

Public Safety Communications Commission



WyoLink Frequently Asked Questions

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We would like to thank you for your interest in Wyoming's PSCC. We welcome any questions, comments, or suggestions you may have to this publication. You may direct them to Bob Symons at 307.777.5065 or by email at bsymon@wyo.gov

What is WyoLink supposed to accomplish?

WyoLink is Wyoming's Statewide, Public Safety, Interoperable Radio Communications System. **It is a statewide system** — meaning that participating public safety agencies within Wyoming will be able to communicate within and outside their home area, as they will be on a shared radio system.. **It is a public-safety system** — meaning that it is intended for the use of agencies whose mission is to protect the lives of their neighbors and respond to emergencies. **It is an interoperable system** — meaning that public safety agencies will be able to have direct communications, when needed to operate with one another, across disciplines and jurisdictions. **It is a radio communications system** — meaning that the system is designed to exchange short operational voice and data messages in real time. WyoLink is for mobile users and is not intended to be a replacement for wire-line telephone systems, cell phones, or full Internet access.

When will WyoLink be implemented?

WyoLink currently has 41 sites operational throughout the state, with nine (9) sites scheduled for completion and by the end of 2009 and another five (5) sites scheduled for construction in 2010. WyoLink will be fully operational in 21 of the 23 Counties by the end of 2009. There is no mandate that agencies transition to WyoLink, this is a local decision.

Can we just keep using our existing system?

Yes. Continued use of existing systems is an option for several years, although eventually the FCC will require all radio systems to change to "narrowband" operations, which in most cases will require replacement of all radios. Even then, nothing would force an agency to join WyoLink. WyoLink's functional and operational advantages must be weighed against cost. The WyoLink strategy has the flexibility for agencies to transition to WyoLink gradually as funding is available. The WyoLink strategy was based on an extensive business case analysis to find the most cost-effective solution for public safety agencies within Wyoming. The long-term analysis shows that agencies are likely to pay more by upgrading and staying on their own systems than by joining the shared WyoLink system.

Will there be user fees to support WyoLink?

The answer depends very much on how the question is asked. **No.** There are no plans to impose user fees. WYDOT will maintain the basic system infrastructure. **Yes.** Where an agency requires specific services and features, and where those costs are directly attributable, clearly measurable, and plainly reasonable, those costs would be passed on to the agency. **Maybe.** Ultimately, the issue of user fees is a policy question to be decided by the Public Safety Communications Commission. Depending on the Wyoming Legislature's budget process, the PSCC may have to review user fees.

WyoLink Frequently Asked Questions (Cont from page 1)**Who will maintain WyoLink infrastructure?**

The WyoLink Support Office with the assistance of the WYDOT Telecommunications will be responsible for maintaining the system infrastructure, which is all the equipment at the radio sites and the control system. WyoLink includes a 24/7 – 365 day monitoring system of all WyoLink infrastructure and systems. The WyoLink Support Center is available 24/7 by calling 307-777-4885.

Individual agencies will be responsible for maintaining their own subscriber units, which is all the equipment they have mounted in vehicles, used at dispatch centers, and/or carried by staff members.

The PSCC has developed a WyoLink subscriber and system support policy, published in the WyoLink Handbook and a quick reference guide. Both of these documents are available on the WyoLink website: <http://wyoLink.wyoming.gov> and the PSCC website: <http://pscc.wyoming.gov>

Are agencies required to provide their FCC licenses to WyoLink?

No. Local agencies will not be asked to provide their current FCC licenses to WyoLink if they decide to join and use WyoLink. WyoLink has developed a frequency plan that includes FCC frequencies and has requested use of Federal frequencies to complete the radio system and to provide the minimum of five channels per radio site. If an agency requests additional services in their local area, discussion on how to support the additional services may include additional frequencies and who would provide those frequencies.

What will happen to the pagers used by public safety agencies?

Pager services are not included in WyoLink. Currently, no manufacturer produces a pager that would work on the WyoLink Project-25 trunking infrastructure that is comparable to pagers used by public safety agencies on analog systems now. Agencies using analog pagers will need to maintain their systems for paging.

Will WyoLink offer better coverage than my agency has today?

Your agency should see overall coverage equal or better than what you have today. The mobile (vehicle mounted) radio coverage goal for WyoLink is 95% statewide, and the consultant's preliminary analysis in the statewide plan indicates that over 94.6% coverage may be possible with 57 sites. Additional sites or shifting of sites will be considered to address particular coverage issues.

WyoLink users will have statewide coverage. The WyoLink system will allow users to access radio sites outside of their normal coverage area. With the design of the WyoLink system, the user will have multiple radio sites that can be used. The radio will select the best sites for each radio call.

What about portable radio coverage?

