

from subsequent drive tests. They also spoke with users at HPD and did not hear any reports of the problem still existing. Additional feedback from users in the area would be helpful, but they felt that they were moving in the right direction to correct the issues.

In response to Director Lieuallen's question, Rod reported that there could be similar issues in the Pendleton area, but that they had not gotten positive or negative feedback. They also had not received complaints from Morrow County.

Director Matlack asked Shawn and Rod about the benefits of the ride-alongs regarding system versus user error. Rod noted that the direct contact with the users gave some clarification about what Racom and the District were doing to review, address, and correct every problem that was reported. It was also noted that the Train-The-Trainer program had not been as successful as Shawn had hoped and he was working on plans for more trainings. Director Matlack hoped that users were reporting issues as they came up, instead of waiting until after system acceptance. It would be helpful to reach out to chiefs and captains before a final decision was made. Shawn agreed and noted that it was a topic of discussion.

Over the last few months, the system controller had been resetting randomly. It recovered quickly but caused an interruption of communication between the sites on the system. The users were able to talk to each other, but not to Dispatch. The interruptions lasted 15-20 seconds. Since the last meeting there was an issue at Weston Mountain. The site stopped processing calls, but did not activate an alarm or roll over to the other site controller. It went unnoticed until a fire agency caught it during a training. In Hermiston, a controller had one way traffic from Dispatch to a site, but not from the site back to Dispatch. There were no alarms or indication of trouble. The issue took a couple of hours to resolve and it was identified as a site controller malfunction.

Rod noted that the initial failure at Weston was a partial crash, therefore the redundancy piece did not take over. The alarm was misconfigured and has since been rectified. Racom was currently getting all of those alarms and the District staff would be getting them soon. Tait released new firmware and the upgrade was performed last Tuesday at all 12 active site controllers. Tait believed that the new version would resolve the memory leak issues. They believed it would also help with features like priority scanning.

The Hermiston issue was similar. After the issue was stabilized, it malfunctioned again so Racom reached out to Tait in New Zealand. They were waiting for more analysis. Rod expected to hear something in the next week.

Shawn reported resets happening in subscriber units when decoding Phase 2 calls. Tait released a fix. The firmware was received the previous week and was being tested. Shawn programmed 3 UCSO mobile radios in vehicles that were having other issues related to their installations. Those installs were not done by the District's contracted vendors. He would finish testing the portable firmware and wait for feedback about it. Umatilla County law agencies were being addressed first because they were in Phase 2 while Morrow County was using Phase 1 and not affected by the issue. Rod noted that the update was a fairly large one in terms of OTAP and he was working with Tait to see if it could be sent out faster than the current 4 hours. Racom was committed to getting the updates done and would help support the deployment of the programming.

It was reported that Dispatch consoles were having issues with missing audio. Rod was working with Avtech. He noted that there were about 6 open tickets in December, including some new issues and some continuing issues. In January, only 1 new ticket was opened. The grant tone issue seemed to be addressed, as there had not been trouble reports from Dispatch about that. Regarding the missing audio piece, Racom contracted Avtech to come to the District. Racom provided logs and records and requested review of the configurations of the server and console systems. The techs were there starting Monday at 8:00am and spent 2-3 hours each day sitting with dispatchers to get feedback, trouble reports, and suggestions. They also did some training about better ways to use the consoles. It was determined that the issue might be related to, and corrected by, separating the Dispatch speakers with selected and unselected audio, so it was easier to tell which speaker the audio was coming from. This would help with better awareness about which channel the traffic was coming from. They had not been able to determine if the dispatcher being on a phone call had an effect as well. The take away was that there could be some Dispatch user error, but they were also being extra diligent to ensure that there were no equipment issues as well.

Steve Surwillo noted that they were working on the issue of how the mobile radios were connecting to sites versus the portables in the Hermiston and Umatilla areas. The mobiles were staying too long on sites so the programming was adjusted and, if it was effective, the change would be universal with the next round of program updates.

Shawn reported that the Navy had picked up their new subscriber units and, since they were the last users to do so, all of the agencies were off of the old system and sites could begin coming down. Rod thought they would start with Jordan the next week since it was one of the more difficult sites to get to. Gleason and Boardman would follow. He expected the majority of the work to be done by the end of February. This would conclude a large portion of the project.

