

WyoLink Support Manager Report to the PSCC
December 6, 2012

There are 63 WyoLink sites in operation, 59 of which have had construction funded by WyoLink. Five additional sites under construction should be completed during 2012 and will bring the count of operational WyoLink sites to 68. The latest sites to become active are Duncan Lake, Hell Hole, Pinkham Mountain and Sheridan PCE.

We're looking at possible alternatives to a site at Pow Wow, due to the anticipated high cost (about \$5.5M) of constructing this site and the high cost of maintaining a site with no commercial power in a designated roadless area. Three possible general locations for sites are under consideration that should provide approximately the same coverage as Pow Wow – they are Black Mountain, Idaho, another in the Snake River Canyon and a third in the Bondurant area. In addition to determining possible sites to replace Pow Wow, we will need to review available funding for the construction of these sites. We continue working with the US Forest Service and the Grand Teton National Park to determine where the WyoLink site in the Togwotee Pass area should be. One site under consideration is Signal Mountain, and we are working closely with the GTNP and Union Wireless (the site owner) as we evaluate this site.

The Portable Coverage Enhancement sites at Douglas and Rawlins are currently under construction. Sheridan is operational and as soon as some interference issues are resolved Gillette will be operational.

The WyoLink upgrade has been completed and went smoothly. We are currently at software version 7.11.

About 80 Federal, State and Local Agencies are now using WyoLink for at least some of their daily operations, and there are approximately 14,900 radios on the system. During a typical day, there are between 2,500 and 3,100 radios affiliated with WyoLink depending on the time of day, weather conditions and other factors. WyoLink continues to work with agencies wishing to move their operations to WyoLink to create codeplugs for their radios. To date this year, some 4,500 codeplugs have been created, with some 123 currently on the schedule to complete. The average wait for codeplugs to be created so far this year has been 4 weeks. The projected wait for newly requested codeplugs is about 1 week at this time. I urge everyone who has codeplug work scheduled to contact WyoLink if there are any questions about their codeplugs or their place on the schedule.

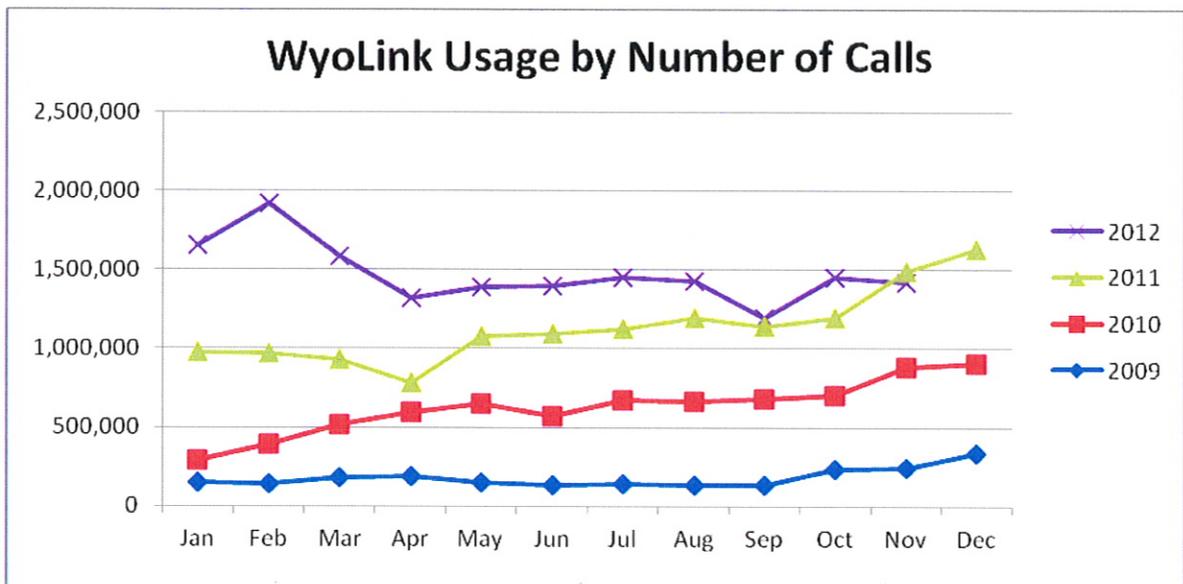
We continue to track WyoLink performance on a daily basis and are taking all possible steps to ensure the system continues to operate at it's best. We are continuing to perform coverage testing across the state, and we are working with WYDOT's GIS program to display our test results in an easy to understand form. A map showing the coverage testing that has been performed to date is included at the end of this report. WYDOT's GIS program anticipates they will have some results around the first part of January, 2013. I encourage any agency having radio communication needs or issues with WyoLink to contact the WyoLink Support Office and we will be happy to help. WyoLink has a new contact number: 307-777-WLNK (9565). This number has a menu to direct the caller to the person best

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equipped to answer their question. The WyoLink On Call Tech number (307-777-4885) continues to work as well.

