

COLUMBIA 9-1-1 COMMUNICATIONS DISTRICT
Minutes of the Board of Directors Regular Meeting
January 25, 2024

MEETING CALLED TO ORDER: Board President Anderson called the Board of Directors Regular Meeting to order on Thursday, January 25, 2024, at 1:00p.m. at the C911CD Meeting Room, St. Helens, Oregon and via Zoom.

MEMBERS PRESENT: Henry Heimuller, Rob Anderson, Shelley Hennessy and Jeromy Hasenkamp

Staff Present: Mike Fletcher, Micki Nichols, Dannell Hooper, Nathan Hughes, Merx Lavine and Maryjo Beck (in person)
Chandra Egan (via Zoom)

GUESTS PRESENT: Michael Peterkin, Peterkin Burgess
Jennine Weber, L3Harris
Jason Kester, Day Wireless
Darlene Marquardt, Scappoose Citizen
Tyler Miller, Scappoose City Councilor

Roll call was done.

PUBLIC COMMENT:

Miller, Scappoose City Councilor and Scappoose resident, provided testimony regarding the District's local option levy ballot caption stating operating rather option and suggested that the question section note the District's permanent rate as well. He also provided testimony regarding his concerns with the Invitation to Bid (ITB) that Federal Engineering published to vendors.

ADDITIONS TO AGENDA:

Fletcher stated that there would be no Executive Session.

APPROVAL OF MINUTES:

December 21, 2023 Board of Directors Regular Meeting Minutes:

Heimuller moved and Hennessy seconded to approve the 12/21/23 Board of Directors Regular Meeting minutes as presented. Motion passed with Hasenkamp abstaining.

FINANCIAL REPORTS:

Acceptance of Budget Variance Report – December:

Nichols noted that the process of looking for a new auditor has begun.

Heimuller moved and Hennessy seconded to accept the Budget Variance Reports for the month of December as presented. Motion carried unanimously.

Approval of Expenditures:

Heimuller moved and Hennessy seconded to approve the expenditures for the month of December (\$298,444.93) as presented. Discussion followed. Motion carried unanimously.

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Appointment of Budget Officer:

Heimuller moved Hennessy seconded to appoint Fletcher as the 2024-2025 Budget Officer. Motion carried unanimously.

Budget Committee Appointments – Zones 1, 4, 5 (Zone 2 Vacant):

Fletcher stated that we need to check with Budget Committee members Dee Wooley, Randy Hansen and Mike Greisen, to see if they're willing to continue serving; Beck offered to reach out to them. It would be ideal to appoint them at next month's meeting.

Fletcher asked Hasenkamp to begin looking into finding someone willing to serve on the Budget Committee in his zone; it has been vacant since Casey Wheeler stepped down.

IRS Business Mileage Rate Change:

Fletcher stated that as of January 1st the IRS business mileage rate went up from 65.5 cents to 67 cents per mile.

Hasenkamp moved and Hennessy seconded to approve the IRS mileage rate change as presented. Motion carried unanimously.

OPERATIONS MANAGER REPORT:

Fletcher reported on the following:

- Hiring update for Communications Specialists – two applicants are in the background stage. Multiple applicants are finishing up testing and interviews are being conducted. There was a total of 36 applications received.
- Trainee, Jolene Botchie, has completed the Call-Taking phase of training and is moving onto Radio Dispatch training. She will most likely be signed off within the next 2-3 weeks.
- All of the training daily observation reports (DOR) are being merged into the Power DMS program.
- Winter weather – made accommodations for staff to stay at the facility if they chose to do so. Discussion followed. A couple of staff members fell due to ice while away from work and injuries have prevented them from working while they recuperate.

Fletcher expressed appreciation to Hughes and Lavine for shoveling and de-icing during the storm.

TECHNICAL MANAGER REPORT:

Hughes reported on the following:

- Looking into Vesta CommandPOST for remote call taking, which would allow dispatchers to continue answering calls if we need to evacuate.
- Hughes and Hooper received Vesta analytics training so they can begin pulling calls to run analytics on our call volume.
- Updated the CAD system; there was a technical issue that prolonged the outage. (Fletcher will go into further detail on this in his report.)
- Work continues with the MAJCS mobile user group to design the new MDC interface.
- Working on getting quotes for upgrading the admin phone system.

