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Governor
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Wyoming Department Of Transportation

PUBLIC SAFETY COMMUNICATIONS COMMISSION

Education Session Minutes



Mark Harshman
Chairman
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An education session for the Wyoming Department of Transportation (WYDOT) Public Safety Communications Commission was held at the Transportation Management Center (TMC) and the WyoLink Offices, Cheyenne, on February 9, 2022. The session began at 9:30 a.m.

The following commission members were present, constituting a quorum.

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| Mark Harshman, Chairman | Matt Carr, Commissioner |
| Doug Frank, Vice Chairman | Paul, Bertoglio, Commissioner |
| Dwane Pacheco, Secretary | Kebin Haller, Commissioner |
| Frosty Williams, Commissioner | Luke Reiner, Ex Officio, WYDOT Director |
| Mike Choma, Commissioner | |

Commissioner Jonathan Downing was absent.

The following WYDOT staff were present and participated in the business meeting.

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| Troy Babbitt, Chief Technology Officer | Nathan Smolinski, Emergency Communications Manager |
| Vince Garcia, ITS/GIS Program Manager | Gabriel Gutierrez, TMC Quality Control |
| Patty Bauer, Dispatch Manager | Heather Heiduck, Assistant Dispatch Manager |
| Neil Gardiner, WyoLink Support Manager | David Shepard, WyoLink Support Principal Technician |
| Kimberly Chapman, Commission Secretary | |

Other attendees included the team from the WyoLink Support Office: Jason Gilmor, Mark Coler, and Callie Strode.

Overview and Tour of TMC and Dispatch Center

Before touring the TMC and Dispatch Center, the commissioners heard a presentation on the history and function of the TMC from Mr. Gutierrez and Mr. Garcia. Ms. Bauer and Heiduck shared information on the Dispatch Center. The TMC and Dispatch Center are collocated in adjacent rooms in the basement of the Century Link Building in Cheyenne.

While the TMC and Dispatch Center do coordinate efforts when major events occur, their primary functions differ. The TMC has several functions, including: dispatching the WYDOT maintenance fleet; supplying information on road conditions and weather, crash events, construction, variable speed limits and closures, and AMBER alerts; providing catastrophic event coordination; updating dynamic messaging signs; and so on. Since the centralization of operations at the TMC in 2008, better coordination has insured greater consistency of information and service to the public.

The Dispatch Center principally handles communication and coordination for all Wyoming Highway Patrol (WHP) efforts, statewide. The center provides the communications link between the public, WHP, and other emergency services. Dispatchers ensure that troopers receive the necessary information to aid in emergencies and incidents safely and effectively.

Commissioners were then given a tour of both the TMC and the Dispatch Center. Mr. Gutierrez explained the control systems to the commissioners and demonstrated some of the systems that TMC operators use on a daily basis. Mses. Bauer and Heiduck conducted a similar tour of the Dispatch Center and shared their biggest operational challenges (dispatcher vacancies and job classification/compensation).

Overview and Tour of WyoLink Office and Facility

Upon adjourning to the WYDOT campus, Messrs. Smolinski and Gardiner gave the commissioners a tour of the WyoLink and Emergency Communications offices in the basement of the Planning Building. Commissioners were shown the control and equipment rooms for WyoLink, Telecomm offices and equipment, and various Emergency Communications offices.

Mr. Shepard demoed the WyoLink control systems for the group. The live map of statewide tower sites was of particular interest as it allowed commissioners to see real-time WyoLink radio traffic and call volume.