The monthly WyoLink Status Meeting Agenda and Minutes are an excellent source of information regarding the status of WyoLink. If there is anyone interested who isn't receiving these, please let me know and I'll add their name to the mailing list.

To date in 2012 (January 1st through November 30th) the WyoLink system handled 16,215,081 radio calls. This chart shows WyoLink usage visually. Busy indications have been 0.01% of total call time system wide. WyoLink reliability so far in 2012 has been 99.9%.



This map shows most of the coverage testing the WyoLink Support Office has conducted around the state. The red lines depict coverage testing performed on major highways, and the blue lines depict coverage testing performed on secondary and lesser roads. This does not yet show all of the coverage testing performed on the Wind River Indian Reservation and in Laramie County. WyoLink is working with WYDOT's GIS program to display the testing results graphically on a map.



Matthew H. Mead
Governor

Mark Harshman
Chairman

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:

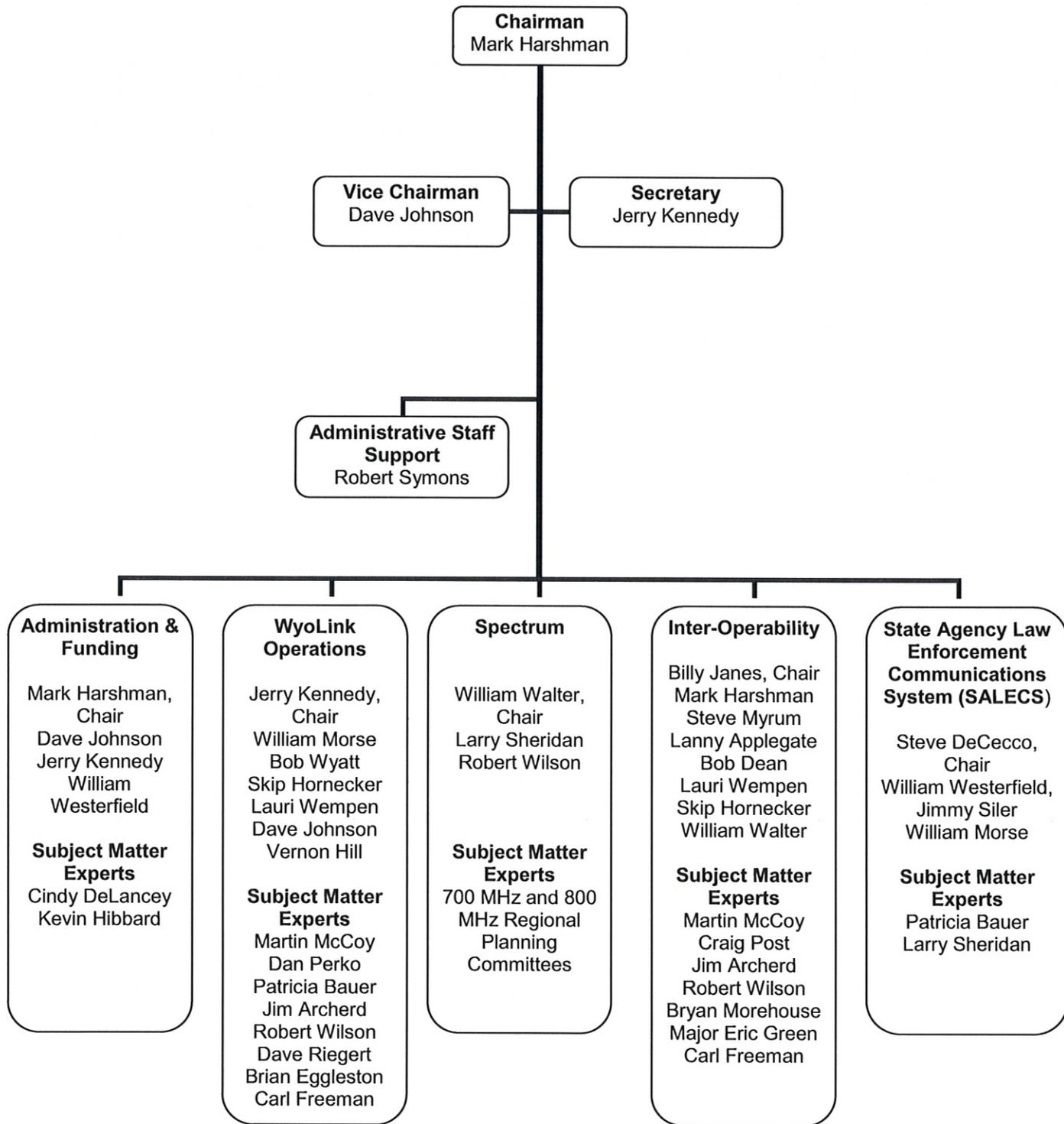
- 267 total WyoLink Membership Applications have been approved by the PSCC
- 14,100 subscriber units (dispatch center console's, mobile radios and portable radios) programmed and operable on WyoLink.
- Over 1.5 million radio calls per month have been logged by the WyoLink System.
- 54 of 58 core WyoLink 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



