State of Wyoming

Public Safety Communications Commission

~ 2012 Annual Report to the Governor of the State of Wyoming ~

Mission Statement and Statutory Responsibilities

The mission of the Wyoming Public Safety Communications Commission (PSCC) is to 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.

Wyoming Statute 9-2-1104 states the commission shall:

(ii) **Report in writing each year in 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.**

Achievements for 2011 and 2012

The Public Safety Communications Commission (PSCC) and the WyoLink program have achieved many accomplishments and goals this past year:
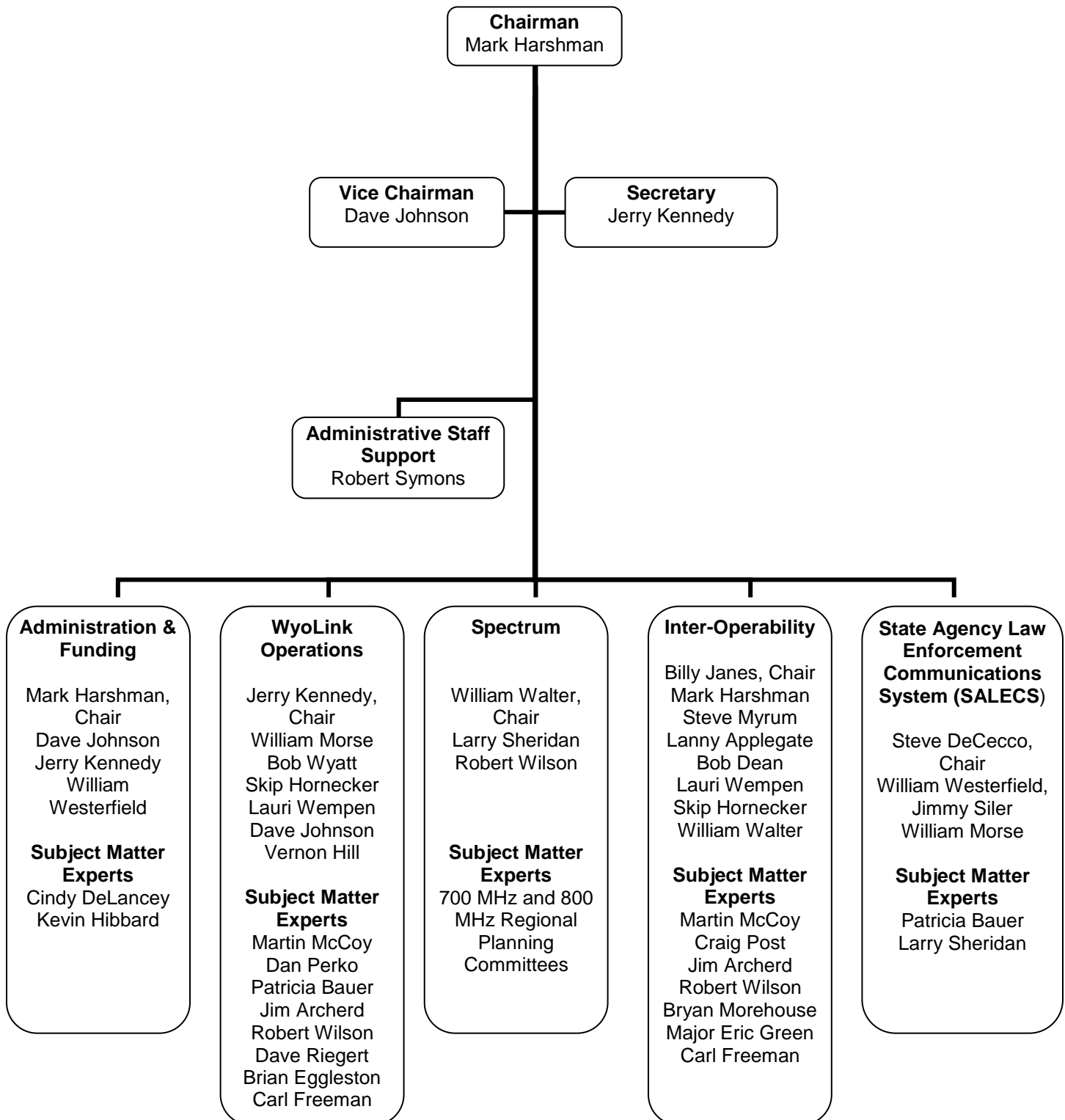
➢ 267 total WyoLink Membership Applications have been approved by the PSCC
➢ 14,100 subscriber units (dispatch center console's, mobile radios and portable radios) programmed and operable on WyoLink.
➢ Over 1.5 million radio calls per month have been logged by the WyoLink System.
➢ 54 of 58 core WyoLink radio sites have been activated and are operational
➢ Two core WyoLink sites will be sharing Federal spectrum and are waiting for FCC licenses. Upon receipt of the FCC licenses, the WyoLink sites at Pinkham Mountain in Colorado (coverage for Albany and Carbon Counties) and Hell Hole in Idaho (coverage for Lincoln county) will be activated.
➢ Five Portable Radio Coverage Sites (PRCS) -Laramie, Lander, Riverton, Thermopolis & Torrington are operational. Two 800 MHz PRCS are operational in Gillette. Construction is progressing on five PRCS - Douglas, Gillette, Rawlins, Sheridan & Wheatland. Engineering work has begun on an additional two PRCS with construction completed late 2012 or early 2013 (Green River & Powell).
➢ Quarterly meetings were held in Thermopolis (March 2012) and Lander (September 2012) and two video conference meetings were held in December 2011 and June 2012.
➢ WyoLink and Interoperable Communications end-user training programs were provided by the Wyoming Law Enforcement Academy and the Wyoming Fire Marshal's Office with grants provided by Wyoming Office of Homeland Security. The Public Safety Interoperable Communication Grant expired in June 2012.
➢ During the spring and summer of 2012, many counties in Wyoming had to deal with major wildland fires. During these incidents, local, state and federal agencies were able to

