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Governor

# State of Wyoming

**Kelly  
Hamilton**

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## Public Safety Communication Commission

### WyoLink Operations Working Group Training Meeting – May 12, 2005

Attendees: Jerry Kennedy – phone conference, Tom Mahon, Col. Sam Powell, Ron Pinther, Dan Perko, Robert Symons and from Motorola - Tom Coffin, Debbi Serke and Tom White

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The purpose of this meeting was to discuss the training issues pertaining to WyoLink end users and the Motorola deliverables per contract.

- The objective that needs to be met is who and how the training will be done. The training program must make sure that the training is handled correctly so that all end users get the desired training.
- The Motorola Contract states that Motorola will provide Train-the-Trainer training for eleven (11) Master-Trainers. That training will teach the Master-Trainers how to use the provided training resources. Motorola will provide training software for each model of radio that can be customized based on how each user agency has their radio programmed (the talk-group templates, the functions of each button, and how various options are configured). Thus, the training material delivered to each user agency will be customized to their specific usage. The Contract with Motorola does not include training for dispatchers; dispatcher training will be addressed as each console system is upgraded, which is separate from the current contract. One console will be set-up during the pilot phase that could be used for training and demonstration purposes.
- Motorola Worldwide Learning Service (WLS) will provide the training to the eleven (11) Master Trainers who would then be able to develop train-the-trainer classes for agency trainers or provide end user training. The agency trainers would be provided with the training disks to develop localized training to the equipment being used by the agency requesting training. The Master Trainers training could be as long as four (4) days and thirty two (32) hours. The PSCC will need to develop policies and procedures for the selection of Master Trainers. The Master Trainers must have the capacity and capability to provide the training requests to the end users and/or train-the-trainer classes.
- The training to the end users will provide functional training pertaining to the radios being used by the end user and the procedures for using WyoLink.
- The difficult task will be to develop the trainer cadre to support the needs of the diverse end user groups. Some end user groups this could be accomplished easily and with others it could be very difficult.
- The Wyoming fire service uses a group of contract trainers that are paid to provide the training within the fire service and this model should be explored by the PSCC.

- The Law Enforcement agency training may need to be POST certified. Bob Symons will contact Don Pearson about POST training requirements so that they can be incorporated into the PSCC Policies and Rules.
- Some areas that need to be explored include what other states are providing for training, the Wyoming Law Enforcement Academy, the Wyoming Fire Academy, EMS trainers, what training will be provided by other suppliers of radios, and costs for training.
- The WyoLink Operations Working Group will be meeting on June 1, 2005 to further discuss these issues and prepare an agenda item for the June quarterly meeting of the PSCC.