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

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.

WyoLink Coverage

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.

WyoLink Usage

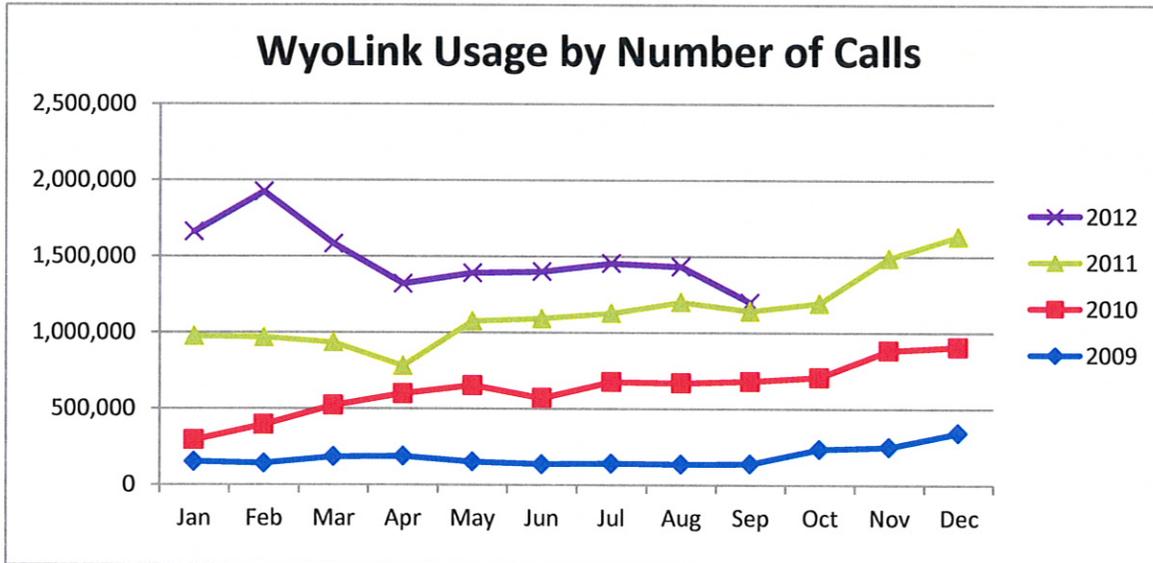
WyoLink usage by local, state and federal agencies continues to experience significant growth. While this growth indicates the WyoLink system is exceeding expectations, there are many local and county agencies working on migration plans to utilize WyoLink. With this growth, the WyoLink Support Office 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



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	Alcohol, Tobacco and Firearms
Big Horn County	Bureau of Indian Affairs
Campbell County	Bureau of Land Management – Wyoming Office
Carbon County	Department of Homeland Security – Homeland Security Investigations
Converse County	Drug Enforcement Agency
Crook County	Federal Bureau of Investigation
Fremont County	National Weather Service
Goshen County	U.S. Marshals Service
Hot Springs County	US-DOI Fish & Wildlife Service
Johnson County	USDA APHIS
Laramie County	U.S. Forest Service – Law Enforcement
Lincoln County	F. E. Warren AFB
Natrona County	
Niobrara County	
Park County	
Platte County	
Sheridan County	
Sublette County	
Sweetwater County	
Teton County	
Uinta County	
Washakie County	
Weston County	