Fletcher noted that the Vesta CommandPOST is part of the PDCC resiliency study and recommendation.

Hughes noted later that we received grant money to upgrade Starlink to business class dishes; there will be one for the Vesta side and one for the CAD side. Hasenkamp asked if there was a back up for it.

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Hughes stated that Starlink is our final back up. First, we have Comcast, AT&T/FirstNet, Verizon and then if those fail, it goes to Starlink.

OLD BUSINESS:

Radio System –

Fletcher stated that UPS battery replacement was completed this week at Bald Hill and Columbia Heights.

Meissner Site Improvement:

Fletcher stated that we're still waiting on parts for the migration of our equipment from the old shelter to the new shelter, and the work on the tower.

Microwave Upgrades – Phase 3:

Fletcher reported that part of the migration mentioned above includes the completion of the Phase 3 microwave upgrade at the Meissner site; he has been in contact with MNI and Day Wireless regarding that work.

NextGen Radio Project:

Fletcher has a meeting with Federal Engineering tomorrow to go over the vendors' questions with regard to the Invitation to Bid (ITB).

Hasenkamp inquired if he could get a copy of the ITB and any correspondence from vendors not wanting to bid or be involved; Fletcher stated that he would check into that.

Portland Dispatch Center Consortium (PDCC) Resiliency Study and Recommendations:

Fletcher noted that he mentioned this earlier in regard to the Vest CommandPOST.

SDAO Conference – February 8-11, 2024

Fletcher stated members were provided their per diem checks for the conference.

Northwest Leadership Seminar:

Fletcher stated that the Northwest Leadership Seminar is scheduled to be held at the Holiday Inn in Portland, March 6-8, 2024. If members are interested in attending, let Fletcher or Beck know.

Other – Service Disruptions:

January 10-11, 2024:

Fletcher reported that on the morning of January 10th, MAJCS conducted its regular software security patching to the servers. This is something that is done each month. CAD is taken completely down, and software patches are loaded and then CAD is brought back up. The entire process normally takes about 20-30 minutes and is done late at night or very early in the morning so that traffic volumes are low. During this monthly routine, it gives the tech and operations staff the opportunity to train on unexpected CAD outages where everything switches to manual mode.

Fletcher explained that the CAD system consists of two hubs/stacks that are geo-diverse with one at WCCCA and the other one at Clackamas. There are components of the CAD system at Lake Oswego (LOCOM) that act as a witness, keeping in check with what the two hubs are doing. Each hub/stack consists of about 30-35 servers: a combination of both physical and virtual.

At the conclusion of the patch installation on January 10th, the servers were attempted to be brought back up and the Software Defined Wide Area Network (SD-WAN) began their restarts. The process

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failed and the hub restart could not make connection to the switch. The LOCOM component (the witness) acts as the arbitrator to determine which CAD hub/stack is primary as it can and does change; this too, was not recognizing the attempts to restart and establish the connection. After the event, it was determined that a switch that sits as a gateway between the two CAD hubs had failed and during attempts to restore service, a storage array subsequently failed. It has not yet been determined why these pieces of equipment failed. The individual manufacturers of that equipment are on site working to try and determine what happened.

At the time that these failures took place, the technical team thought that the two failures were related and could possibly be malicious. So, the Emergency Support Function-2 (ESF-2), who is an individual that works for the governor and is in charge of the State Interoperability Executive Council (SIEC) was notified to reach out to the State's Cyber team. The Cyber team then began monitoring the entire state network to ensure that there weren't any bad actors attacking Emergency Communications Centers (ECCs). Eventually, the Cyber team stood down because it was determined that the outage was caused by a local hardware issue, not a software or a network issue.

Fletcher explained that our CAD system is made up of multiple environments; Production (live), Training and Test. Production is the CAD system everyone uses day to day. Training is used for new employees and on-going training of the operational staff. The Training environment allows staff to interact with CAD, but does not interact with the live environment. Test is the CAD testbed for new features and/or to test functionality; it too, does not interact with live CAD. Both the Training and Test environments are not fully functioning CAD, they are for the Public Safety Answering Point's (PSAP) technical and operational needs for call-taking, which is our primary mission. Training and Test environments do not have access or functionality to the dozens of interfaces that Production CAD is connected to. Software patching is done to Production first in order to get all operations back up and working in the shortest time frame. Then, the Tech team can update the other environments later. Therefore, the Training and Test environments were not impacted during this outage. So, once it was determined that CAD was going to be down for an extended period of time, the decision was made to move all PSAP's to the Test environment. This allowed dispatchers to access our maps, response plans and units, thus permitting them to call-take. Since it's not touching live (Production) CAD, all of those calls are then printed out and manually input back into live CAD once it's up and running. This is a tedious process, but one that dispatchers train on monthly.

