meetings.
3. Telephone Site – This site is similar in application as a Remote site, other than the lack of video capability. All other terms of use and etiquette apply to this type of site, including the use of the mute button when not actively participating in the SSMG meeting discussion.

E. Meeting Etiquette

During the meeting all participants shall exhibit proper etiquette. This is to assist the "meeting leader" in the smooth and timely execution of the meeting. Examples of proper etiquette are as follows:

1. Act as if the conference is a face-to-face meeting,
2. Make a request to speak of the "meeting leader" by addressing that person by name first and, then wait to be acknowledged to speak.
3. Make eye contact with the camera or video screen as if you were addressing another person.
4. Talk slowly and clearly, avoid monotone conversation.
5. Wait to ask a question until you are sure the others are done talking.
6. Respect others in the meeting by keeping questions and answers short, so everyone can be involved in the conversation.
7. Avoid side conversations, because this contributes to distractions.
8. Focus on the meeting; don't concentrate on other work etc.
9. Limit background noise, shuffling papers, tapping pens, and inappropriate gestures, etc. Where available, utilize the "Mute" button on the telephone handset.
10. Do not eat during the meeting.
11. Avoid excess body motion, because it is distracting and may cause a blurry picture.
12. Always assume the system is on, think before you speak.

F. Codes of Conduct

The following codes of conduct shall be exercised at meetings:

1. Meetings of the SSMG are held at facilities that are gracious in granting the use of their facility. All due respect and rules of conduct of the facility at a meeting site shall be followed. Any problem or accident occurring at one of these facilities shall be appropriately reported.
2. Unless approved unanimously by the Chair of the SSMG between meetings or by the majority of a quorum at a regular business meeting or special meeting called by the Chair, no meeting shall used to conduct sales or any service of a product. The Conflict of Interest Disclosure (Policy #101.05) will provide the governing rules for presentations by individuals or groups in attendance or by information that is provided to the membership at meetings.

3. The SSMG is an inclusionary, governmentally-chartered group. No conduct will be permitted at any meeting which would discriminate against any person because of race, religion, marital status, age, color, sex, handicap, national origin or ancestry, income level or source of income, arrest record or conviction record, less than honorable discharge, physical appearance, sexual orientation, political beliefs, or student status. Each party further agrees not to discriminate against any subcontractor or person who offers to subcontract on this contract because of race, religion, color, age, disability, sex, or national origin.

WISCOM Policies, Procedures and Guidelines

Index #	1XX.XX
Type	XX
Subject	Template for Administrative Documents
Approved	XX/XX/20XX
Revised	N/A

Operations Section

WISCOM Policies, Procedures and Guidelines

Index #	201.00
Type	Policy
Subject	NIMS-Compliant Communication
Approved	Approved by the SSMG on December 22, 2011
Revised	N/A

Purpose

This document ensures National Incident Management System (NIMS) compliance for communications on the Wisconsin Interoperable System for Communications (WISCOM). All members utilizing interoperable talkgroups shall comply with the NIMS and Plain Language Alert. This alert replaces the NIMS and Plain Language Alert issued on December 19, 2006.

Scope

The policy addresses all communications by members on the WISCOM and compliance with the NIMS plain language alert.

Reporting Requirements

There are no regular reporting requirements.

Policy

A. The use of plain language in emergency response is a matter of public safety, especially the safety of first responders and those affected by the incident. It is critical that all local responders, as well as those coming into the impacted area from other jurisdictions and other states as well as the federal government, know and utilize commonly established operational structures, terminology, policies and procedures. This is what NIMS and the Incident Command System (ICS) are all about—achieving interoperability across agencies, jurisdictions and disciplines.

B. To further assist with plain language implementation, DHS released the *Plain Language Guide – Making the Transition from Ten Codes to Plain Language* in July 2008. The guide represents a first step in a DHS' long-term commitment to help jurisdictions move towards the adoption of plain language. It assists emergency responders in making the transition from the use of "10-codes" to "plain language" during radio communication by explaining how plain language improves interoperability between agencies, explains the value in using plain language, and provides advice regarding the efforts, resources, and key actions to implement plain language in a State, territory, region, or agency. Developed with emergency responder input, the guide provides a four-phased approach to the transition process, as well as best practices and lessons learned from related efforts.