use the WyoLink radio system to ensure interoperable communications between response teams on the ground. This resulted in better radio communications which in turn assured a safer operation for all first responders.

Commission Members and Operating Structure

The PSCC is comprised of representatives appointed by the Governor from the following public safety agencies, professional associations, and State departments:

Representing	Name	Location
Wyoming Police Chief's Association	Billy Janes, Police Chief	Torrington
Wyoming Sheriff's Association	Skip Hornecker, Sheriff	Fremont County
Division of Criminal Investigation, Office of the Attorney General	Steve Myrum, DCI Information Technology	Cheyenne
Wyoming Game and Fish Department	Steve DeCecco, Regional Wildlife Supervisor	Green River
Wyoming Department of Transportation	Captain William Morse, Wyoming Highway Patrol	Cheyenne
Wyoming Livestock Board	Jimmy Siler, Law Enforcement Administrator	Cheyenne
Department of State Parks and Cultural Resources	William Westerfield, Chief of Operations/Chief Ranger	Cheyenne
Wyoming Fire Chief's Association	Mark Harshman, Division Chief Casper Fire Department	Casper
Wyoming State Fire Marshal	Lanny Applegate, Director	Cheyenne
Wyoming Office of Homeland Security	Kim Lee, Operations Chief	Cheyenne
The Public at Large	Robert J. Wyatt, Attorney	Sheridan
Ambulance and Emergency Medical Services Organization	Lauri Wempen, Director Fremont County Ambulance	Riverton
Municipal Government or a municipal government association	Dave Johnson, Wyoming Association of Municipalities	Cheyenne
County Government or county government association	Jerry Kennedy, Albany County Commissioner	Rock River
Wyoming Department of Health	Robert Dean, Senior EMS Trainer	Cheyenne
Tribal Government or tribal government association	Vernon Hill, Wind River EMA Coordinator	Fort Washakie
Federal Government or federal government association	William Walter, Federal Bureau of Investigations	Cheyenne

Chairman
Mark Harshman

Vice Chairman
Dave Johnson

Secretary
Jerry Kennedy

Administrative Staff Support
Robert Symons

Administration & Funding

Mark Harshman, Chair
Dave Johnson
Jerry Kennedy
William Westerfield

Subject Matter Experts
Cindy DeLancey
Kevin Hibbard

WyoLink Operations

Jerry Kennedy, Chair
William Morse
Bob Wyatt
Skip Hornecker
Lauri Wempen
Dave Johnson
Vernon Hill

