

UMATILLA MORROW RADIO & DATA DISTRICT
BOARD of DIRECTORS MEETING
UCFD 1, Station 23
October 4, 2022 1:30pm

Present: Director Primmer Director Pratt Director Pierotti
Absent: Director Kennedy Director Matlack
Guests: Rod Ekholm, Racom Steve Surwillo, CDX Wireless (telephonically)
Staff: Brett Mueller, Rosanna Brown

- I. Call to Order and Recognition of Guests: The meeting was called to order at 1:30pm.
- II. Changes/Additions to the Agenda: None
- III. Business from Guests: None
- IV. Consent Agenda
 - A. Minutes from the meeting on September 6, 2022
 - B. System Administrator's Report
 1. District Income Review
 2. District Expenditures Review
 3. District Bank Statement/Checks Review
 4. LGIP

A motion to accept the consent agenda was made by Director Primmer and seconded by Director Pierotti.

Director Primmer: Aye

Director Pratt: Aye

Director Pierotti: Aye

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

Brett reported that Legacy Wireless returned the previous week, to complete the microwave installation at Pikes Peak. The dishes were up, pathed, and the signal levels were where they should be. Brett did find one radio that was having issues at Pikes, over the weekend, and Legacy Wireless planned to return to fix that. Otherwise, the site was ready for the Racom team to install the rack of LMR equipment and DC plant. Rod Ekholm expected to have his team there in about two weeks. Brett hoped to have a working site by the next Board meeting.

Brett worked with CDX on the RFP for the Ukiah site and then sent it to the District's legal counsel for review. He hoped to release it in the next week.

Regarding the added channel at Black Mountain, Rod reported that the work would be done the next week. Brett noted that the project was on schedule.

Brett reported that he programmed some portables for the FBI. He received authorization from PPD, Tribal PD, and Bent to add their talk groups to the FBI radios.

The Gilliam County Sheriff's Office was ready for the encryption keys to be put into their radios. Brett was not comfortable handing the key over, so he planned to travel to them on October 26 to install the keys, with a keyloader borrowed from the US Forest Service.

Regarding the cellular PTT, Brett had some network work to do to move that forward.

Brett reported that most of the rest of the items on the punch list had not been addressed since the last Board meeting.

During the microwave installation, an unrelated major system problem came up. Brett started receiving trouble reports from the UCSO dispatchers. Calls, going both directions, were randomly being dropped. Field units could hear each other, but the audio calls in to and out of the dispatch center were being cut off. After investigation, it was determined that the audio was being dropped at the console. Brett and Rod responded and began troubleshooting. Once they found that the field units could hear each other, Brett directed Dispatch to use their back up radios as much as possible, since they acted like field radios.

Brett noted that Rod was instrumental in contacting Tait and Avtec, and starting the process to find out what was going on and what needed to be done to fix the error. Rod noted that it was Friday night in New Zealand when this was happening, but Racom was a Tier 1/Tier 2 customer for response, so was able to make contact. They opened tickets with Tait and also with Avtec (South Carolina), since it appeared the issue was console related, and begin sending log files and messages. Tait was able to remote into the system and made some changes Thursday night and Friday morning, including reboots and a hand off to the redundant controller. They also did the dispatch console system, but not the mountain tops, since they did not appear to be the issue.

Friday afternoon, they reached out to Level 4 engineering at Tait and Tait agreed that the log files didn't look right. More data was requested and received from the support engineers. The engineers had a couple of suggestions, so more changes were made Friday night, causing an outage of less than 15 seconds. It was a quick, but impactful outage, as anyone with a radio would see that the system was in site trunking. They watched the system for anomalies through Saturday. The first one appeared about an hour after the changes, then began happening more regularly. On Sunday (Monday in New Zealand), additional engineers engaged with the troubleshooting and were able to figure out what was going on. At some point, there was a duplication of port numbers for the IP traffic. This caused several site controllers to move into an unknown state. They were still passing traffic, but the duplicated port number would randomly show up and confuse them. Tait identified this issue and advised rebooting 3 site controllers, clearing the cache, and one RFSS. Brett and Rod did that early Tuesday morning, and that included all 7 zones, 14 site controllers. The interruption to service was so minimal that Brett doubted any users saw it. Since 4:10am, there had been 15 instances of the collision, but Brett had not received any reports from Dispatch.

Director Primmer noted that she received a call from UCFD1 at 4:10am that morning. They reported that they had lost all ability to put in calls. She was unsure if that was related to the actions Brett was taking, but the timing seemed coincidental.

Rod noted that Tait was still working on the problem, and he expected there to be a patch for the software in the next week. Rod requested extra testing by Tait to be done before the District applied the patch. Brett noted that the work around, using the back up radios, was still working. He also noted that this problem affected Morrow County and the Tribe, though the call volume at the Tribe had been too low to see it. Prior to this issue, the system had been running flawlessly since the upgrade on June 28.

In response to Director Pierotti's question, Brett confirmed that the frequency of the issue was connected to the call volume. Director Pierotti offered to provide someone from PFD to help with traffic from the field, if it would be helpful.

Rod planned to continue to push Tait for answers in the coming week.

Brett thanked Rod for being so responsive and for all the time he put into working on the issues.

B. Communications Technician position

Steve Surwillo sent Brett a revised job description, broken down by skill level. Brett had not had a chance to review it, but planned to and also planned to consult with the SDAO HR resources to discuss where the posting would be listed.

C. Safety Review: The staff reviewed a safety culture presentation, provided by SDAO.

VI. New Business: None

VII. Open Discussion: None

VIII. Adjourn: The meeting was adjourned at 2:00pm.

Next Meeting

Tuesday, November 1, 2022 @ 1:30pm
Boardman City Hall