C. The *Plain Language Guide – Making the Transition from Ten Codes to Plain Language* is available at www.safecomprogram.gov under "highlights". We are currently collecting additional lessons

learned or proven practices for transitioning to plain language. If you have related information you would like to share, please contact the Office of Emergency Communications at oec@hq.dhs.gov.

D. *Additional background:* While the NIMS Integration Center does not require plain language for internal operations, it strongly encourages it, as it is important to practice every day terminology and procedures that will need to be used in emergency incidents and disasters.

1. It is required that plain language be used for multi-agency, multi-jurisdiction and multi-discipline events, such as major disasters and exercises.
2. Beginning in FY 2006, federal preparedness grant funding was contingent on the use of plain language in incidents requiring assistance from responders from other agencies, jurisdictions, and functional disciplines. Accordingly, the use of 10-codes in daily operations did not result in the loss of federal preparedness funds.
3. The importance of using plain language was further documented in the National Emergency Communications Plan (http://www.safecomprogram.gov/SAFECOM/natlemergencycommplan/) and noted as an FY2008 Compliance Objective of the National Incident Management System (NIMS).

WISCOM Policies, Procedures and Guidelines

Index #	210.00
Type	Policy
Subject	Communications Encryption Policy
Approved	XX/XX/20XX
Revised	N/A

WISCOM Encryption Policy

- AES is the P25 standard (TIA 102.AAAB) and will be the WISCOM encryption standard.
- Legacy DES and DES-OFB protocols can be used until <2017>.
- Proprietary encryption protocols such as ADP, DVP, DVP-XL and DES-XL are not permitted.
    - Current daily user agencies using a proprietary encryption protocol are grandfathered until <2017>.

WISCOM system administration will create the following encryption keys:

- General AES key
- General DES key
- NTAC AES key
- NTAC DES key

- Daily user agencies may use encryption on their internal talkgroups.
- Daily user agencies using encryption will use the system assigned encryption code, or provide to system administration the encryption code that they are using.
- Encryption is to be used only when needed. Full time encryption may be used on local enhancement tower sites with justification, but not on core sites.
- NTAC users must use the NTAC AES or DES key if encryption is used.

WISCOM Policies, Procedures and Guidelines

Index #	2XX.XX
Type	Policy
Subject	Migration Process for system users
Approved	XX/XX/20XX
Revised	N/A

Establish a local contact person to manage the implementation and migration to WISCOM

Implementation plan

Training

Coverage testing (Taylor County model?)

Beta users

Migration plan

Maintenance/support plan

Mission Support Section

WISCOM Policies, Procedures and Guidelines

Index #	301.00
Type	Guideline
Subject	Technical Guidance for Equipment/Infrastructure Purchases
Approved	Draft
Revised	N/A

Purpose

This document provides technical guidance for purchasing equipment for utilization on the Wisconsin Interoperable System for Communications (WISCOM).

Scope

The guideline addresses equipment utilized on the WISCOM. These guidelines do not guarantee interoperability.

Reporting Requirements

There is no routine reporting requirements for this guideline.

Guideline

A. The following is general guidelines for purchasing radio equipment that may be utilized on the WISCOM. Complying with the guidelines/technical specifications does not guarantee total interoperability with WISCOM. To properly evaluate the radio performance, testing must be performed.

B. System Compatibility Guidelines

1. Compliant with current P25 standards
2. AMBE+2 Vocoder
3. P25 digital trunking enabled
4. Provide 512 channel minimum capacity
5. Minimum capability of 128 control channel
6. Capable of Alphanumeric Display
7. 138-174 MHz band spread
8. Wideband antenna (139-169 MHz or better)
9. 50 watt (maximum) output
10. Roaming algorithm that considers RSSI, adjacent site information, noise environment, etc.
11. Full spectrum control channel scan capability
12. Preferred site list

C. All radios must be programmed according to Statewide Mutual Aid Frequency Plan within the Statewide Communications Interoperability Plan (available for download on the Interoperability

website at http://interop.wi.gov) with a minimum of 24 narrow banded statewide mutual aid channels and programmed with the appropriate WISCOM talk groups.