Subject Matter Experts
Martin McCoy
Dan Perko
Patricia Bauer
Jim Archerd
Robert Wilson
Dave Riegert
Brian Eggleston
Carl Freeman

Spectrum

William Walter, Chair
Larry Sheridan
Robert Wilson

Subject Matter Experts
700 MHz and 800 MHz Regional Planning Committees

Inter-Operability

Billy Janes, Chair
Mark Harshman
Steve Myrum
Lanny Applegate
Bob Dean
Lauri Wempen
Skip Hornecker
William Walter

Subject Matter Experts
Martin McCoy
Craig Post
Jim Archerd
Robert Wilson
Bryan Morehouse
Major Eric Green
Carl Freeman

State Agency Law Enforcement Communications System (SALECS)

Steve DeCecco, Chair
William Westerfield,
Jimmy Siler
William Morse

Subject Matter Experts
Patricia Bauer
Larry Sheridan

Wyoming PSCC Organization Chart
(Effective 10/31/2012)

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Activities

Ongoing projects include:

➤ Working through the guidelines of the *WyoLink Readiness Document* to assist agencies in preparing for WyoLink migration and to identify the agency *Relationship Manager*
➤ Refinement of WyoLink operations to deliver outstanding service and availability
➤ Portable Radio Coverage Site development
➤ WyoLink and Interoperable Communications training
➤ Publication of PSCC newsletters and updating PSCC and WyoLink policies and activities on the PSCC website at http://pscc.wyoming.gov
➤ WyoLink coverage testing and mapping
➤ Nationwide Public Safety Broadband Network and FirstNet planning

Priorities for 2012

➤ Continue the emphasis on increasing utilization and partnerships
➤ Communication and collaboration with potential user agencies on WyoLink membership.
➤ Review and modification of WyoLink and Interoperable Communications training
➤ Monitor WyoLink system construction progress and activation of radio sites
➤ Work with the Wyoming Office of the Chief Information Officer (CIO) and Department of Enterprise Technology Services on studying public safety broadband usage and needs
➤ Provide support to the Wyoming Office of Homeland Security in the distribution of Federal interoperability funds to local authorities toward implementation of interoperable initiatives

Challenges

WyoLink Updates

The WyoLink public safety communications system is computer software based integrated voice and low speed data system. WyoLink primarily operates in the very high frequency (VHF) band. WyoLink was constructed utilizing version 7.2 software and has been recently upgraded to version 7.11. As a computer system, installing the vendor's system software updates will keep the system functioning for the first responders utilizing this critical infrastructure. The vendor is currently supporting version 7.11 and planning to release version 7.13 in late 2013.

The Public Safety Communications Commission (PSCC) recommends funding a System Upgrade Agreement (SUA) which will include a major update every two years. Entering into a SUA will keep the WyoLink infrastructure supportable, reliable, secure and current with Project 25 Technical Standards. The SUA will provide regular system updates to the WyoLink infrastructure. There may be some occasional additional hardware costs associated with these software updates, but the majority of them are included in the SUA.

Without the updates, WyoLink will realize growth constraints, agency use restrictions and reduced reliability due to support difficulties. As the current equipment becomes obsolete, costs will increase and effectiveness of WyoLink support, repair and maintenance will decrease resulting in reduced reliability.

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<u>*WyoLink Coverage*</u>

Portable (handheld) Radio Coverage Sites– The PSCC reviewed 16 grants from local jurisdictions for portable radio coverage sites. These sites include Thermopolis, Lander, Riverton, Laramie, Wheatland, Torrington, Campbell County, Sheridan, Douglas, Sweetwater County/Green River, Natrona County/Casper, Powell, Sundance, Worland, Sublette County and Rawlins. The Wyoming Legislature has provided $12,030,000 to assist in funding these portable radio coverage sites. Wyoming first responders rely on their portable radios during emergency incidents for their own safety as well as the safety of the citizens they serve.