The PSCC has recognized the need for improved portable radio coverage and created the following goal on providing portable radio coverage:

Therefore, the goal of WyoLink coverage enhancement is to achieve interoperable public safety communications comparable with existing portable radio coverage and in areas of critical concern, identified through testing and cooperative efforts with local public safety providers, determined after statewide deployment in an area. There is an expectation of local participation within the jurisdictional area of influence.

The Wyoming Legislature has provided funding for enhanced portable radio coverage. WyoLink will work with local agencies on testing coverage in local areas and solutions to identified areas needing additional portable radio coverage. The local participation may include site leasing and/or site development including power, shelter and tower.

Upcoming Events

Calendar posted @ <http://pscc.wyoming.gov>

8/31/09 * 9/28/09 * 10/26/09 Project Team Meetings 10 am—12 pm

@ WYDOT Planning Building, 2nd Floor Training Room

This is a monthly meeting held by the WyoLink Project Manager and Motorola. The meeting gives an overview of the progress over the past month, what is taking place in the near future, and any problems or concerns that need to be addressed with WyoLink.

6/1/09—WyoLink Operations and Interoperable Executive Committee meetings—Riverton

6/2/09 - PSCC Meeting— Riverton

This is the quarterly general business meeting of the PSCC. Each committee gives a standing report; any concerns or problems are discussed and action taken, if needed. A progress report on the WyoLink project is also presented.

WyoLink Frequently Asked Questions (Cont from page 2)

Will there be training to help us learn to use WyoLink?

YES. The PSCC has included a training requirement within the Membership Agreement. The State of Wyoming has received grants to help provide WyoLink and Interoperability Training to all users. The Wyoming Fire Marshal's Office and the Wyoming Law Enforcement Academy have instructors that will present the training within the local agency. Some train-the-trainer classes will be held to help agencies with continuing training.

User training has two elements. The first element would equip the user to operate the features and functions of the radio equipment. The second element would equip the user to understand the communication resources provided through WyoLink, to know which radio channel to use in which situation and understand the operational plans that support and direct these decisions.

Who programs the radios for WyoLink usage?

This is a multi part question. The end user is responsible for the programming costs for their radios. Adding the WyoLink talkgroups to a radio codeplug does not cost the user, this is provided by WyoLink support. The users will need to have someone program their conventional channels and radio parameters – Alias, buttons, switches and menu items. The radio will need to be read using a computer program to save the current radio programming (codeplug), this codeplug is emailed to WyoLink Support which adds the approved talkgroups into the codeplug. The revised codeplug is then sent back to the user, who is responsible for having the codeplug wrote back into the radio. Classes are available to train users on using the radio programming software.

The goal of the PSCC Newsletter is to disseminate information to all agencies and individuals interested in the PSCC. To reduce printing and postage costs all issues will be in electronic format. If you would like to continue receiving the PSCC newsletter please visit <http://pscc.wyoming.gov> and click on E-mail/Newsletter sign up. This will be a quarterly, electronic publication distributed after every Commission meeting.

PSCC Newsletter

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Staff Support

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Leland Christensen—County Government Representative

Governor Dave Freudenthal has appointed Leland Christensen as the County Government Representative to the Public Safety Communications Commission. He is from Teton County and is currently serving as a Teton County Commissioner. Leland is a former police officer with the Jackson Police Department. The PSCC welcomes Leland and we look forward to working with him.

Thank You Jerry Kennedy

The Public Safety Communications Commission would like to thank Jerry Kennedy for his service to the PSCC, WyoLink and public safety communications. Jerry resigned from the PSCC on June 3, 2009, after almost five years as a PSCC commissioner. Jerry represented county governments on the PSCC and was one of the charter members of the commission, appointed by Governor Freudenthal in 1994.

Jerry served the Commission as the Secretary and was the chairman of the WyoLink Operations Work Group. WyoLink and the PSCC were fortunate to have Jerry's commitment and knowledge of public safety communications in developing the WyoLink project and building the PSCC from the ground up. His County Commissioner background provided a unique perspective on the development of WyoLink and helped educate others on the benefits of WyoLink and the importance of an improved communication system. Jerry will continue his service to the PSCC as a subject matter expert on the WyoLink Operations Work Group.

How to Join WyoLink?

The WyoLink application is available on the PSCC website: <http://pscc.wyoming.gov> or on the WyoLink website: <http://wyolink.wyoming.gov> Once the application and the Attachment A – Relationship Manager forms are completed, they are sent to the PSCC Administrative Support, address is on the application. The Interoperability Executive Committee will review the application and pass it on to the PSCC for consideration.

Upon the approval of the PSCC, a membership agreement will be developed and signed by the PSCC and Member.

A Readiness Document for Joining WyoLink is available on the WyoLink and PSCC websites that outlines the process for migrating to WyoLink.

PSCC Mission:

The mission of the Wyoming Public Safety Communications Commission is to develop recommendations for policy and guidelines, identify technology and standards, and coordinate intergovernmental resources to facilitate statewide interoperability with emphasis on public safety.