D. Radios are grant funded will use this guideline and these are recommended for consistent purchase across Wisconsin. While radios with less may be allowed on the system, they may have limitations. EF Johnson will only promise that their equipment will perform on WISCOM. Other trunking enabled P25 radios from other manufacturers will go through a credentialing test to ensure their affiliation on the system will not adversely impact the system.

WISCOM Policies, Procedures and Guidelines

Index #	301.01
Type	Guideline
Subject	Technical Guidance for Talkgroups
Approved	Draft
Revised	N/A

Purpose

This document provides guidance and policy regarding the use of the Wisconsin Interoperable System for Communications (WISCOM), a statewide digital trunked public safety radio system. Users include county, municipal, tribal, and state public safety and public safety partner agencies as well as certain federal, military, and adjoining state agencies.

Policies included in this document were prepared to assist with direction and control issues and over-all management of WISCOM from the 'end-user' perspective and application. For this reason, operational standardization is necessary and outlined in this policy.

Scope

The policy addresses all users of the WISCOM, the approval of application and level of participation, appeal of SSMG decision and user conflict resolution processes, user responsibilities as a member, and establishment of a fee structure.

Reporting Requirements

Through the records management system of the WISCOM, the System Administrator (OJA and WI-DOT) will monitor usage of the members, outages and maintenance costs, and provide a quarterly report to the SSMG. The SSMG at a regular business meeting will take up appropriate action.

Policy

A. INTEROPERABILITY TALKGROUPS

One of the most significant benefits of WISCOM is the ability for multiple agencies to coordinate their efforts via a shared communications system. Agencies that need to communicate may do so on each other's talkgroups or may use the interoperability talkgroups that are created by SSMG. In order to enable agencies to quickly and easily communicate, SSMG has developed policies for use of interoperability talkgroups.

There will be 8 statewide interoperability talkgroups available for use (STAC1 through STAC8). Radios should be programmed with statewide mutual aid talkgroups STAC1 through STAC8 and the regional mutual aid talkgroups for their region RTACx1 through RTACx4. This will provide statewide and regional interoperability between all users of WISCOM.

Four interoperability talkgroups will be assigned in each of the six interoperability regions. (Interoperability regions are based on Wisconsin Emergency Management regions.) These are wide area mutual aid/special event talkgroups that will be shared by all public safety agencies. If possible, in order to avoid conflicts, interoperability talkgroups should be reserved from the assigning agency (TBD) prior to use.

In order to facilitate interoperability and eliminate duplication of special use talkgroups, four talkgroups will be dedicated to interoperability and general use in each of the following regions:

Southwest	RTAC11 through RTAC14
Southeast	RTAC21 through RTAC24
East Central	RTAC31 through RTAC34
Northeast	RTAC41 through RTAC44
West Central	RTAC51 through RTAC54
Northwest	RTAC61 through RTAC64

All agencies participating in WISCOM shall program, at a minimum, the regional interoperable talkgroups for the respective geographic area. For example: Public safety agencies in the Southeast Region shall program RTAC21, RTAC22, RTAC23, and RTAC24 into their subscriber equipment, dispatch consoles (wireline) and RF control stations.

While not mandatory, agencies are highly encouraged to program all regional interoperable talkgroups into their mobile and portable radios. This will facilitate interoperable communications if these units should be called to respond outside of their home area.

This policy establishes the regional interoperable talkgroup RTACx1 for call or dispatch of high priority radio traffic. All dispatch centers shall actively monitor their respective regional RTACx1 talkgroup. It is recommended that at least the RTACx1 talkgroup be included in the radio scan list.

