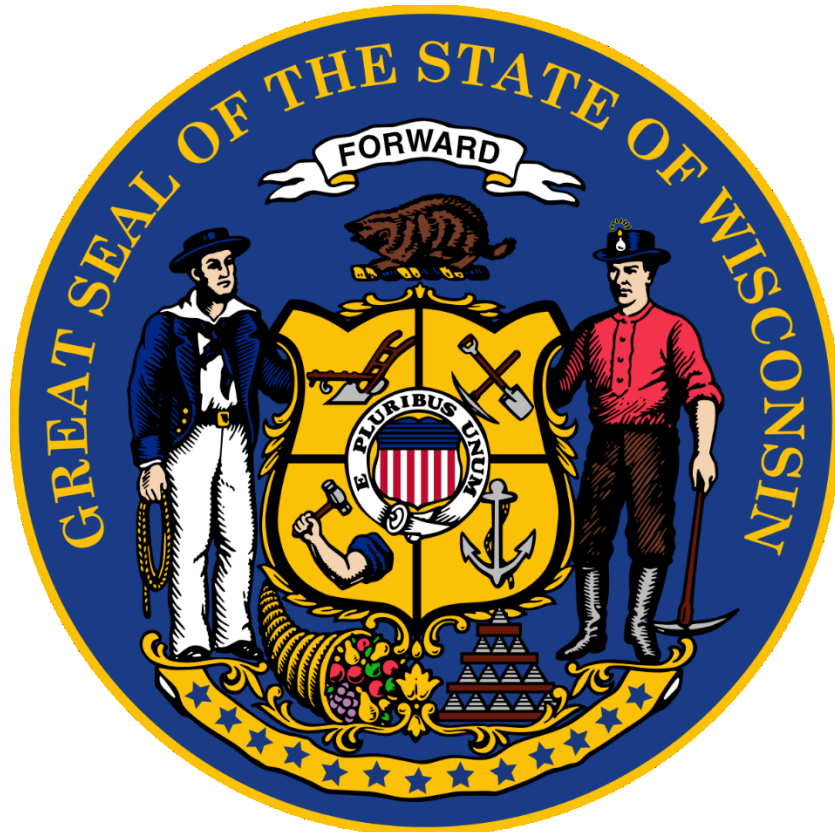


Outreach and Education Plan



Nationwide Public Safety Broadband (NPSBN) Subcommittee

September 2020

The purpose of this document is to fulfill Tactic 2.12 of the April 2019 Wisconsin Emergency Communications Strategy (WECS), as approved by the Interoperability Council.

Tactic 2.12 of the WECS states that the Nationwide Public Safety Broadband Network Subcommittee (NPSBN) is tasked with “[providing] outreach and education on status of emerging public safety broadband services¹.” The Office of Emergency Communications (OEC) will assist with this process as outlined in each section.

Information relating to the education and outreach plan may be placed on the OEC website at the discretion of the NPSBN Subcommittee chair, and the NPSBN Subcommittee chair may direct stakeholders to the OEC website to view updated information.

NPSBN stakeholders are state and local public safety interest groups that may possibly utilize public safety broadband services, as determined by the NPSBN Subcommittee. Additional stakeholders may be suggested to the NPSBN Subcommittee chair and presented to NPSBN Subcommittee for discussion. Suggested groups include, but are not limited to: Wisconsin State Fire Chief’s Association (WSFCA), Badger State Sheriff’s Association (BSSA), Wisconsin Chiefs of Police Association (WCPA), Wisconsin Police Executive Group (PEG), Wisconsin EMS Association (WEMSA), Wisconsin Public Safety Communications (WIPSCOM), Wisconsin Counties Association (WCA), League of Municipalities, Towns Association, Wisconsin Emergency Management Association (WEMA), Wisconsin Tribal Emergency Management Association (WiTEMA), Wisconsin Air Medical Council, and Wisconsin Healthcare Emergency Readiness Coalitions (HERC). Stakeholders with a membership base will be encouraged to distribute NPSBN Subcommittee information to their members.

The goals of this document are not static. This document will be updated on a biennial cycle starting the year of this document’s approval, or upon the approval of a new WECS, whichever comes first. The review will be subsequent with the IC Subcommittees bylaws review.

This plan has been divided into two sections, education and outreach.

1. Education

a. Ongoing Internal and Continuing Education

- i. The public safety broadband landscape is a rapidly changing environment. The NPSBN Subcommittee will take several actions in order to maintain awareness about public safety offerings and changes to the statewide public safety broadband landscape.
 1. The NPSBN Subcommittee will invite the FirstNet Authority and FirstNet Built by AT&T personnel to provide build-out updates at an annual subcommittee meeting to be determined by the NPSBN Subcommittee Chair. Once the build-out of the network has been completed, the FirstNet Authority and FirstNet Built by AT&T personnel will be invited to provide network updates in the event of updates or significant changes.

