

NPSBN SUBCOMMITTEE

WEDNESDAY, MAY 22, 2019

10:00 AM

WISCONSIN STATE PATROL – SW REGION
911 W. NORTH STREET
DEFOREST, WI**MEETING MINUTES**

1. Meeting convened at 10:02 AM.
2. Quorum was not established. 5/12 members present. Attended in Person: David Harvey and Paul Hughes. Present via Teleconference: Connie Bandt, Gerry Klein, and Deputy Fire Chief Victor Voss.
3. Minutes from the March 3, 2019 meeting will be reviewed at the next meeting due to lack of quorum.
4. Verizon Public Safety Presentation
 - Jennifer Johanns (Verizon) coordinates the state contract with the Department of Administration (DOA) along with local account representatives. Verizon's current mission is to make sure stakeholders are aware of what Verizon's public safety offerings are.
 - There is sheltered backup power and generators at 90% of the cell sites nationwide, along with COLTs, backup generators, and other temporary towers as deployables out of New Berlin, Wisconsin. The COLTs and generators can run for two to three days without additional fueling resources needed. When a tower site has occasional hardware equipment failures, they have the resources readily available at staging hub locations across the state, and the equipment can typically be replaced in hours.
 - Chair Klein asked if Verizon had plans to cover the white space in the state forest in the northwestern part of the state and Johanns said she could provide that information. The Verizon partner on the extended network is Cellcom which covers Door County and some of the other counties north and west of Green Bay.
 - Johanns addressed the Verizon commitment around first responders, the new availability options, some of the features that are always offered, and those items available under the state contract. Within the public safety plans will be a new smartphone plan, with unlimited services and no speed caps or throttling. Verizon anticipates scheduling a call with state contract purchasers to give an overview of the new public safety plans, prices, features and options available, and the implementation process.
 - Wireless priority services (WPS) was developed and is administered by the U.S. Department of Homeland Security (DHS) which gives priority end to end. The public safety plan smartphones already include priority and preemption without having to sign up for WPS, although when WPS is partnered with Government Emergency Telecommunications Service (GETS), the priority is also available with landlines. The benefit of using the DHS WPS/GETS application is the ability

to escalate priority levels for an event and also prefixes the numbers with *272 so the user does not have to remember the number they are dialing with the application. Entering the GETS number into the WPS phone application (available through iOS and Android app stores) allows priority calls for both cellular to cellular and landlines.

- Verizon offers a first responder benefit program for public safety professionals who do not have a corporate phone or device. This program will give them discounts on their plan, and also allows them to sign up for WPS at no cost, as well as mobile broadband priority for their data devices. The mobile broadband priority is what will give priority on data devices, such as Cradlepoints or iPads. This is not a DHS mandated or controlled feature and Verizon has added this as a feature to the public safety plans. Verizon has a vetting process to assure that those who need the priority service receive it, and to assure that it is not being given to individuals who are not part of the public safety community. Mobile broadband priority gives priority to the tower which places the caller next in line to the tower. Preemption will move people off the tower if there is congestion.
- Toni Isla, on the Verizon Response Team, stated that Response Team objectives are operational with their primary responsibility being responding to events. Many of the Response Team members had been in first responder positions before joining Verizon. The Team works with state and local officials to determine what Verizon can offer to assist in that event and what deployables or other assets can be provided. The Team will also assist in emergency management planning and exercises. The Response Team keeps apprised of large-scale events such as the DNC in summer 2020, although Isla stated they appreciate any information on smaller events. If anyone would like to report a planned event they should contact Julie Pfaffle, Verizon state representative.
- The Verizon Major Emergency Response Incident Team (MERIT) are engineers that are HAZMAT trained to deal with events that involve chemical spills, such as railroad lines. The MERIT members are full time Verizon employees, typically field engineers who work on the network and have volunteered to join the MERIT Team. Hughes recommended having the MERIT Team obtain WICAMs cards for any response team members. Hughes also asked if the MERIT Team had any training in Incident Command System (ICS). Isla stated that those on the coastal areas, due to the frequency of their real events, have had ICS training. The midwestern teams are in the process of getting the MERIT Teams trained on ICS procedures. Hughes encouraged the teams to get into the FEMA ICS courses. Hughes recommended that the MERIT Team include notification to an Incident Commander (IC) to provide situational awareness as part of their procedures when responding to an event or incident.
- Verizon has seen agencies use radio over IP, using a gateway, and then connecting a donor radio to open a couple of channels to implement a push to talk (PTT) application. More agencies are looking at how they can supplement the need for some employees to have occasional radio communications, and PTT is a cost-effective option for those employees, such as crossing guards or community service officers.
- Operation Convergent Response (OCR), hosted at the Guardian Centers in Perry, Georgia November 19-21, 2019, is a crisis management technology demonstration for both public and private sector leaders. OCR brings together police, fire, EMS, federal and military, as well as enterprise decision-makers, with technology innovators in a single setting to demonstrate and discuss how to best work together in times of crisis. If interested, contact one of the Verizon team members that attended the meeting or Julie Pfaffle, Verizon State of WI account manager.

Wisconsin Department of Military Affairs

2400 Wright Street | Madison, WI 53704

Phone: (608) 888-5501 | www.dma.wi.gov/DMA/oec

- Question and Answer
 - Question – How to obtain historical coverage maps which would reflect the increased coverage over the past few years.
 - Answer - Verizon is able to provide that information via the Verizon account representative.
 - Question - If someone is on a Cradlepoint inside the LTE network what expected speed would the officers have?
 - Answer - Johanns stated that the speed would vary depending on where you are and how many people were on a tower. Published speeds are - download between 5 and 12 Mbps (Megabits per second) and upload speeds between 2 and 5 Mbps.
- 5. Public Comment – there was no public comment.
- 6. Next meeting is scheduled for June 25, 2019 at Department of Military Affairs.
- 7. Meeting ended at 11.45 A.M.

Respectfully Submitted,

Melinda Landon
DMA/OEC