

# WYOMING PUBLIC SAFETY COMMUNICATIONS COMMISSION

## 2012-2014 Strategic Plan

### Results Statement:

- Wyoming families and individuals live in a stable, safe, supportive, nurturing, healthy environment.
- Wyoming state government is a responsible steward of State assets and effectively responds to the needs of residents and guests.

### Contribution to Wyoming Quality of Life:

- Develop recommendations for policy and guidelines, identify technology and standards, and coordinate intergovernmental resources to facilitate statewide wireless communications interoperability with emphasis on public safety.

### Commission Facts:

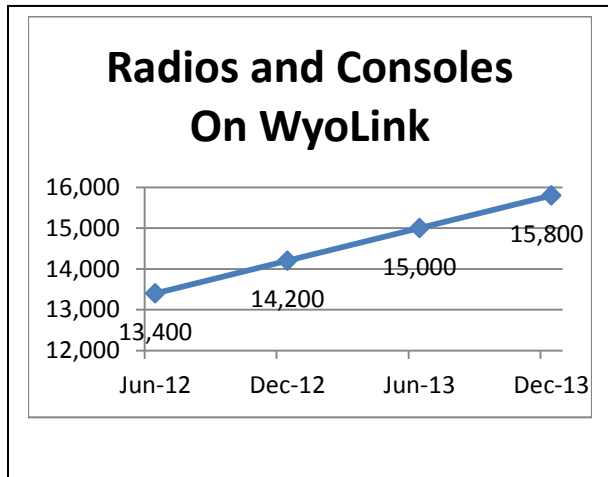
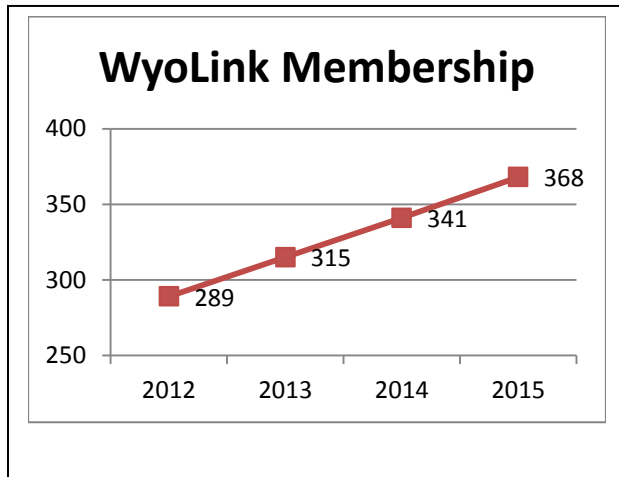
The Public Safety Communications Commission (PSCC) was created in 2004 by the Wyoming Legislature from the former State Agency Law Enforcement Communications System (SALECS) and Public Safety Mobile Communications (PSMC) Steering Committee. Wyoming Statute 9-2-1101 through 9-2-1104, as amended, provides for the creation, composition, appointment of members, powers and duties of the PSCC. The PSCC has seventeen members appointed by the governor to three-year terms representing State of Wyoming Agencies, public safety associations and the general public.

### Six Primary Functions of the Commission:

1. Work with the Department of Enterprise Technology Services, the Department of Homeland Security and the Department of Transportation in an advisory capacity to promote the development, improvement and efficiency of public safety communications systems in the state.
2. Report in writing each October to the Governor concerning any problems related to the installation, operation and maintenance of the system and shall make any recommendations it deems appropriate as part of the report.
3. Submit a plan for statewide system networking to the Department of Enterprise Technology Services for inclusion in the statewide telecommunications plan developed pursuant to W.S. 9-2-2906(g)

4. In cooperation with participating federal agencies, establish and assess user fees upon any federal law enforcement agency electing to use and participate in the system.
5. Promulgate necessary rules and regulations governing system operation and participation and upon failure to comply with adopted rules and regulations, may suspend system use and participation by any participating and non-complying public safety agency or private entity.
6. Determine the participation of public safety agencies and private agencies in the wireless communications network.