Fletcher noted that during the outage, even though CAD was operating in the background, it was not full CAD and the patrol cars and fire apparatus didn't have the connection to the Test environment, so it appeared that CAD was down on their mobile devices.

As soon as the event was over and CAD was operating and stable, the Tech team immediately began looking into what happened; this work continues. We know it was a Mellanox switch that is owned by Cisco and the Nimble storage array that failed. Both Cisco and Nimble are on hand and looking into what took place.

Fletcher stated that the MAJCS Tech team consists of about 30 people whose roles include GIS Mapping Specialists, CAD Specialists, Professional IT Technicians, Programmers, Electrical Engineers and Network Engineers. When it was identified that the system was experiencing a hard crash and the initial group of technicians were unable to recover it, an all-call went out to the remainder of the team. The MAJCS phone bridge connected everyone together and remained open with all 30+ people, plus all four PSAP's manager staff and the 9-1-1 administrators, working on the problem non-stop for the first 20 hours. Work only stopped when the Directors called for a stop for some much needed sleep, but the entire group reconvened six hours later to complete the job. During this entire

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time, everyone involved remained calm, cool and professional. Everyone worked together as a team, collaborating and totally focused on the mission. That same team continues to assist with engineers and vendor's technical staff to go over the events of January 10th and work to prevent something like this happening again in the future.

The Board expressed appreciation to Fletcher for sending out updates to them during the event and praised the entire team for being prepared for an event like that. Fletcher noted that despite the inconvenience of having to do their jobs manually, staff remained calm and efficient in their duties.

January 22, 2024:

Fletcher stated that this outage lasted approximately three hours. Dispatchers were kicked out of CAD and unable to log back in due to expired Secure Sockets Layer (SSL) certificate subscriptions on the app server. An SSL certificate is a digital certificate that authenticates a website's identity and enables an encrypted connection. It provides a security protocol that creates an encrypted link between a web server and a web browser, keeping internet connections secure and preventing criminals from reading or modifying information that is transferred between two systems.

This outage was a result of human error. The person responsible for renewing the SSL subscription made a typo; they entered an expiration date of January 24th instead of the actual expiration date of January 22nd.

Fletcher stated that additional technicians are being trained to do this type of work and a notice is being uploaded into MAJCS monitoring system to mitigate an outage like this in the future.

Weather Event/Impacts:

Fletcher reported that there were some occasional commercial power disruptions during the most recent weather event, but there was no impact to District technology or operations.

NEW BUSINESS:

Local Option Levy:

Fletcher reported that the District has to file forms SEL 803/805 to the county and Secretary of State prior to an election. He stated that the language in the form is similar of past measures, the numbers were received from the county clerk for the estimated income and as an extra step, he had the form and its language proofed by David Ulbricht from SDAO. Fletcher asked for Board input on the ballot title and the language within it. Lengthy discussion followed.

Fletcher will provide an updated form at next month's meeting for the Board's approval.

Agenda Items – February Meeting:

- Local Option Levy

OTHER BUSINESS AND MEMBERS COMMENTS:

Hennessy: Good job to staff during the CAD outage.

Heimuller: Clearly the training, planning, pre-planning, repetition and redundancy came into play during the outage, and worked as it should. Good work to all of those involved.

Hasenkamp: Praised those who took the effort to get into work during the inclement weather. Extended his gratitude to those working the consoles and expressed appreciation for staff during the CAD outage and the monthly training they do in order to be prepared to continue operations during those type of events. Noted that it would be beneficial for responders to do similar training.

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Anderson: Thanked staff for their efforts during the inclement weather and hopes that those injured mend well. Expressed appreciation to Fletcher for providing a comprehensible synopsis of the CAD outage.

Next meeting is scheduled for Thursday, February 22nd at 9:00a.m. at C911CD and via Zoom.

2:32p.m. Board Adjourned.

Respectfully submitted,

Maryjo E. Beck

Date Approved