In addition to regional interoperable talkgroups, all agencies participating in WISCOM should make every effort (equipment capabilities considered) to program the statewide mutual aid talkgroups into their radios as well. The statewide mutual aid talkgroups are: STAC1 through STAC8. STAC1 is designated as the statewide mutual aid calling channel. Dispatch consoles and RF control stations, where possible, should be programmed to support these talkgroups. Those dispatch centers shall actively monitor STAC1 for mutual aid assistance.

One of the prime objectives of WISCOM is to establish interoperable communication capability statewide. In doing so, SSMG recognized a need to provide a series of common talkgroups that every agency participating in the system could maintain in their subscriber equipment (mobiles, portables, wireline and RF control station consoles).

The WISCOM regional interoperable talkgroups were established to provide common talkgroups within a region for agencies that require mutual aid incident response, or other tactical/operational response to communicate without the need to program and re-program dispatch talkgroups in the response region.

This policy will establish procedures for routinely using the regional interoperable talkgroups, and provide operational guidelines for monitoring and management of the regional interoperable talkgroups during an incident.

The IC created, under separate policy, 6 geographic regions. Four (4) region interoperable talkgroups are assigned to each of those regions. For example: Southwest Region has RTAC11, RTAC12, RTAC13, and RTAC14 regional interoperable talkgroups. Under the policy, it was anticipated that all agencies in the Southwest Region would program, at a minimum RTAC11, RTAC12, RTAC13, and RTAC14 into their subscriber equipment, dispatch consoles, and/or RF control stations. By programming these regional interoperable talkgroups, all first responders within the multi-county area would have a single point of interoperable communications.

The creation of programming templates is very complex and requires considerable thought and planning. While having surrounding community dispatch talkgroups in radios achieves the highest level of interoperability, it may not be the most economical. As more public safety agencies join WISCOM, new talkgroups will be added and frequent reprogramming of templates could result in significant expense. Often agencies add or modify existing dispatch talkgroups, which would require surrounding agencies to make similar changes to maintain the same level of interoperability. Therefore, the use of regional interoperable talkgroups can significantly reduce the need for reprogramming of templates as more public safety agencies join WISCOM.

Agencies are encouraged to use the regional interoperable talkgroup (RTACx1) for broadcast of incidents that are considered hot calls, or other calls that may require assistance from multiple agencies operating within the same geographical area.

Based upon the type of console system, the ability to simulcast or transmit on both the primary dispatch talkgroup and RTACx1 can be easily accomplished. Dispatch centers should have procedures in place for setting the console to perform this function.

> *Examples of hot call that would qualify for regional broadcast are: pursuits, injury accidents, officer requesting aid or assistance, bank alarms, robbery in progress and other typical emergency radio traffic.*

The ability for every public safety officer to receive these types of calls is critical. Agencies should not be hesitant in the use of RTACx1 for dispatch of these calls.

To accommodate the region-wide broadcast of these dispatches, SSMG will cause every site in the region to transmit all traffic being broadcast on the RTACx1 talkgroup. Doing so will allow those mobiles, portables and RF Control stations scanning the RTACx1 talkgroup to receive the broadcast, regardless of their primary dispatch site affiliation.

> *<u>For example</u>, in the Southeast Region (Jefferson, Kenosha, Milwaukee, Ozaukee, Racine, Walworth, Washington, and Waukesha Counties), Southeast Region RTAC21 will be broadcast at these towers: Delafield, Kenosha, Milwaukee, Spring Prairie, and Union Grove.*

In keeping with SSMG policy to extend regional interoperable talkgroup affiliation to tower sites in counties adjacent to the region, the following sites will also have a channel activated for broadcast of RTAC21 traffic: Mauthe Lake and Rubicon

B. *COMMAND AND CONTROL.*

As a mutual aid or interoperable incident is established (often long-term situations), and it is determined that extended interoperable communications is required, the agency with incident command shall request participating agency personnel to move to a Regional Tactical talkgroup, RTACx2, RTACx3, or RTACx4, depending upon availability. This migration is critical in order to free

up RTACx1 for other interoperable traffic (particularly hot calls), and minimize channel usage at sites not required for communications.