B. Coombs Project Update

Shawn reported that the concrete at Coombs was about cured. The tower stacking would start that week. He asked the Board to approve a microwave installation vendor and he provided quotes from Racom and Day Wireless. Shawn recommended awarding the job to Day Wireless, whose quote was \$50 less than Racom's.

A motion to accept the microwave installation quote from Day Wireless, in the amount of \$8950, was made by Director Pratt and seconded by Director Lieuallen.

Director Lieuallen: Aye

Director Pratt: Aye

Director Roxbury: Aye

Director Kennedy: Aye

Director Matlack: Aye

C. Microwave System Acceptance

Shawn recommended that the Board accept the microwave system formally and make the final payment to Nokia. He noted that there had been some installation issues during the project, but that they had been corrected and there had been no issues since. He also noted that Nokia absorbed \$40,000 of the original \$60,000 cost, due to the installation errors.

A motion to accept the microwave system formally was made by Director Pratt and seconded by Director Matlack.

Director Lieuallen: Aye

Director Pratt: Aye

Director Roxbury: Aye

Director Kennedy: Aye

Director Matlack: Aye

VI. New Business

A. Safety Review

Shawn reported that there were no injuries or lost time for the District. He noted that work would be done at Coombs Canyon and that staff and vendors would be wearing appropriate safety gear, specifically hard hats.

B. Resolution 21-02-02-01: Changes to the Budget

Shawn reported that there was a large increase in the Property & Casualty insurance policy this year so funds needed to be moved from Contingency to the insurance line.

A motion to adopt Resolution 21-02-02-01: Changes to the Budget, was made by Director Matlack and seconded by Director Lieuallen.

Director Lieuallen: Aye

Director Pratt: Aye

Director Roxbury: Aye

Director Kennedy: Aye

Director Matlack: Aye

C. Tribal Microwave Connection

Racom notified Shawn last fall that Tribal Dispatch had the potential to lose access to their conventional radios if they lost the microwave connection with the new system. Shawn proposed a couple of options. The first option was a \$40,000 piece of equipment that would solve the new issue related to the new microwave system. It would also fix a

recurring problem that the Tribe had been having with their fiberoptic lease line vendor. Another option was the installation of a microwave connection from Tribal Dispatch to one of the District's sites and Shawn felt that it was the best solution. He reported that there was a monopole tower set up at Boardman Fire that had not been used since CSEPP and it was available for the District's use. He had spoken with the Tribe public safety representative and it was taken to their counsel, who approved funding for the \$36,000 cost of installing the tower and microwave equipment. The only cost to the District would be about \$6,000 to move the tower from Boardman to the Tribe. In response to Director Pratt's question, Shawn confirmed that the only cost to the District would be moving the tower. Neither Director Lieuallen or Matlack had any problem with the solution as presented. Director Kennedy asked why the District was responsible for fixing the Tribe's connection issues and Shawn explained that the District was responsible for making the new microwave system work for current users and he confirmed that the Tribe does pay an annual user fee to the District for system access and subscriber units.

VII. Open Discussion

Shawn notified the Board that he planned to add an item regarding redundancy to the meeting agenda for the foreseeable future. It was a long running topic for discussion and was especially important with the new system. This topic would cover the microwave backbone, switches in buildings, back up radios in Dispatch, and more. He planned to bring possible solutions to each situation.

In response to Director Matlack's question, Director Roxbury reported that he and Shawn had spoken with the Morrow County District Attorney and that there had been some discussion around Shawn having the ability to make an administrative decision that the Board turned into a policy decision. The MCDA had the option to be put on a future agenda to present his concerns with the full Board.

Ron Bender addressed the group and wanted the Board to be aware that Scott and Rod were continuing to escalate issues within Racom. Racom would continue to send additional people and services until all issues were resolved. This included working with Avtech and Tait. He stressed Racom's commitment to the District and solving all of the problems to the District's satisfaction.

In response to Director Roxbury's question, Scott explained that system acceptance was dependent on the removal of all equipment, with the system in a place of stability, and remaining issues being limited or minimal. Racom had final documentation as part of final acceptance package that they were processing. He expected final acceptance in the next 60 days.

VIII. Adjourn

A motion to adjourn the meeting at 2:37pm was made by Director Lieuallen and seconded by Director Kennedy.

Director Lieuallen: Aye

Director Pratt: Aye

Director Roxbury: Aye

Director Kennedy: Aye

Director Matlack: Aye

Next Meeting
March 2, 2021 1:30pm
Location: Teleconference