

OVERALL EMERGENCY SERVICES PROJECT UPDATE

As I look back over project documents in preparation for this update, I am finding it hard to imagine that we are now into the fifth year of what has been a complete overhaul and upgrade to almost every aspect of providing public safety services to the local public safety providers and to the citizens of York County. We here in York County have certainly taken on a project, the scope of which, is almost unmatched anywhere else in the nation. The costs estimates of this all encompassing Emergency Services Project was slated to be nearly 68 million dollars and I am very please and proud to report that as we near total completion, we were able to bring this overall project in several million dollars under budget.

Facilities:

It is hard to imagine that it has been more than 2 full years now that we have been in our new 36,000 square foot Emergency Services Center. Even today, as we think back from where we came, what we have today in this state-of-the-art facility is still hard to imagine. With this new facility and all of the technology that came with it, we are able to provide even better and faster services to all those in York County. Over the course of the past 2 years we have had representatives of many similar county-based public safety centers all across the nation and even in other parts of the world as far as Europe and the Middle East travel here to York County to see our facilities and the technology that is incorporated into our 911 Communications and Emergency Management services.

Along with our main Emergency Services Center (ESC) we also are one of very few centers anywhere that also has a fully operational and fully functional and redundant Long Term Back-up Facility (LTBF) that is physically located some distance from our main facility.

GIS (Geographic Information Systems) & CAD (Computer Assisted Dispatch) Update:

We are now entering into our fourth year of being able to provide our emergency dispatch services in a fully automated environment. With the successful implementation of GIS and CAD, our dispatchers are able to process calls much more quickly and accurately as well as having the ability to go back in time and extract detailed call history data in a very short time period. These types of applications were not possible prior to implementation of these computer based technologies. In 2007, which was the first full year of processing calls using the CAD and GIS systems, our 911 dispatch center processed some 246,000 calls. In 2009, we processed in excess of 377,000. Also, with the advent of this technology our dispatchers are able to accurately identify and map calls coming into our 911 center from wireless (cellular phones) to a geographic location within 75 meters of the caller's actual physical location. As more and more people rely more on their cell phones for their communication needs as they move about in their day-to-day lives, this GEO tracking becomes extremely important should someone be in need of 911 services but may be unfamiliar or unable to pinpoint their location to the

dispatcher when they call. The Mobile CAD software that is used by members of our local law enforcement agencies, provide many CAD and GIS features to officers in the field via their Mobile Data Computers (MDC's). Vehicles equipped with MDC's can be physically tracked on an interactive map application here at our 911 dispatch center. This greatly improves officer safety by allowing dispatchers to know the exact position of an officer's vehicle in the event we are not able to contact the officer via the radio.

Telephone:

With the telephone upgrades that were incorporated into our new facility, Verizon, our wired line telephone provider, sends our 911 calls via two separate and geographically diverse locations. One half of our calls are routed from one central office to our main facility and the other half of our 911 trunks (phone lines) come from a separate telephone switching facility through our LTBF before arriving here at our main facility. This means, that should something happen to one switching center or to one group of our 911 trunk lines, the other lines are unaffected so we can continue to function as a primary 911 dispatch facility.

Radio & Paging Systems:

The two-way radio and paging system projects is by far, the largest portion of our overall project. These new systems were brought on line in 2008, with the new alpha numeric digital paging system being the first to be put into operation county-wide early in 2008. While this new paging system provides far better coverage and service to our fire and EMS providers, it has been met with some trepidation and has not been completely without issues during the course of the transition. This is a totally new way of providing notifications to our fire and EMS providers and to some the transition away from the decade's old voice paging technology was difficult to embrace. There can be no doubt; however, that this new technology does provide many more features and functionality to our fire and EMS providers and we remain confident that as time progresses and they become more familiar and use to this technology, they will come to like this new way of alerting them to their calls. We continue to work with our fire and EMS providers through their communications group to improve upon this new technology so that it provides them the critical call information that they need in order for them to respond to the needs of their local communities.

