



Matthew H. Mead
Governor

**William
Westerfield**
Chairman

State of Wyoming

Public Safety Communications Commission

WyoLink Operations Work Group Meeting
December 5, 2011

Phone Conference Call and Emerson Building Room 202

Chairman Mark Harshman called the meeting to order at 2:01 pm.

Meeting participants: Mark Harshman-Phone, Dave Johnson, Bob Wyatt-Phone, Marty McCoy, Jerry Kennedy, Patty Bauer-Phone, Robert Wilson, Danny Glick-Phone, Bill Morse, Dave Riegert, Dan Perko and Bob Symons

September 22, 2011 Minutes

The minutes from the September 22, 2011 meeting were reviewed. **Dave Johnson made a motion to approve the September 22, 2011 Minutes. Jerry Kennedy seconded the motion and the motion passed on a voice vote.**

WyoLink Membership

PSCC Administrative Support Bob Symons presented the list of September 2011 to December 2011 WyoLink applicants. The applicants include North Big Horn Hospital Ambulance, Natrona County School District #1, Wamsutter Fire Department and Ambulance, University of Wyoming – Transit and Parking Services, Regional West Medical Center/Airlink, Town of Burns, Weston County Sheriff, Upton Fire Department, Greybull police Department and Newcastle Police Department. Regional West Medical Center/Airlink is a for profit private Nebraska company which provides helicopter ambulance services in Wyoming. The Goshen County Sheriff's Office has provided a letter of support to Regional West Medical Center/Airlink, per PSCC policy.

The work group discussed the University of Wyoming – Transit and Parking Services application. Chairman Harshman asked Bob Symons to contact the University of Wyoming to request additional information on the application and proposed WyoLink usage. **Bob Wyatt made a motion to table the University of Wyoming WyoLink application pending additional information. Marty McCoy seconded the motion and the motion passed on a voice vote.**

It was suggested that all new WyoLink applicants are invited to participate in the WyoLink Operations Work Group meeting when their applications are discussed. Bob Symons will add the applicants to the meeting notices.

Dave Johnson made a motion to approve the applicants and forward the recommendation to the PSCC. The motion was seconded by Bill Morse and passed on a voice vote.

WyoLink Project Update

WyoLink Support Manager Martin McCoy provided an update on the current status of the WyoLink project and Portable Coverage Enhancement sites. The Laramie Portable Coverage Site is operational. The Portable Coverage Enhancement sites at Thermopolis, Riverton and Lander are being optimized and prepared for operational usage. The microwave work on Copper Mountain has been completed for the Thermopolis, Riverton and Lander. The portable coverage sites in Wheatland, Gillette, Sheridan, Douglas and Rawlins are in design with an expected release of design documents in December.

The Halleck Ridge site is very near completion with only some antenna work needing to be completed before this site can become operational. It is expected the Halleck Ridge site will be operational within a couple of weeks. Duncan Lake is on hold until the microwave reflector on Dome Peak can be completed in the spring of 2012. The sites at Hell Hole in Idaho and Pinkham Mountain in Colorado are on hold as Marty McCoy and Bob Symons work on acquiring the usage of Federal Frequencies for these sites. Work is progressing on Salt Pass with an expected completion in 2011, as long as access can be maintained.

The equipment for the Casper Mountain VHF site expansion has been ordered and waiting on the repeaters to arrive. Upon the delivery of the repeaters, Casper Mountain VHF sites will have two additional channels added.

Currently there are about 11,900 radios programmed to operate on WyoLink with about 80 agencies using WyoLink for some of their operations. From January through November over 10 million calls have been made on WyoLink. WyoLink system reliability for 2011 has been 99.8%.

System Busies in Casper

Bob Symons provided busy reports for the Casper 800 MHz, Casper Mountain VHF and Casper Port of Entry (POE) from April through November 2011. Marty McCoy provided additional information on the content of the busy reports. Casper 800 MHz site had no busies. Casper POE had a maximum busy duration of 9 seconds with an average busy duration of 2 seconds. Casper Mountain VHF site had a maximum busy duration of 25seconds with an average busy duration of 3 seconds.

It is anticipated that the two additional channels on Casper Mountain will reduce the busy rate significantly but may not eliminate the busies. Marty McCoy stated a more in-depth study needs to be completed to find out the specific data on the busies including which talkgroups are affected. The review of the talkgroups might provide insight into additional methods to control the number of busies. The VHF users in Natrona County include Wyoming Medical Center, state agencies, Natrona County Sheriff's Office and others. The Natrona County School District is in the process of purchasing VHF radios for the busses, which will add more VHF usage in Natrona County.

A question was asked what an acceptable busy rate is. Public Safety agencies will always say no busies, it could be a life threatening need. Should WyoLink create a goal on limiting the busy rates?

Discussion on what operational issues could be addressed to help reduce or eliminate busies. Capacity at radio sites and user guidance will need to be reviewed to determine the best methods for reducing busies. The use of the emergency button creates problems that may be worse than the busies and should not be used to provide access to voice channels. WyoLink will continue to monitor the busies and expand the review to help further define the problem.

There has been some system coverage reductions noted in the Sheridan and Johnson County areas by the Wyoming Highway Patrol. WyoLink is reviewing this coverage problem and working on a solution. Marty McCoy suggested the development of a problem reporting notification in which WyoLink users could identify problems. Bob Symons and Marty McCoy will work on developing a reporting form and providing that form to the WyoLink relationship managers.

Being no further business, Chairman Harshman adjourned the meeting at 3:00 pm.

Respectfully Submitted,

Robert Symons
PSCC Administrative Support

Attachments; December 2011 WyoLink Membership List