**Performance Measure #1**  
**Potential WyoLink Participants Who Are Participating**



**Story behind the performance:**

The PSCC has approved WyoLink membership for 253 agencies who serve as first responders to disasters and other emergencies. There approximately 525 potential agencies which could be WyoLink members including: police departments, sheriff offices, fire departments, ambulance services, municipalities, county agencies, school districts, state agencies, federal agencies and the military. As agencies are approved, membership agreements or memorandums of understanding are drafted and signed. Once the membership agreements have been executed, planning for WyoLink migration and talkgroup development is started. A WyoLink readiness document has been developed which lists seven topics that must be completed; signed membership agreement, coverage planning, interoperability planning, subscriber planning, dispatch operation planning, user training and cutover to WyoLink. As of June 2012 there are 13,400 radios and consoles registered to use WyoLink

WyoLink is intended to serve the radio communications needs of Wyoming’s potential first responders, for day-to-day and special incident operations. Homeland Security Presidential Directive-8, issued in 2003 in regard to National Preparedness, provides the scope of intended WyoLink membership. *The term "first responder" refers to those individuals who in the early*

*stages of an incident are responsible for the protection and preservation of life, property, evidence, and the environment, including emergency response providers as defined in section 2 of the Homeland Security Act of 2002 (6 U.S.C. 101), as well as emergency management, public health, clinical care, public works, and other skilled support personnel (such as equipment operators) that provide immediate support services during prevention, response, and recovery operations.*

The PSCC issued the following policy statement on June 22, 2007: *“There is no local responder link in “WyoLink” until the goal of mobile and portable radio communications interoperability is achieved. 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 \$8,030,000 to fund expansion of the core WyoLink system for local responder portable coverage. These funds are for the radio frequency and communications portion of developing up to 22 areas of concern. The Governor and Legislature recognized the need for local participation in the development of the expansion sites and provided another \$4,000,000 in grant funds, which will be administered by the PSCC, for financial assistance to the localities for the development of radio sites to include site leasing, tower, building, and power. The PSCC is working with counties and cities on coverage testing and site planning.

### **What do we propose to do to improve performance in the next two years?**

- Review and revise, as needed, rules, policies, procedures, WyoLink Handbook and membership agreement for WyoLink participants.
- Work with the Wyoming Office of Homeland Security, on developing and providing end user training at the local level through the use of a Train-the Trainer program in each County.
- Continue full time administrative staff position for the Public Safety Communications Commission. See Appendix A on page 6.
- Provide outreach and education to political subdivisions with regard to WyoLink and the benefits of an interoperable communication system.
- Provide WyoLink and Interoperable Communications updates to stakeholders and maintain websites with current WyoLink information
- Provide guidance and protocols for Interoperable Communications between Local, State and Federal agencies

## **Performance Measure #2 WyoLink Support Funding**

### **Story behind the performance:**

WyoLink core system is approaching completion, and recurring costs are better understood, funding will be needed, to support WyoLink: Wyoming's statewide public safety interoperable radio communications system. This funding will be for recurring support, console connectivity and updates. As WyoLink continues to attract users, there will be additional areas identified which may require additional WyoLink radio sites, which will need to be included in future budgets.

### **What do we propose to do to improve performance in the next two years?**

- Support the WYDOT/WyoLink biennium budget requests for: WyoLink Contracted Support Costs; T1 Circuits for local agency console connections; Core System Software update; Software Update Agreement and routine preventive maintenance and component failure replacements.
- Review WyoLink system coverage to identify gaps in coverage or potential portable coverage enhancement areas. Prepare budget recommendations to WYDOT for all future WyoLink expansions.

### **Budget Explanation:**

The 2013-2014 biennium budget for WyoLink includes \$1,600,000 for a Service Agreement from the vendor for monitoring and maintenance of WyoLink. WyoLink uses WYDOT Telecommunications personnel wherever possible to reduce the Service Agreement costs.

Similarly, earlier budgets provided a onetime budget for leased communication line expenses in support of local agency participation on WyoLink; a budget line item is now needed to pay ongoing leased T1 circuit costs for the console connections, and for planned local area portable coverage enhancement sites. WYDOT is pursuing microwave system expansions to reduce leased circuit costs in time, but funding is needed until these expansions can be implemented and leased circuits are reduced.

WyoLink's core system is a computer based system which requires software updates to maintain operational and security capabilities. WyoLink is currently using Version 7.2 software and the current version is 7.9 with an expected release of 7.11 in 2012. This update will bring WyoLink infrastructure to a current version which is supportable, reliable and secure. This software update will need to be installed into all WyoLink radio sites, the master site in Cheyenne, Casper zone controller and all dispatch consoles directly connected to WyoLink.

Once the WyoLink system is updated to the current system version, a Software Update Agreement would keep WyoLink current with future software updates.