Normal – All or most Public Safety agencies using WyoLink

Normal – Some Public Safety agencies using WyoLink or testing WyoLink locally

Italics – Discussing WyoLink usage

WyoLink County Survey Comments

Albany

Fire Warden - Cost of new radios, time and use helps the learning curve. Coverage has increased over old system but still has issues of going digital. We do not use WyoLink when working with other agencies (USFS, BLM etc.) They do not have it and this means we may have to use 2 radios.

Parks Division - I can only speak for our agency- Coverage in our service area seems to be pretty good with the limited amount of experience we have so far. Some rural areas of the County outside of our service area have poor coverage in my experience. (South Snowy Range areas) The system has been available now for a couple years and we have purchased some WyoLink compatible equipment. The cost of the new radios is a concern as this was somewhat unplanned for non- emergency service providers. Radio programming and training to operate new equipment has been taken care of through Laramie Fire Dept. They have been very helpful and supportive as we try to catch up.

We have begun to purchase WyoLink compatible radios. However we cannot utilize the WyoLink network due to the fact that we still have conventional radios in the hands of some of our employees. This means that we all still have to use conventional frequencies until all are equipped with the new digital technology. With our current budget situation it will take two more years to fully outfit the division with radios. During this winter season we plan to utilize WyoLink on a test basis while we have enough radios to outfit all our full time staff. We will probably revert to conventional radio use in the spring when our seasonal employees return.

General Comments – 1. The survey is solely of County issues. City government entities should also be polled by WAM to determine concerns from those municipal jurisdictions. 2. Coverage remains an issue in areas of Albany County even with the addition of the Pinkham Mountain site. Rural firefighters from multiple county volunteer fire departments report coverage in the following areas of Albany County: on WY Hwy 130 between MP 16 and 19; in the Centennial Valley; and above Albany; on WY Hwy 230 in the vicinity of MP 13 and above MP 3 3. Terrain variations are a significant factor in the coverage in these areas. These same agencies also report issues with transmissions "going digital". These agencies are aware that the system is designed for mobile radios and report these issues when using those mobile radios. 4. Some County departments have not come to the realization that on-going costs such as future radio purchases and programming/maintenance type costs are going to become the responsibility of those agencies. The impression is that because so many costs were paid for with grant funds and other sources that these funding sources will continue into the future. Grant funding was also used for training purposes in this jurisdiction. Those funds are also drying up. Funding for future maintenance/programming/training/equipment purchases will be an issue for jurisdictions with budgetary constraints. The future costs will become an unfunded mandate for many jurisdictions.

Big Horn

We are in the process of programming radios for WyoLink. We have discovered that our radios, while being WyoLink compatible, are not compatible with the new WyoLink software. Therefore, we will have to upgrade every radio in the county with the newest WyoLink software before they will be able to use WyoLink. This is certainly an unforeseen problem and

one that no one ever notified us could happen in order for us to prepare. We are awaiting the software now.

We have tested WyoLink throughout Big Horn County and have found coverage to be marginal at best. We will need several towers installed in order to have enough coverage to make WyoLink usable. We submitted a site recommendation over a year ago and have heard nothing about it since.

Campbell

Coverage – When it works, it works well...but we're still finding holes in coverage areas.

Purchases – Worried about grant funding going away for future purchases.

Programming – Would like to see code plug turnaround time to be 1 working week.

Other – We're still working to get agencies to migrate to use of CATS/MATS on incidents, but that's a training/institutional problem, not necessarily one for WyoLink.

Carbon

There are several locations within Carbon County that can't reach WyoLink.

Converse

There is no portable coverage in the Towns of Douglas and Glenrock. Douglas is waiting on the completion of the Low-Level site, then they may transition, based on in building coverage.

There is no plan that we are aware of to enhance the coverage in the Glenrock area. Without coverage they will not make the switch.

Crook

No concerns we are currently gathering the required code plugs and working with WOHS- Bob Symons to develop and install new code plugs when ready. We will receive training and programming once we are complete with gathering required information.

Same as above. Planning is complete on WYOLINK implementation into Rural Fire, Emergency Management and EMS. Public Health radios are already programmed but will require an adjustment of their load set as they were prior programmed by the State outside of our implementation plan.

