

Clinton County Department of Emergency Services

Narrowband Radio Project Update

October, 2012

Report #20

INTRODUCTION

As the saying goes; "Slow and steady wins the race". It was truly our goal to be cut over and operational on the new radio system by the evening of October 3, 2012. Unfortunately, at the last minute we needed to make a change. I simply felt as though we were rushing and things were moving too fast as we neared the finish line. Thus, by being in such a rush we simply were setting ourselves up for failure.

After meeting with the vendor late on the morning of October 1, 2012, the decision to move the cut over date was made. The new date for cut over will be on Tuesday October 16, 2012. I know everyone (myself included) is excited to see the new system come online and see how it is going to perform. But we need to be certain all of the components for the system as a whole are functioning and programmed correctly. Even though we have moved the cut over date out about two (2) weeks, we are still well on pace for being operation and meeting narrowband compliance before **December 31, 2012**.

With the additional time allotted for the vendor, the week of October 8, 2012 will see the county, our consultant and the vendor working cooperatively to be certain we are definitely ready for cut over on Tuesday October 16, 2012. Much of that week will be spent conducting radio testing and making adjustments to the overall system.

TECHNOLOGY TIMELINE DEVELOPMENT

At this point all of the various components for the radio system have been installed. This includes the equipment at all of the tower sites as well as here at the 9-1-1 dispatch center. While there is some additional work to be completed at the various tower sites, none of the work is related to radio equipment installation. The primary focus at this point is bringing the new system online. The other remaining work will be conducted throughout the rest of October and into early November. Basically, all work associated with the Technology Timeline has been completed.

OPERATIONAL TIMELINE DEVELOPMENT

The formal "Cutover Plan & Timeline" has been distributed to all public safety agencies within Clinton County. Additionally, the document also appears in the Narrowband section of the Clinton County Government website.

PROJECT IMPLEMENTATION

With the change of our cut over date, we are essentially on track with the original timeline proposed early on in the process. With cut over now scheduled for October 16, 2012, we will look to take acceptance of the system in November.

SYSTEM TESTING

TransCore will be conducting their system testing and optimization early during the week of October 8, 2012. This will be followed by official "Drive Testing" of the system on Thursday October 11, 2012. The Drive Testing process will be two (2) teams consisting of representatives from the county, the vendor and the consultant traveling around the county and physically conducting radio testing of the new system from both mobile and portable radios. This testing will be an "all day" event requiring support from the County's IT Department and also the GIS Department. The support we will be receiving from these two (2) departments will help us to accurately document through the use technology, the results of our radio testing.

SYSTEM CUTOVER

Upon successful completion of system testing and tuning the County will look to officially cutover to the new radio system on Tuesday October 16, 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

At this point all of the hard work has been completed. We are down to the final tuning of the system as we prepare for official cutover. We have met some challenges along the way, but have been able to overcome those obstacles with little difficulty.

I would like to take a moment and express my appreciation to a few folks. First is **Daryl Geyer** of the County's IT Department. Mr. Geyer has spent numerous hours working to develop an online reporting system we will use to obtain feedback from the field user community regarding radio coverage. Daryl took my idea for reporting and turned into an "easy to use" web based tool that will allow us to more efficiently get your feedback on how the system is performing. Next on the list, **Jim Watson** the County's GIS Director. Jim spent a substantial amount of time developing a map and identifying locations/points of interest for conducting the drive testing. With the technological tools Jim has to work with, we will continue making use of technology to track the testing as it is occurring and document the findings for future reference to determine system coverage and functionality. By working with personnel from these other offices within Clinton County Government, we continue to demonstrate a "Team Approach" to meeting the needs of those in Clinton County. **Thanks for your help Daryl and Jim!**

We are on the verge of seeing the end result of this three (3) year project. It has been a long and sometimes challenging road, but we have once again shown the benefit of proper planning and team work. Our planning and team work has given us the opportunity to give the public safety community of Clinton County some new tools to use as they work to protect and serve those whom reside in and traverse through our County. A big **"THANK YOU"** to all involved.

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.