

# **Clinton County Department of Emergency Services**

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## **Narrowband Radio Project Update**

**August, 2012**

**Report #18**

### ***INTRODUCTION***

Signs of progress can be seen at all of the county's tower sites and here at the 9-1-1 communications center. Over the last month we have seen equipment delivered to all of our tower sites and installed at some of those sites, as well as all tower work being completed. Additionally, the new 9-1-1 radio console and microwave control system is in the process of being installed at the communications center, in preparation for activation during the week of August 13, 2012. We have certainly seen a substantial amount of work completed over the last four (4) weeks. There is still a tremendous amount of work for TransCore to get completed with respect to bringing all of the new equipment on line, but we are well on our way.

Based on the amount of work completed and evaluation of the remaining work to be done, we have tentatively projected cutover to occur sometime during the week of September 24, 2012. However, we have yet to officially confirm a date. The official date for cutover will be announced early in September, to allow agencies plenty of time to plan accordingly and have personnel available at their respective stations to participate in the cutover process. During that early September time frame we will also be providing a hard copy of the "Cutover Plan", so agencies are well aware of the time frame and the process we plan to follow the day of cutover.

By this time most if not all of the fire & EMS organizations should have their radio equipment reprogrammed with the temporary radio profile. With this work completed, we are now well positioned and prepared for the cutover. For those organizations that are a little behind, you still have plenty of time. Please do not wait until the last minute. As for law enforcement, because of their limited amount of radio equipment requiring reprogramming we are working to coordinate their reprogramming the day of cutover. We plan to complete this programming at one location in an assembly line fashion. Law enforcement would basically show-up at the predetermined time, get their equipment programmed and when they leave be operational on the new radio systems. Again, because of the limited amount of equipment being used by law enforcement, their reprogramming should be fairly quick and painless. It will just require a little coordination among the various agencies and the individual whom will be completing the reprogramming.

While there has been a great deal of progress over the last several weeks, we have come across one small situation we are working to seek resolution for. Fortunately this situation is not a “show stopper” as it relates to the overall project. We are working through a small issue related to the need for increased equipment shelter space at the tower located here at the Department of Emergency Services. We will have the details all worked out and I will report in more detail on this issue in our September Update.

#### ***TECHNOLOGY TIMELINE DEVELOPMENT***

We continue to cross items off the list as things are completed. Once all of the equipment has been hooked up, TransCore will be ready to conduct their preliminary testing prior to cutover. I would anticipate they will be conducting preliminary testing around the time I am preparing the next update in early September. Then prior to cutover we will be conducting drive testing and also working through the “100 Point Coverage Testing” in preparation for cutover.

Once we have cutover in late September, we will then work through a period of online testing in hopes of taking full acceptance of the system sometime in November 2012. During this online testing period we will be looking for feedback on how the system is operating. We are currently working on the development of a process for the field user community to report feedback electronically and also on paper. This process will be reviewed in more detail during the educational presentations being planned for late August and early September.

#### ***OPERATIONAL TIMELINE DEVELOPMENT***

With the bulk of reprogramming completed we are positioned well for cutover. The formal “Cutover Plan” is near completion and will be shared with the subscriber community in the near future. Additionally, we will be reviewing this process in great detail during the September Fire Chief’s Association Meeting and at the Law Enforcement Committee Meeting held in the middle of September. Furthermore, the cutover process will also be covered in the planned educational presentations.

#### ***REVIEW & REVISION OF CURRENT RADIO PROCEDURES***

Fire/EMS has completed their review of radio procedures. These changes will be covered during the educational presentations planned for late August and early September. For the most part, changes are related to cutting down on radio traffic and use of the additional channel capacity.

Law enforcement continues to follow a similar path with respect to review of their radio procedures. Much like the fire & EMS group, a similar education and review process will occur for law enforcement but on a smaller scale during the September Law Enforcement Meeting.

### ***PROJECT IMPLEMENTATION***

As previously mentioned, during our kick-off meeting with TransCore they have proposed a timeline a few weeks shorter than the one we had originally planned for. However, we will continue to use the original timeline projecting acceptance in November of 2012. Regardless, either timeline has us transitioning to the new narrowband compliant radio system well in advance of the ***December 31, 2012*** deadline. Having given consideration to the details of this project, in our planning we have done our due diligence and allowed for contingency time in the event we should run into any unexpected issues. We remain confident in the direction we are going and the amount of time we have remaining for implementation and transition.

### ***SYSTEM TESTING***

With hopes of all system components being in place and programming of field user radio equipment complete, system testing will hopefully be conducted through September 2012.

### ***SYSTEM CUTOVER***

Upon successful completion of system testing and tuning the County will look to officially cutover to the new radio system during the week of September 24, 2012. Once system cutover is complete we will then schedule an official date for acceptance of the new system.

### ***SYSTEM ACCEPTANCE***

Official acceptance of the new system will follow a period of online use, continued testing/feedback and tuning of the system. Presently the County anticipates System Acceptance occurring in early to mid November 2012.

**MESSAGE FROM DIRECTOR**

I am very pleased with the progress we have seen over the last four (4) weeks. The progress we have seen to this point is purely a result of good planning, team work and cooperation. Because of our efforts, I see no reason we will not meet the FCC deadline of **December 31, 2012** for Narrowband Compliance well ahead of schedule.

The Department of Emergency Services remains committed to insuring an orderly transition to a narrowband compliant radio system. Furthermore, we will continue working as a resource to local municipal government and the public safety community. I would ask that you share this document with your fellow public safety personnel and municipal officials. Sharing of this document will help to keep everyone informed of the FCC mandate to be narrowband compliant by **December 31, 2012**. Sharing this document will also help to keep everyone informed of the activities associated with improvements to Clinton County's public safety radio system. As always should you have questions, please feel free to contact me directly by telephone or Email. My office phone is **(570) 893-4090 ext. 3407**, and my Email address is [kfanning@ClintonCountyPA.com](mailto:kfanning@ClintonCountyPA.com).