Fremont

Possible charges to system users in the future. End User training with more practical use.

Replacement of radios into the future. Coverage surpassed old system but the narrow banding of the analog system will make more changes to coverage.

Goshen

Coverage is not adequate in specific areas of the county. Difficult to coordinate w/ WYOLINK engineers to address coverage issues. It appears as though WYDOT/WHP areas (highways) are adequate but other areas are not. Would like to see coverage issues addressed. The ability to tie Nebraska, Colorado, Utah, and Montana together so that our systems will "shake hands" should be a HIGH PRIORITY. The technology exists, let us use it!!

Hot Springs

I have no concerns at this time. WyoLink has been tested here. It performed beautifully. Using a handheld radio I was able to communicate on the WyoLink system from several locations in Hot Springs County where I previously never had radio communications. From two notable

county conventional channel "dead spots", on WyoLink I was able to communicate with total clarity to both Albany County S.O. as well as the National Weather Service in Riverton. If one is able to link to WyoLink, the system opens up interoperability with the entire state. Once on WyoLink a radio in this county can communicate with Riverton just as clearly as Gillette, Cheyenne or Evanston.

During testing a couple years ago, the town of Thermopolis was found to be in a reception shadow under the Copper Mt. WyoLink tower. The installation of a low-level site just west of Thermopolis has eliminated that weakness. Signal is excellent throughout town. Using WyoLink, dead-spots and building penetration problems have been eliminated. The low level site has also improved two way radio communications into the Wind River Canyon from the north end, heading south.

I am waiting to receive a date from our radio vendor to program code-plugin/talk-group info into our radios as well as program narrow banding compliance.

Thermopolis Volunteer Fire District has chosen to make their upgrade to WyoLink on their own schedule and with a different radio shop so I cannot speak to their intentions or timeline. However, when TFD does eventually make their move to WyoLink, interoperability between their radios and other county agencies will not be affected by the use of different vendors doing the programming.

I fully expect a user learning curve and those struggling with misinformation should be patient and open-minded, but WyoLink is a great leap forward for interoperable public safety communications for Wyoming.

It should also be noted that when the county agencies checked above go on WyoLink, I will also be having the HSC Public Health and Hot Springs County Road & Bridge radios included in that process. Upon the purchase of new radios, Thermopolis Public Works will also be on WyoLink.

Bill Gordon
Thermopolis/HSC Communications & 911 Supervisor
Hot Springs County Emergency Management Coordinator
President, Wyoming Chapter, Association of Public Safety Communications Officials (APCO)

Johnson

No comments

Laramie

Our responders have expressed the below concerns, however we have overcome these concerns by working together to plan the WYOLINK migration and educate the responders.

Coverage: Overall mobile radio coverage has improved for Laramie County with a better quality signal for dispatchers and responders. The concern is that the coverage area with low quality service has changed from the users conventional VHF system. Basically, Laramie County users had a VHF system that was in place for many years and throughout this time the responders learned where their low quality or no-service areas were located. With WYOLINK the responders are learning where they do and don't have coverage which is a difficult change in the emergency responder field. Satisfaction with WYOLINK is dependent upon the time and

effort individual agencies have spent on training and learning their coverage areas. Portable coverage is currently being tested and we are not able to provide complete information but again when you have coverage the signal quality is far better than conventional radio.

Radio purchases for Laramie County was completed with Homeland Security Grant Funds. All of the emergency responders in Laramie County were able to receive a basic mobile and portable radio cache to support their agency. New purchases are expensive and each agency must budget for any additional radios.

Radio programming has been a very large task and has received frequent complaints. However, Laramie County is nearly 90 percent complete for radio programming. The first obstacle was lack of knowledge regarding what the program needs were and who would perform the work. The larger Laramie County agencies (Sheriff, ambulance service and EMA) budgeted for radio shops to do the programming. Our Volunteer Fire Districts worked together and had two radio technicians (who were volunteer fire fighters) travel to each district and perform the programming at no cost. Our Police Department has an in-house radio technician performing the programming (this is our last agency to complete the programming and they should be done this month).