As is the case with the new paging technology, the new Project 25, Digital Trunked two-way Radio System that has been developed for our public safety providers is also a totally new way of providing two-way communications both between our 911 dispatch center as well as on a unit-to-unit basis. None of us are immune to the fact that technology continues to evolve on almost a daily basis and this is certainly true in the two-way radio communications industry. Gone are the days of radios with vacuum tubes, or transistorized circuit boards or analog voice communications. Computers and digital technology are now an integral part of the two-way radio industry. Available radio spectrum and/or frequencies are becoming more and more difficult to obtain. York County, just as a matter of pure timing, began to get caught up in this new technology in

what was becoming the first ever “standard” in the public safety two-way communications industry. While we are at a far better “place” today than we were about this same time last year, we, and our public safety providers, certainly experienced some significant pains with the new radio system and its associated technology that is the unfortunate bi-product of being a forerunner in implementing this type of technology. I can say; however, that with this pain, came a lot of learning and because of what we all experienced, we have been able to work with our providers in order to develop a system that provides far greater features, functionality, and overall coverage that meets and/or exceeds their communications needs both today, and well into the future. We have gone through a number of iterations of software code and programming changes in the end user radios over the course of the past year but what we have ended up with now is a radio or radios that is/are far more reliable, provide far greater coverage and are much more ‘user friendly’ for our public safety providers. Additionally and perhaps even more importantly, this new system provides the ability for all of our public safety providers to communicate directly with each other among the different services. Police can talk to fire; fire can talk to EMS, fire police can communicate to police and fire and EMS, and so on. Our special operations groups, i.e. drug task force officers, quick response team members, etc. can communicate via secured encrypted talk groups that can not be monitored by anyone else on the system or by means of scanners or other similar monitoring equipment. The county has provided a level of unit-to-unit communications to such a degree that our public safety providers have solid and reliable radio coverage both on the street as well as in the majority of buildings over 95% of the county. Mobile coverage on this new system exceeds 98% of the county. This, compared to the approximate 75% mobile coverage and a far less coverage percentage footprint with portable radios that existed with our old ‘legacy’ radio systems.

As we continue with completing mobile radio installations for some of our local municipal Emergency Manage Agencies as well upgrading the terminals with the latest software code fixes and new customized user templates in the fire and EMS radios, it is expected that this process should be completed by mid to late spring of this year (2010). Additionally, in response to concerns that have been expressed to the County Commissioners over some lingering coverage concerns that public safety providers have in the southwestern area of the county, the Commissioners have authorized the development of two additional radio sites and one digital paging site in this geographic area. The estimated cost to add these two sites is just under 1.3 million dollars and is expected to be completed in the mid to late summer 2010 timeframe. The addition of these two sites will increase the overall coverage in this region to well above the 95/95 contracted coverage requirement established by the County with Harris Corporation.

With the completion and implementation of these two additional transmission sites, we will draw to a close this massive county-based effort to provide the best possible public safety services to York County. While some of the issues and challenges that we faced with the implementation of the radio system, has run us over our anticipated project schedule by some 14 months, we have implemented a project on a scale that I have found to be unmatched anywhere in the country in an overall time frame that still falls far less than other technology project endeavors. Equally important, is the fact that even with the

addition of the two sites in southwestern York County, our overall project budget will remain under the originally slated cost estimates. This is certainly due in no small part to the efforts of our Project Team that consists of, our Public Safety Project Committee, our Consultants of L. Robert Kimball and Associates, ECI Construction and its prime sub-contractors, Mearl Kemberling (our site acquisition specialist), Harris Radio Corporation, Alcatel-Lucent Technology, Sonik Messaging Systems, J.G. Contracting, Plant-CML, and perhaps most importantly, our YCDES Project Team members and staff. Finally, a very special recognition and thanks to the County Commissioners, both past and present, who recognized the critical need here in York County in the public safety services area and taking the needed action and having the dedication and commitment needed in order to see the project through to the end.