## **Performance Measure #3**

### **WyoLink and Interoperable Communications Training**

#### **Story behind the performance:**

The Statewide Communications Interoperability Plan for Wyoming lists training as one of the challenges for interoperability. Currently, most agency radio training is based on agency operations on conventional radio systems. The WyoLink system training and communication interoperability training for all hazards is a new program and all WyoLink radio users are required to have the training per the WyoLink Policies and Procedures. Law Enforcement, Fire Services, Emergency Medical Services, Emergency Management, Public Works, Governmental Agencies, Haz-Mat, Public Health, Military, Native American Tribes, Schools, Non-Governmental Agencies, Health Care and Public Safety Communications at the local, state and Federal levels will receive the training.

Essentially, anyone who has a reason to have and operate a radio will need to be trained. Of equal importance, Interoperable Communication training for multiple agency response capabilities and management will be included in the training program.

#### **What do we propose to do to improve performance in the next two years?**

The WyoLink training will provide knowledge and exercises on the use of a digital trunked radio system, radio etiquette, user radio features and radio programming. The interoperable communications training will focus on inter-agency and all hazard communications. Cost effectiveness will be enhanced by providing a Train the Trainer training at the county level, which will be able to provide the training to the local agencies. The development of agency trainers will provide a means for refresher training within each agency and new employee training.

To reduce travel costs, the Train the Trainer program will utilize video networking classes as much as possible. Local dispatch center personnel will require additional training for the operations of dispatch consoles within a trunking system.

- Develop interactive video based Train the Trainer training program.
- Identify trainers in each county, state agencies and federal agencies which will provide the WyoLink and interoperable communications to the end users.
- Develop a critique for assessing the content and effectiveness of the end user training. With the assistance of the Wyoming Office of Homeland Security include communications in all exercises.

## **Performance Measure #4 National Public Safety Broadband Network**

### **Story behind the performance:**

On February 22, 2012, H.R. 3630 – Middle Class Tax Relief and Job Creation Act of 2012 was signed by the president. Title VI – Public Safety Communications and Electromagnetic Spectrum Auctions, Subtitles A through C, Sections 6001 through 6303 reallocate Public Safety Spectrum, define the governance of Public Safety Spectrum and establish the Public Safety Commitments. This legislation will create a national public safety broadband network (NPSBN) using 20 MHz of the 700 MHz spectrum.

The U.S. Department of Commerce, National Telecommunications and Information Administration (NTIA) will create and fund the First Responder Network Authority (FirstNet) within NTIA. FirstNet will hold the public safety broadband wireless license and take “all actions” needed to ensure the construction, deployment and operations of the NPSBN in consultation with Federal, State, local and tribal public safety entities. The State of Wyoming will be required to designate a single officer or governmental body to coordinate with FirstNet. Upon FirstNet’s completion of the NPSBN construction and operations Request for Proposals (RFP), FirstNet is to provide each Governor: 1) Notice of completion of the RFP process; 2) Details of the proposed plan for the Network build out; and 3) Funding level for the State as Determined by NTIA. Wyoming will have 90 days to decide whether to participate in NPSBN (Opt-In) or build a Wyoming Radio Access Network (RAN) (Opt-Out).

### **What do we propose to do to improve performance in the next two years?**

The PSCC has created a Broadband Work Group to review and develop a public safety broadband plan for Wyoming and to assist Link Wyoming in the development of state broadband plan. This work group will be working with the Wyoming Broadband Coordinator, Department of Enterprise Technology Services, public safety agencies, municipal and county governments, state agencies and commercial vendors on the development of a public safety broadband plan, information requests from FirstNet and review of NPSBN for determination of the Opt-In or Opt-Out options for Wyoming.

### **Appendix A: Administrative Staff Position Essential Duties:**

- Facilitate and monitor overall strategic planning to include state and local components of interoperability.
- Establish a liaison with and represent the PSCC to stakeholders.
- Create and disseminate components of a statewide awareness campaign targeting stakeholders.
- Coordinate and support PSCC meetings and activities.
- Inform the PSCC on developments relative to wireless communications, emerging technologies and standards, spectrum policy/management and federal interoperability initiatives.
- Develop long-term technical and policy recommendations to establish the development and implementation of WyoLink.
- Statewide Interoperability Coordinator for Wyoming, The National Emergency Communications Plan, July 2008, and Federal communication grants recommend all states and territories establish full-time statewide interoperability coordinators.