Training: Laramie County started the migration to WYOLINK with the Volunteer Fire Districts and ambulance service. We implemented a WYOLINK Communications working group in April of 2011 and began discussions and training on the system. The two VFD radio technicians mentioned above were instrumental with training, education and providing realistic expectations for the system. We met monthly and established a go-live date of January 16, 2012. We have been using WYOLINK since that date with our VHF conventional as a backup when coverage issues have arisen. The WYOLINK Communications working group continues to meet monthly for training, and each VFD has conducted additional training with instructors from the dispatch center and area experts.

Continuing with training, we will migrate the Law Enforcement agencies to WYOLINK on December 1st 2012. Using the same Working Group concept, Laramie County LE has met to establish the migration plan and training necessary to move to WYOLINK. This process was much smoother as we learned a considerable amount from the VFD group.

Laramie County should use WYOLINK and I do not have any reasons not to.

Laramie County prepared for the cost and purchase of WYOLINK capable radios over several years with the help of grant money. Our geographical terrain is such that WYOLINK coverage is very good for Mobile radio, and we are learning the coverage abilities of our handheld radios.

Lincoln

Per email from Kent Connelly, Lincoln County Commission Chairman: "bottom line is that WYO link has never even been put into use in my county. So you can imagine our thoughts on it. paying for something that doesn't even exist in our county"

Natrona

It takes months to get a radio codeplug. By the time the radio is in service, it is already several months old. If the code plug is wrong, it is several more months before radio is in service. More field techs must be given permissions to write templates to solve this problem. Coverage is good on state hwy's and interstates. Coverage on a portable radio in a building is nearly non-existent. Dual band radios are the only answer as they work off of both 800 and high band systems.

No list etc has been published on which jurisdictions/counties are on the system and which talk groups these agencies are monitoring. It is difficult to be interoperable with another jurisdiction if they are either not on the system or we do not know which talk groups they monitor.

Niobrara

It is going to be hard to move forward without Homeland Security money. Training could be a problem; however, we have a Deputy that is doing all of our WyoLink training and a lot of our programming that can be done at the local level. Without his involvement, we probably would not be as far along using WyoLink as we are. The training that has been done by the state, that we have been involved with, has been rudimentary at best and because of the job that our deputy has done, we have not requested any further training.

Park

Chief Information Officer - Cost: Will the state continue to fund and maintain the WyoLink infrastructure, or eventually ask user agencies to help cover those costs?

Coverage: Will the State continue to add sites that will enhance coverage areas?

Programming: The state does a great job with the programming as they are able to do it, but they could probably use some additional help at times. It might also help if some agencies were allowed to do their own programming of the WyoLink portions (this would have to be somehow coordinated and supervised by the State to maintain system integrity).

Other: The communications difficulties between those agencies who use WyoLink on a daily basis and those who don't. They don't hear each others traffic.

In our area, WyoLink does pretty much what is advertised. Having used it, some of our agencies would not want to go back to conventional methods. Others find it does not do what they need (see question 4).

Coverage: Some agencies find that WyoLink does not provide the coverage they want.

Typically portables that are inside buildings or located far from WyoLink sites.

Other: WyoLink lacks some functionality that conventional systems have - such as being able to use pagers to monitor radio traffic on the system. Example- local EMS did use WyoLink for a time here. They moved back to Conventional because they were not able to monitor events with their pagers, or because they were having coverage problems with their portables.

WyoLink and Conventional system each have their own good and bad points. Different agencies seem to like or dislike it depending on how they specifically use their radios on either system.

Homeland Security - Main problems are interoperability with agencies not using it and paging. The only way to carry 2 radios in order to monitor both conventional and WyoLink.

Local IT cannot troubleshoot or modify programming if a change is needed. Some Emergency Service Agencies rely on pagers for information with other agencies during an incident. This will not work with WYOLINK

Platte

Coverage is really sporadic in the County, no paging capabilities, training is too technical and programming is costly and not well planned. (too many options) Cost is a huge factor with counties with poor budgets along with volunteer fire departments.

Sheridan

Fire Districts - Future costs (nothing is ever free). Coverage of the county is not adequate and fire districts use analog or mixed transmissions. Fire districts have over 150 radios (Costly to replace). Radio programming we need to be able to do on the fly at times. Training of volunteers who use the radios in frequently will not work. 95% of our use is within the Districts or EMS and Dispatch. Cell phones work great for extended conversations. We work with another state and federal agencies.

Finally the KISS principle is best when working under stress!!!!

