

UMATILLA MORROW RADIO & DATA DISTRICT
BOARD of DIRECTORS MEETING
Umatilla County Fire District #1, Station 23
June 1, 2021 1:30pm

Present: Director Pratt Director Matlack Director Lieuallen

Absent: Director Roxbury Director Kennedy

Guests: In Person Telephonically
Rod Ekholm, Racom Mike Miller, Racom
Karen Primmer, UCSO Marlon Johnson, Day Wireless
Danielle Mellado, Tait Scott Skibness, Racom
Bob Simmons, CDX Wireless
Steve Surwillo, CDX Wireless

Staff: Shawn Halsey, Rosanna Brown

- I. Call to Order and Recognition of Guests: The meeting was called to order at 1:36pm.
- II. Changes/Additions to the Agenda: None
- III. Business from Guests: None
- IV. Consent Agenda
 - A. Minutes of the meeting from May 4 and May 18, 2021
 - B. System Administrator's Report
 1. Unit Tracking Sheet
 2. District Income Review
 3. District Expenditures Review
 4. District Bank Statements/Checks Review
 5. LGIP

A motion to accept the consent agenda was made by Director Pratt and seconded by Director Matlack.

Director Lieuallen: Aye

Director Pratt: Aye

Director Matlack: Aye

- V. Old Business
 - A. LMR System Project Update
 1. System Issues

Shawn reported that, since the last Board meeting, there had been one system reset. It was at 6am on Sunday, May 9 and there hadn't been any issues. He was seeing lots of support through emails from Tait and Racom regarding all of the system issues. Tait was focusing on improving the firmware for 2.14 and sent an engineer to the District to investigate further. The engineer, Chris, also looked through the system to see if there were any other issues that could have an impact. He noted excessive loss with a transmit combiner and it was discovered that it wasn't tuned correctly at the factory and a lot of power was being lost due to the error. The control channels were most effected. Since that problem was fixed, there had not been any complaints. That issue was not related to the firmware, but was important in identified the source of user complaints. It was not noticed drive testing, because those channels weren't being used during that or during staging. Black Mountain still needed to be fixed, but was put on hold due to access to the site at the time.

Shawn expected the new firmware sometime in July. It would be released before that, but he was waiting until it was tested by others first. Shawn reported that some of the complaints that had been coming in were user training issues and not problems with the system. Shawn created videos for users and sent out links for access. He planned to continue to do that.

In response to questions regarding Dispatch, Karen reported that there had not been major issues for a while. The areas where they were getting complaints were garbled conversations, volume, and coverage. She noted that they planned to replace cables and change out headsets to see if that helped.

In response to comments at the last meeting regarding user confidence, Tait and Racom arranged about 18 ride alongs with the law enforcement agencies in the county over the previous 2 weeks. Complaints from users were mainly console priority and talk back time regarding Dispatch response. Rod noted that none of the issues reported during that time were system related. He hoped the time spent with the users helped them understand the delays and the technology. The coverage issues were the same areas that had trouble with the 450 system. The new site at Pike's Peak would help with some of that.

In response to personnel, Karen reported that she was looking for one more full time and one more on call employee. There was one employee at the academy and 3 planned for August. She felt that the department was in a much better place than it had been for a long time and was happy with the quality of employees she had. She also expressed thanks to the Morrow County Dispatch center for helping with the call overload when they were short staffed.

2. Acceptance

Shawn noted that the District needed to set up a process with regard to acceptance of the system. Barring more issues, he thought it would be appropriate sometime in July.

Rod said they were discussing a 30 day window with no failures. During that time, they would validate complaints, find the issues, review coverage and stop or reset the clock for analysis if required. Scott, Rod, and CDX were involved with creating that plan. They planned to come up with a formal process and identify factors that would indicate a pause, reset, or full stop.

Steve Surwillo agreed with Rod's assessment. A 30 day burn-in test was not part of the original contract, but it was needed to flush out any remaining issues. Creating procedures to trigger a pause or stop of the clock was a major part of acceptance. After the acceptance, there would be a transfer to the warranty service. The 30 days would not start until version 2.14 was implemented.

Director Lieuallen felt that it was important to have an all user meeting to gain input as a part of the acceptance, and to review all the complaints. In response to Director Matlack's question, Rod reported, based on the ride alongs they had done, that there are still user issues and user errors happening, even as late as last week. More training would alleviate these types of issues, but they were still seeing them. Shawn had gone over and above to get training to users, but Rod felt that the Train the Trainer program was not successful from the agencies' perspective. Many users were given a portable without any instruction, so those types of issues were still happening. There wasn't an easy button to fix training issues. Shawn had created and shared training videos via YouTube for user to access on their own. He planned to continue to create training videos.