<u>For example</u>, text of a dispatch message requesting units to move from RTACx1:
"Attention all units responding to XXXX, switch to RTACx2 for all traffic related to this incident. Authority XXXX County Sheriff." At the completion of the interoperable incident, users should be notified to switch their radios back to their primary dispatch talkgroup.

NOTE: The use of this technology and the interoperable talkgroups does not alleviate the protocol for a dispatcher to contact other dispatch centers for requesting aid or assistance.

C. *PRESERVING VALUABLE SYSTEM RESOURCES.*

One of the most valuable resources in the WISCOM system is the availability of sufficient voice channels at each communication site. The system features support roaming from tower site to tower site without users having to manually switch subscriber units as they migrate from site to site. The trunking technology allows communication throughout the state. Roaming technology enables users to monitor their home talkgroups while traveling throughout the system. Utilization of the system in this manner, while convenient to the subscriber, presents the potential of overloading the communications channels available at a given site.

While it is important to provide a mechanism for statewide interoperable communications for subscribers who roam throughout the system, it must be realized that the overall system design (channel capacity at each site) has been based upon the anticipated number of public safety personnel in the area to be served by the site. The ability for subscribers to routinely monitor any localized talkgroup not normally affiliated to that tower site, system-wide, may cause available channels to be busy for all users of the site.

<u>An example</u> would be a large concentration of members of local, county or state users meeting in the Wisconsin Dells area, each wishing to monitor home agency talkgroup(s). Most of these users would be affiliated with the Baraboo tower. As more subscribers travel in to the area and affiliate with the site(s), channels would become saturated resulting in system busies for local users who are handling local public safety incidents.

To address this situation, most local talkgroups do not work on towers outside the home area. To the extent that the WISCOM system supports communications outside users' home area, users should limit communication outside home area to extremely necessary transmissions.

Alternative methods of communicating with home dispatchers have been provided via the Itinerant talkgroups. The ability to communicate with a dispatch center from outside the normal dispatch area can generally be accommodated through the use of regional talkgroups or one of the statewide mutual aid talkgroups.

D. PRIVATE CALLS

A "Private Call" permits two radios to directly communicate with one another without using a talkgroup. Although potentially a useful feature, unchecked private calls can quickly overwhelm the system and render normal or emergency communications impossible.

A radio site can support only as many simultaneous private calls as there are voice channels at that site. In order for a user to initiate a private call, the following must both be true:

1) the radio must be programmed to allow private calls, and
2) the user's profile in the system must enable private calls.

A private call between two users will consume a radio channel at each site with which the users are affiliated for the duration of the conversation. If the private call users are at two different sites, two separate radio channels (one at each site) will be unavailable to other users for the duration of the private call. Users involved in a private call will not receive calls from their dispatcher or their talkgroup. Private calls are simplex; only one user can talk at a time. Private calls are not recorded.

In order to conserve our scarce frequency resources, agencies should avoid making private calls part of their standard operating procedure. The system is unable to restrict private calls to specific channels; unchecked use of private calls can severely impact all users on a site. If needed, the ability to initiate private calls should be restricted to supervisory personnel.

The private call feature will be limited to Supervisory personnel. Private calls will have the lowest priority on the system. The duration of private calls will be limited. System managers will monitor private calls for appropriateness. SSMG reserves the right to disable the private call feature if its use is inappropriate or adversely impacts other users. In times of extreme system usage, private calls may also be prohibited.

E. RADIO UNIT IDENTIFIERS

Radio IDs are 7 digit numbers that range from 0000001 to 9999999. Radio IDs must be unique. Typically, radios equipped with a display will show the ID of the radio being received.

The State of Wisconsin has established this plan for Project 25 digital radio unit IDs. This is the identification number that is programmed into the radio and can be decoded by receiving units. The purpose of this plan is to provide a logical plan for the assignment of unique radio identifiers to all potential Project 25 digital capable radios used by public safety agencies within the State of Wisconsin. The goal of the plan is to eliminate use of duplicate identifiers and maximize the benefit of the imbedded unit ID capability through the use of a number that is logically defined. This number can be tied to an alphanumeric display.