Portable radio coverage sites have been completed in Lander, Laramie, Natrona County/Casper, Riverton, Thermopolis, and Torrington. Gillette funded two 800 MHz sites, which are operational. Upon the completion of these portable coverage enhancements, the local public safety agencies have migrated their primary radio communications to WyoLink. An additional five sites are under construction in Campbell County (VHF), Douglas, Rawlins, Sheridan and Wheatland with completion in 2012 or early 2013. Site visits for development and engineering have been held in Green River and Powell. Construction of these two sites will commence upon the approval of the engineering documents in the fourth quarter of 2012 or first quarter of 2013.

As more users migrate to WyoLink, additional mobile and portable coverage areas will be identified which will require additional funding. The PSCC will work with state and local stakeholders to identify funding sources.

WyoLink System Enhancements - Upon the completion of the core WyoLink sites and the portable coverage sites, coverage testing and user experience will indicate additional areas requiring coverage. WyoLink is utilizing test equipment to determine the radio signal coverage currently being provided and to identify areas with poor or no WyoLink coverage. The testing results are being imported to a Geographic Information System (GIS) map to identify and analyze the data. The PSCC and WyoLink will use the GIS data to determine additional coverage sites. These additional sites will require additional WyoLink funding.
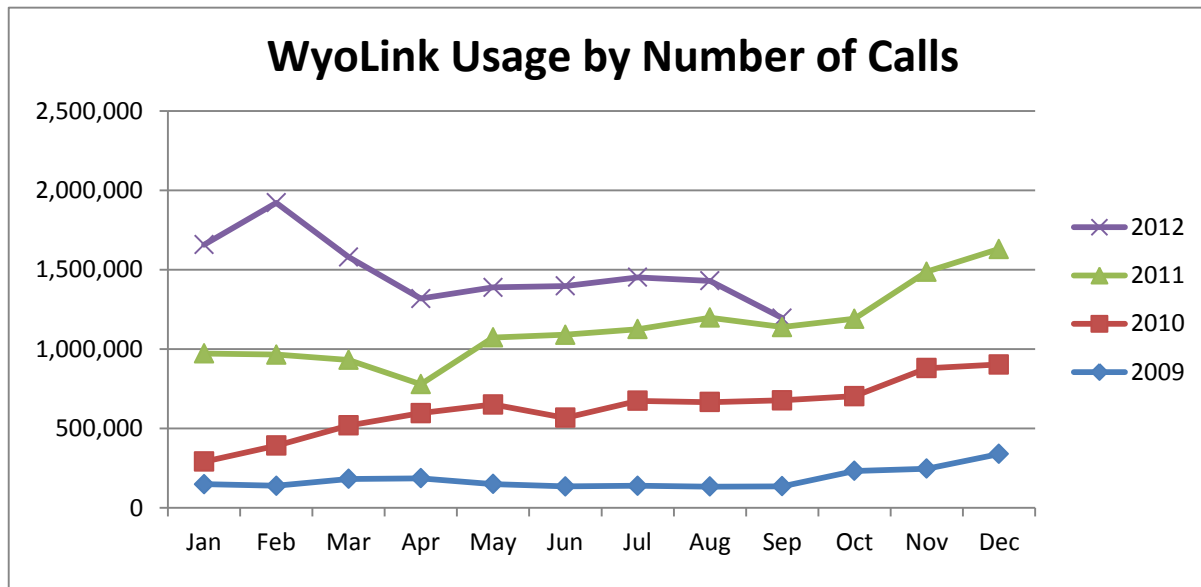
<u>*WyoLink Usage*</u>

WyoLink usage by local, state and federal agencies continues to experience significant growth. While this growth indicates the WyoLink system is exceeding expectations, there are many local and county agencies working on migration plans to utilize WyoLink. With this growth, the WyoLink Support Office and the PSCC must continue to monitor the system and be prepared to make changes to the operational protocols and radio discipline to improve upon the efficiency of the shared system.

All radios used in the WyoLink system require the creation of a separate programming file known as a code plug. The creation of these code plugs is problematic at this time. Agencies joining WyoLink are currently experiencing extended wait times (several weeks) for code plugs. The PSCC has been monitoring the turn-around time for the code plugs. WyoLink's support office is currently working on a plan to reduce the code plug turn-around time. The PSCC advocates a goal of having the code plugs developed and in the hands of the end user within 10 business days or less.