Police Dept. - Some agencies have not properly prepared to move to WYOLINK and the narrow banding of their radios. We have known about this project for years and have purchased P25 compatible radios for our department. There is still Homeland Security money available to help offset the cost of radios. Some county agencies (county fire) if not able to make the purchases should replace their units in the vehicles first and then work on replacing their hand held units. This would allow communication from dispatch and other agencies to their mobile units and they could still work together on site using the hand helds.

The Sheridan Police Dept. has recently replaced the communication tower located on tank hill between 5th street and Kroe Lane. The tower was tested the week of November 17th and was operational as of yesterday November 25th. Narrow banding of our radios will occur mid-December.

- Sheriff's Office** -
1. Initial costs associated with agency related Wyolink programming.
 2. Coverage - a lack of Wyolink related towers and infrastructure in Sheridan County.
 3. The unknown, probable continued cost(s) associated with programming, re-programming and future maintenance costs that may be passed on to local government(s).
 4. Radio programming / training - based on my personal experience and from substantial discussions with others a 4 or 8 hour class is NOT sufficient to learn radio programming. In fact, its counter-productive as it can be disastrous if done incorrectly, causing radios to be sent to Motorola for repair, software upgrades, etc. causing downtime and communication problems. Programming should be left to the professionals or to a well-trained, dedicated agency employee. However, most local agencies cannot afford to hire or dedicate one position to radio problems.
 5. Lack of compatibility with existing, effective, analog related radio traffic.

NOTE: The Sheridan County Sheriff Office is in the process of programming Wyolink related talkgroups, however, is NOT abandoning existing, effective, analog related infrastructure due to the inconsistent and unreliable coverage with the current WyoLink system in Sheridan

County. The SCSO is primarily programming radios with WyoLink in order to be able to communicate with the WHP, WYG&F, DCI and other agencies who have previously transitioned to WyoLink, but can no longer communicate with local emergency agencies. The notion of "inter-operability" during a (Wyoming) crisis is overrated and unlikely. Most agencies will continue to use cell phones to communicate outside their immediate jurisdiction.

Sublette

Not enough coverage in the County. No ability to scan between agencies not on WyoLink. No ability to use portables.

Sublette County is attempting to address issues within the County. WHP and Game and Fish have found that they do not have coverage and that is on the main highways. Limited coverage in municipalities. Ability to have all agencies convert, Fire, Ambulance, and SO. Time delay in getting code plugs done. In the process of getting addition towers, but funding issues from the State.

Sweetwater

No Comments

Teton

Without PSIC support, cost for WyoLink capable radios are significantly higher than a traditional conventional radio. With quickly dwindling local budgets and Homeland Security grant funds, making WyoLink operability of radios a priority will be increasingly difficult. Additionally, programming of the radios takes significantly longer than conventional radios, resulting in higher costs to the Counties. When you take the current coverage gaps in Teton County into account, it is hard to ask agencies to spend the extra funding on WyoLink when they are purchasing new radios.

Due to pre-planning and past PSIC and Homeland Security grant funding, Teton County has a fairly robust WyoLink radio inventory for our emergency services. Coverage, however, is the main reason we cannot use the system as a primary public safety network at this time. One WyoLink site on Snow King does not sufficiently cover the periphery of the County, nor indoor locations, as well as our current conventional voter-receiver system does.

Uinta

Uinta County Public Health had signed up for WyoLink years ago and within the last couple of months our radio techs received the code plugs for them. There have been problems with the code plugs and recently they have one radio that should work but they can't test it until at least another radio is ready to test it with. The other agencies in the county were approved to go on WyoLink last PSCC meeting and the Uinta County Emergency Management WyoLink Agreement was signed by the Uinta County Commissioners in a public meeting on November 6, 2012. After we get a completed agreement then we will go through the process of setting up talk groups and getting code plugs. Refresher training may be needed after we have the equipment that is capable of being on WyoLink.

Washakie

Length of time to have code plugs put into radios by WyDot and have it done correctly. Code plugs are not being done correctly - serial numbers being input incorrectly the first time.

The radios then need to go back to WyDot and hopefully a second time they are done correctly.

WyDot coverage issues - need one more repeater at the Meadowlark SO site.

The Meadowlark site will cover Road and Bridge, SO, and WHP in the mountain areas.

Inability to scan channels pre, during, or post incident.

Weston

According to phone call from Tom Bruce, chairman of Weston County Commission: They are in WyoLink testing mode and don't have concerns at this time.