The unit identifier consists of 7 numbers (in decimal format).

A	B	C	D	E	F	G
County Code		Prefix	Unit			

A B The first 2 digits will denote the county that the radio is based in or, for state and federal radios, the agency that owns it.

01-72	Counties, using the standard numbering (see Attachment 2)
73	Milwaukee County Transit System
74-79	Reserved
80	Non Governmental Organizations (contact plan coordinator for assignment)
81-89	State Agencies
91-99	Federal Agencies

C The third digit is an optional prefix to differentiate between radios within a county that have the same unit number or radio call number, such as a mobile and portable assigned to an individual officer, or type of agencies.

0 Default or mobile radio

1 Portable radio
2 Control station or third radio assigned to an individual or unit
3 Fixed stations/bases/consoles/other

4-9 Optionally used to differentiate between duplicate unit IDs used by different agencies within a county
4 Police
5 Fire
6 EMS
7 Emergency Management
8 DPW
9 Local Govt/Other/Non-Governmental

DEFG The unit ID of the vehicle, officer or person that the radio is assigned to, or the radio

FOR EXAMPLES, UNIT IDENTIFIERS FOR RADIOS ON THE SYSTEM WOULD BE:

1402951 Mayville Ambulance 2951 (14 Dodge County)

2000110 Fond du Lac County (20) Sheriff squad fleet number 110 mobile radio
2010061 Fond du Lac County (20) Sheriff deputy 61 portable radio

4802702 Pierce County (48) Sheriff Lt. 2702 mobile radio
4812702 Pierce County (48) Sheriff Lt. 2702 portable radio

4921482 Osceola Fire Dept Pumper 1482 2nd portable radio (49 Polk County)

6700612 Hartford Police Dept Detective 612 (67 Washington County)

8100041 State Patrol Car 41 mobile radio (81 State Patrol)
8110041 State Patrol Car 41 portable radio
8120041 State Patrol Car 41 control station

8210123 DNR Warden C123 portable radio (82 DNR)
8200750 DNR Natural Resources Officer R750 mobile radio

These examples use the decimal format. Some programming software may require use of hex format.

F. TALKGROUP NAMES/ALIAS

A "Talkgroup" is a resource on the system that permits a group of users to communicate with one another. Each talkgroup on the system is assigned a 5 digit talkgroup number when it is created. Talkgroup IDs are 5 digit numbers that range from 00001 to 65535. Talkgroup IDs are unique; the talkgroup aliases for a talkgroup ID should be consistent in all radios! Programming of aliases is an agency responsibility. SSMG has developed these policies for managing talkgroup aliases.
In order to facilitate interoperability and eliminate duplication of talkgroup aliases, SSMG requires that each of the talkgroup aliases begin with the corresponding two letter county identifier as used in the TIME System and listed in the Interoperability ID Plan.

The use of the format CCTTTT is arranged as follows:

CC Is a two digit COUNTY identifier as shown in the Interoperability ID Plan. State agencies do not require this identifier.

TTTT Is a variable length alphanumeric TALKGROUP identifier. This can be any length that an agency desires, but for readability in a variety of radios, SSMG suggests that the identifier be the minimum length necessary, e.g., 2 to 6 letters.

The agency identifier, when combined with the county identifier, must be unique throughout the system. Selected identifiers will be compared to existing identifiers to ensure against duplication.