¹ WECS, page 16

- a. If other carriers have updates or significant changes to their public safety broadband programs or networks, the NPSBN Subcommittee Chair will invite them to share updates at a NPSBN Subcommittee meeting on an as-needed basis.
 - 2. The NPSBN Subcommittee will review the state wireless contract upon updates to see if there are any changes that affect public safety broadband service offerings.
 - a. OEC will distribute copies of the state wireless contract to NPSBN Subcommittee members as updates are made. Members will be expected to review the contract and discuss at the next NPSBN Subcommittee meeting.
 - b. If there are significant changes, the NPSBN Subcommittee will document those changes and the implications for stakeholders. This information will be distributed by the NPSBN Subcommittee chair to stakeholders.
 - b. Policy Development
 - i. The NPSBN Subcommittee will create policies regarding public safety broadband topics in order to provide education, guidance, and best practices for stakeholders. These policies are to be developed by the NPSBN Subcommittee on a regular and ongoing basis. They will be reviewed and updated annually or as needed and distributed to stakeholders.
 - ii. OEC will assist the NPSBN Subcommittee with drafting policies based on discussion from Subcommittee meetings. Drafts will be reviewed and approved by the NPSBN Subcommittee for discussion and finalization, with final adoption going to the Interoperability Council for approval. Proposed policies include, but are not limited to:
 - 1. Information/Data Sharing
 - a. This document will require coordination with the 9-1-1 Subcommittee
 - 2. Priority Management Standards
 - 3. Coordinating Public Safety Broadband Carrier Issues for Locals
 - 4. Land Mobile Radio (LMR)/Long-Term Evolution (LTE) Best Practices
 - a. This document will require coordination and authorship with the LMR and WISCOM Subcommittees
 - 5. Push-To-Talk (PTT) Services Best Practices
 - a. This document will require coordination and authorship with the LMR and WISCOM Subcommittees
 - 6. Emergency Uplift Request Procedure
 - a. This document will require coordination and authorship with Wisconsin Emergency Management
 - 7. NG9-1-1 & Public Safety Broadband Interconnectivity
2. Outreach
 - a. Outreach to stakeholders and communities of interest will take place as determined by the NPSBN Subcommittee on an annual and as-needed basis

- i. The NPSBN Subcommittee chair, with the assistance of OEC staff, will compile a list of stakeholder contacts. Updated contact information should be sent to OEC staff.
- ii. All relevant information provided to the NPSBN Subcommittee by carriers should be relayed to stakeholders. This will be done via email updates. OEC will draft the updates based on meeting discussion. Updates will be reviewed and distributed by the NPSBN Subcommittee chair.
- iii. The NPSBN Subcommittee will maintain a booth presence at association conferences when budget and schedules allow. This may include in-person attendance or handout materials for OEC staff to distribute.
 - 1. OEC will develop a rolling calendar of public safety and emergency management-related conferences to be displayed on its website. OEC will ensure that NPSBN Subcommittee members are aware of conferences for the upcoming quarter.
 - 2. Members may request to add events to this calendar by emailing Interop@wisconsin.gov. Requests should include the full name of the event, dates, location, contact information for the event, and a website if applicable. Events will be added at the discretion of OEC staff.
- iv. The NPSBN Subcommittee, in conjunction with OEC, will develop a traveling presentation about public safety broadband. This presentation will include overall descriptions of public safety broadband, coverage statewide, carrier options, available carrier resources, and suggestions/points of contact if members would like to use broadband in exercises.
 - 1. This presentation can be tailored to any agency that would like it. Suggested recipients include but are not limited to the agencies mentioned in the third paragraph of this document.
- v. The NPSBN Subcommittee will maintain broad awareness of public safety broadband success stories. The NPSBN Subcommittee, in conjunction with OEC, will develop written blurbs highlighting public safety broadband successes statewide, to be distributed to its stakeholders via email distribution and through the OEC website.
- b. The NPSBN Subcommittee will review the OEC website on an annual basis at the last meeting of the year and will provide suggested updates involving the Subcommittee or public safety broadband on an as-needed basis.
- c. The NPBSN Subcommittee will interface with local and state training officers to advocate for and to include public safety broadband exercising capacity in training and exercises.
 - i. The NPSBN Subcommittee will meet annually with the Communications Unit Workgroup (COMU WG) to discuss upcoming exercises, opportunities to include and promote communications and communications preparedness in upcoming exercises, changes in curricula regarding communications, inclusion of broadband in after-action reviews (AARs) and look for opportunities to include public safety broadband in exercise planning. Once these exercises have been completed, the NPSBN Subcommittee Chair or Vice Chair will request copies of the AARs from the Wisconsin Emergency

Management (WEM) State Training Office. OEC will then distribute these AARs to the membership with other meeting materials for discussion at the next meeting.

- ii. The NPSBN Subcommittee will contact the WEM State Training Office on an annual basis to discuss brief representation at the annual Statewide Training and Exercise Development Meeting.
 1. If possible, the NPSBN Subcommittee will ideally give a short presentation at the meeting, covering a brief description of public safety broadband offerings and advocating for the use of public safety broadband in both exercise curricula and AARs. This will be at the discretion of WEM.