With the reduction in Federal grants for training, the current WyoLink training plan must be reviewed and modified so that the training meets the needs of the end users and the WyoLink system. Most of

the reported concerns from the users of the system can be attributed to a lack of training. WyoLink will continue to utilize its limited training funds to provide communications system education to our customers in the first responder community.

WyoLink Usage

WyoLink Usage by Number of Calls

Total Calls by Year: 2009 – **2,172,338**   2010 – **7,524,048**   2011 – **13.586.728** 2012 (thru Sept) – **13,345,039**

WyoLink Usage by Time - Oct 2011 – Sept 2012: **67536:41:24** (hours:minutes:seconds)

WyoLink Busies – Oct 2011 – Sept 2012: **9,523** Calls; **6:33:59** (hours:minutes:seconds) Average busy wait – **2 seconds**   Percentage of busies by time - **0.011%**

WyoLink Availability: **99.979%** of total possible time

WyoLink Users

Local Agencies		Federal Agencies
Albany County	**Cheyenne Fire & Rescue**	**Alcohol, Tobacco and Firearms**
Big Horn County	**Laramie County School District #1**	**Bureau of Indian Affairs**
Campbell County	**Campbell County School District**	**Bureau of Land Management – Wyoming Office**
Carbon County		**Department of Homeland Security – Homeland Security Investigations**
Converse County	**State Agencies**	**Drug Enforcement Agency**
Crook County	**Division of Criminal Investigations**	**Federal Bureau of Investigation**
Fremont County	**Wyoming Air National Guard**	**National Weather Service**
Goshen County	**Wyoming Army National Guard**	**U.S. Marshals Service**
Hot Springs County	**Wyoming Department of Agriculture**	US-DOI Fish & Wildlife Service
Johnson County	**Wyoming Department of Corrections**	**USDA APHIS**
Laramie County	**Wyoming Department of Health**	**U.S. Forest Service – Law Enforcement**
Lincoln County	**Wyoming Department of Transportation**	F.E. Warren AFB
Natrona County	**Wyoming Game and Fish**	
Niobrara County	**Wyoming Highway Patrol**	
Park County	**WyoLink**	
Platte County	**Wyoming Law Enforcement Academy**	
Sheridan County	**Wyoming Livestock Board**	
Sublette County	**Wyoming Office of Homeland Security**	
Sweetwater County	**Wyoming State Engineer's Office**	
Teton County	**Wyoming State Fire Marshal**	
Uinta County	**Wyoming State Forestry**	
Washakie County	**Wyoming State Parks**	
Weston County	**Public Safety Communications Commission**	

Bold – All or most Public Safety agencies using WyoLink
Normal – Some Public Safety agencies using WyoLink or testing WyoLink locally
Italics – Discussing WyoLink usage

WyoLink Core and Portable Coverage Site Map—September 5, 2012

Yellowstone
National Park -
Federal Option

DeIn
McPe
CeMo
Cody
3Mil
AnTr
Jackson
SnKi
PoWo
NaHi
AsRi
Pinedale
SaPa
HoRi
HeHo
OyRi
SaJu
Kemmerer
MaFa
Rock Springs
ChBu
AsMo
Evanston
FiDi

DuLa
Sheridan
ShKr PCE
BaRi
Basin
ToHi
RaRi
Worland
Thermopolis
ThOw PCE
WiRi
CoMo
WiDo
RiMa PCE
Lander
LaLa PCE
SoPa
JaMo
DeRi
9Mil
Rawlins
RaHi PCE
DiHi
BaHi
PiMo

Sheridan
Buffalo
TiDi
TiMo
WaHi
Casper
CaPOE
Ca80 800
CaMo
MuGa
ShMo
HaRi
StHi

ChCr
CeSe 800
RoHi
Gillette
SoDr 800
GiBo PCE
PuBu
LoTr
MoHi
Douglas
DoYe PCE
WhSo PCE
Wheatland
StHi
Laramie
LaCe PCE

WaPe
Sundance
MoPi
Newcastle
77Hi
PiRi
Lusk
Tor PCE
ViHi
Torrington
WhHi
ShHi
ChWa
NoAl
RuHi
FoFa 800
85 So
Cheyenne

● PCE Sites In Service   ◉ ● Core Sites In Service   ● ● 2012/2013 Completion   ● Awaiting Permit or Design