For examples, talkgroup aliases for city and county agencies would be:

DOBDFD	*Beaver Dam Fire Department talkgroup*
PCSO1	*Pierce County Sheriff's Office talkgroup*
FDRIPD	*Ripon Police Department talkgroup*

For examples, talkgroup aliases for state and federal agencies would be:

DNRBRF	*Department of Natural Resources Black River Falls talkgroup*
WSP2DISP	*State Patrol Post 2 Dispatch talkgroup*
FBIOPS	*Federal Bureau of Investigation operations talkgroup*

WISCOM Policies, Procedures and Guidelines

Index #	3XX.XX
Type	XX
Subject	Template for Mission Support Documents
Approved	XX/XX/20XX
Revised	N/A

Appendix Section

WISCOM Policies, Procedures and Guidelines

Index # 400.00
Type Form
Subject SSMG Membership
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Revised N/A

Current information is on the WISCOM website at www.interop.wi.gov

WISCOM Policies, Procedures and Guidelines

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WISCOM Policies, Procedures and Guidelines

Index #	401.01
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WISCOM Policies, Procedures and Guidelines

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WISCOM Policies, Procedures and Guidelines

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Subject WISCOM Application Checklist
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Welcome to the Wisconsin Interoperability System for Communication (WISCOM). This checklist will help you in becoming an active member of the premier Public Safety communications system in Wisconsin.

- **The benefits of WISCOM.**
  - ☐ Interoperability
  - ☐ 95% statewide mobile coverage
  - ☐ User Training
  - ☐ System maintenance included in the maintenance fee
- **Compare the WISCOM coverage to your needs.**
  - ☐ Statewide
  - ☐ County
  - ☐ City
  - ☐ Town
  - ☐ Buildings
- **Identify your operational needs.**
  - ☐ Mobile
  - ☐ Portables
  - ☐ Speaker mics
  - ☐ Control Stations
  - ☐ Data (future)
  - ☐ Dispatch consoles
- **Coverage tests.**
  - ☐ Define your coverage area for testing.
  - ☐ Identify specific areas of concern.
  - ☐ Identify participants in the test.
  - ☐ Schedule your coverage tests when required. Contact System Administrator.
  - ☐ Will additional infrastructure be required?
- **Sign the membership agreement.**
  - ☐ A signed Membership Agreement is required. (http://interop.wi.gov/)
  - ☐ A completed Participation Application and signed Membership Agreement are required for each WISCOM billing account.
  - ☐ Agencies joining together as a community or consortium require a single Participation Application and Membership Agreement when there is a single billing account.
  - ☐ Agencies requesting the Level 1 interoperability templates must complete the Participation Application and Membership Agreement.
- **Develop a communications plan and initial template design.**
  - ☐ Contact WISCOM personnel for assistance. Phone Number

- ☐ How do you operate within your agency or department?
- ☐ Who to you want to talk to?
- ☐ What are your plans for a disaster?
- ☐ Who is the point person for the templates?
- ☐ Develop your initial template(s).
- ☐ Discuss encryption and sharing of encryption keys.

- **Obtain letters of concurrence.**
  - ☐ A letter of concurrence documents permission to use another agency's talkgroup.
  - ☐ The letter of concurrence must be on the authorizating agency's letterhead and list the approved talkgroups.
  - ☐ These are required prior to your finalizing your template.
- **Finalize your template.**
  - ☐ Review your communications needs again.
  - ☐ Modify if needed to ensure success of your agency's users.
  - ☐ WISCOM administration approval of template.
  - ☐ Select your service level consistent with the template and use of the radios:
    - ☐ Level 1
    - ☐ Level 2
    - ☐ Level 3
    - ☐ Level 4
    - ☐ Level 5
    - ☐ Level 6
- **Order your radios.**
  - ☐ Verify your radio is compatible with WISCOM.
  - ☐ Verify the options you request are available in WISCOM.
  - ☐ Obtain a delivery date from the vendor.
- **Schedule training for your agency.**
  - ☐ The success of your transition to WISCOM is proportional to the participation level during training by users.
  - ☐ A "Train the Trainer "course is available for larger organizations.(?)
  - ☐ User training is scheduled through OJA Communications. Phone number
- **Radios programmed.**
  - ☐ Radios will be programmed by WISCOM technicians.
  - ☐ Radios may programmed by agency technicians and radio service companies with prior approval from WISCOM administration.

WISCOM Policies, Procedures and Guidelines

Index #	402.00
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Subject	Programming Security Agreement
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Current information is on the WISCOM website at www.interop.wi.gov

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