There was still discussion going on regarding the pursuit channel and the emergency button. Director Pratt suggested using a patch. There was some concern about users being able to change channels while driving. There were training issues and logistical issues the Dispatch and the agencies would need to work out. Director Matlack also noted that location of the service call could be an issue and should have an impact on car order during a response.

With regard to volume issues, Rod noted that they were expected to be worse with a digital system, versus analog, and that using the mics as intended was vital for clear traffic.

B. Frontier Telenet Update

Shawn submitted a proposal to Frontier Telenet. He felt that it would be the strongest one they would receive. He noted that he attended their recent budget meeting and that it wasn't successful, so another one had been scheduled. After that meeting they would interview those that had given proposals. Shawn noted that the District proposal was rated per hour and was based on the task list that FTN provided. They expressed interest in encrypting their radios, but Shawn did not think that would be possible any time soon. They would have a different talk group and Shawn did not plan to patch encrypted and non-encrypted traffic.

C. System User Policy Update

Shawn had been working on bringing Umatilla Electric Cooperative onto the system, as a user, for some time. UEC was ready to go and wanted their use of the District system to replace their current communication system. Since the District policy did not contain language to include an entity of that kind, the policy was being updated to include entities that supply power to the District sites and public safety agencies. In response to Director Matlack's question, Shawn reported that they would start using the system only for contact within their agency, but that he would be open to discussing

communication between them and the other agencies on the system at a future meeting, with UEC representatives present. The District, with help from legal counsel, updated the policy to include these types of entities. It also included other users like schools, and the railroad. UEC has agreed to the subscriber fees and expressed interested in contributing to the growth of the District's coverage with funds.

A motion to adopt Resolution 21-06-01-04, updating the User and Subscriber Unit Issue Policy for the District was made by Director Pratt and seconded by Director Matlack.

Director Pratt: Aye

Director Matlack: Aye

Director Lieuallen: Aye

VI. New Business

A. Safety Review

Shawn noted that it was the right time of year to talk about heat and heat stress. He recommended that employees stay in the shade when possible and to stay hydrated. He was interested in purchasing light colored boonie hats for staff, to protect the forehead, neck, and ears from the sun.

B. Resolution 21-06-01-02: Personnel Policy

The Board voted at the last meeting to increase the amount that the District paid toward employee health insurance policies. Shawn presented an updated Personnel Policy and resolution that included that update.

A motion to adopt Resolution 21-06-01-02 was made by Director Pratt and seconded by Director Matlack.

Director Pratt: Aye

Director Matlack: Aye

Director Lieuallen: Aye

C. Morrow County Treasurer Order 21-06-01-03

This was an annual request sent from Morrow County.

A motion to approve the Morrow County Treasurer Order 21-06-01-03 was made Director Matlack and seconded by Director Pratt.

Director Pratt: Aye

Director Matlack: Aye

Director Lieuallen: Aye

D. Exit 198 Building Move Proposals

Shawn reported that the Exit 198 site was no longer part of the microwave ring and therefore, not being used by the District. The building needed to be moved, as per the agreement with US Cellular. The District had until August 20 to vacate the site. Shawn planned to use the building at a new site in Ukiah and a monopole tower from Boardman as well. The move needed to be done quickly. Shawn provided quotes for the work from Day Wireless and Racom. The quote from Racom covered moving the building and disconnecting the power. The Day Wireless quote also include demolition of the concrete slab. Shawn was unsure if US Cellular required removal of the slab or not. He noted that it was fairly expensive to do. Shawn's recommendation was to accept the lower quote from Racom.

A motion to accept the Racom quote for work at the Exit 198 site, in the amount of \$11,235, was made by Director Pratt and seconded by Director Matlack.

Director Pratt: Aye

Director Matlack: Aye

Director Lieuallen: Aye

Marlon Johnson noted that Day Wireless could resubmit a quote, without the slab demo included, in the District was interested.

VII. Open Discussion

Danielle Mellado thanked Shawn and the District for hosting Chris and Racom. She felt that it was a good partnership to work through the system and that it was going well for everyone. The biggest challenge Tait had was recreating the field

failures to analyze. The next release was on track for time and they were doing more with it than previous releases, including extensive testing, so they could be confident in the product.

In response to Shawn's question about testing on the current system, Danielle confirmed that there would be testing that week, with Wireshark. If the version was put on the system and a reset happened, they would have more data to use when attempting to reproduce the failure in the lab. She also noted that the new testing software they were using could replicate console behavior.

Shawn presented Director Lieuallen with an engraved obelisk for her dedicated services to the District, as a founding member and director. Director Lieuallen thanked him and the Board and said she had enjoyed working with them, and the staff, through the years. She looked forward to being retired and traveling.

VIII. Adjourn: The Board meeting was adjourned at 3:00pm.

Next Meeting: July 6, 2020 1:30pm

Location: Boardman City Hall