



Silicon Valley Regional Interoperability Authority

REGULAR MEETING AGENDA

Consistent with Governor Newsom's Executive Orders N-25-20 and N29-20 temporarily suspends certain Brown Act provisions to allow special districts to make meetings accessible electronically, this meeting will only be available to the public via Teleconferencing

Silicon Valley Regional Interoperability Authority Working Committee

Monday, January 11, 2021 at 2:00 pm

Teleconference/ Zoom Online Meeting

Topic: SVRIA Working Committee

Time: Jan 11, 2021 02:00 PM Pacific Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/87290324810?pwd=OHliMFhJVk5RNzQ0QnR5MnpwdGd5Zz09>

Meeting ID: 872 9032 4810

Passcode: 646459

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Meeting ID: 872 9032 4810

Passcode: 646459

Find your local number: <https://us02web.zoom.us/j/87290324810>

1. Call to Order

2. Roll Call

Chair Heather Plamondon Santa Clara County Communication Director	Santa Clara County Representative	P / A
Vice Chair Jeff Hunter Battalion Fire Chief Sunnyvale DPS	At Large Member	P / A
Brian Loventhal City Manager City of Campbell	County/City Managers Association Representative	P / A
City Manager To Be Determined	County/City Managers Association Representative	P / A
Nicole Frazier Palo Alto PD Senior Technologist	At Large Member	P / A
Ruben Torres Fire Chief City of Santa Clara	Santa Clara County Fire Chiefs Assoc. Rep	P / A
Andy Smith SJPD/Interoperability Communications Manager	San Jose Representative	P / A
Brian Glass Deputy Chief Santa Clara County Fire	Santa Clara County Representative	P / A
Steve Forman Fire Captain San Jose Fire	San Jose Fire Department Representative	P / A
Pedro Espinoza Police Chief City of Gilroy	County Police Chiefs Association Representative	P / A
Judy Maloney Communications Manager City of Los Altos	PSCMA Representative	P / A
Richard Bertalan Technology Manager VTA	VTA Representative	P / A
Luis (Joonie) Tolosa Manager, Operations Analysis, Reporting, & Systems VTA	VTA Representative	P / A

3. Public Comment

At this time, the public is permitted to address the Committee on items within the Committee's subject matter jurisdiction that do not appear on the agenda. Please limit comments to a maximum of three (3) minutes. If you wish to comment on an item that is on the agenda, please wait until the item is read for consideration.

4. Action on Consent Calendar

- a) Review and Approve Meeting Minutes from the Regular Meeting of November 9, 2020.
- b) Review and Approve Minutes from the Special Meeting on November 23, 2020.
- c) Revised Working Committee Meeting Schedule for 2021 to correct clerical error. Approved calendar incorrectly noted July 11 when the date should have been July 12 (Government Code Section 36934). Updated schedule attached.

5. Action Items

- a) Review and Approve policy and procedure for adding participant agencies to the SVRIA: Evaluation and establishment of a review process and policy recommendation
- b) Work Plan Update for Calendar Year 2021 after Executive Director Transition

6. Updates and Presentations

- a) Encryption Update – Andy Smith, Eric Nickel (Verbal Report)
- b) Cellular Commercial Users Sub Committee Update – Heather Plamondon (Verbal Report)
- c) LAW Fleetmapping Sub Committee Update: Andy Smith & Committee Members (Verbal Report)
- d) System Performance Reporting – Eric Nickel

7. Future Items for Discussion

- a) Budget Workshop and recommendations to Board for their March meeting – Eric Nickel (Verbal Report)

8. Adjournment

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AGENDA ITEM 4a



Silicon Valley Regional Interoperability Authority

REGULAR MEETING MINUTES

Consistent with Governor Newsom’s Executive Orders N-25-20 and N29-20 temporarily suspends certain Brown Act provisions to allow special districts to make meetings accessible electronically, this meeting will only be available to the public via Teleconferencing

**Silicon Valley Regional Interoperability Authority
Working Committee**

Monday, November 9, 2020 at 2:00 pm
Teleconference/ Zoom Online Meeting

Denise Sellers is inviting you to a scheduled Zoom meeting.

Topic: SVRIA Working Committee Regular Meeting
Time: Nov 9, 2020 02:00 PM Pacific Time (US and Canada)

Join Zoom Meeting
<https://us02web.zoom.us/j/85218151440?pwd=M3V3TEFvY08zeVdnQnE0Z0JkNFNKUT09>

Meeting ID: 852 1815 1440
Passcode: 917039
One tap mobile
+16699009128,,85218151440#,,,,,0#,,917039# US (San Jose)
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Meeting ID: 852 1815 1440
Passcode: 917039

Find your local number: <https://us02web.zoom.us/j/k2FjCieMD>

1. Call To Order 14:01

2. Roll Call

Chair Heather Plamondon Santa Clara County Communication Director	Santa Clara County Representative	P / A
Vice Chair Jeff Hunter Battalion Fire Chief Sunnyvale DPS	At Large Member	P / A
Brian Loventhal City Manager City of Campbell	County/City Managers Association Representative	P / A
Chris Jordan City Manager City of Los Altos	County/City Managers Association Representative	P / A
Nicole Frazier Palo Alto PD Senior Technologist	At Large Member	P / A
Ruben Torres Fire Chief City of Santa Clara	Santa Clara County Fire Chiefs Assoc. Rep	P / A Arrived at 2:15
Andy Smith SJPD/Interoperability Communications Manager	San Jose Representative	P / A
Brian Glass Deputy Chief Santa Clara County Fire	Santa Clara County Representative	P / A
Steve Forman Fire Captain San Jose Fire	San Jose Fire Department Representative	P / A
Pedro Espinoza Police Chief City of Gilroy	County Police Chiefs Association Representative	P / A
Judy Maloney Communications Manager City of Los Altos	PSCMA Representative	P / A
Richard Bertalan Technology Manager VTA	VTA Representative	P / A
Luis (Joonie) Tolosa Manager, Operations Analysis, Reporting, & Systems VTA	VTA Representative	P / A

Also, in attendance: SVRIA's New Executive Director Eric Nickel

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➤ *No public comment at this time.*

4. Action on Consent Calendar

d) Review and Approve Meeting Minutes from the Regular Meeting of September 14, 2020.

➤ *Motion made to approve by Andy Smith, 2nd by Chief Espinoza. Chair Plamondon did a roll call vote; passed unanimously. (Member Torres had not joined the meeting yet for this roll call vote).*

5. Action Items

c) Review the Motorola Solutions, Inc. proposal for Over The Air Rekeying/Over The Air Ethernet Keying for Encryption capabilities for SVRCS and determine what Recommendations will move forward to the Board of Directors on this proposal and if recommended, how it would be funded.

- *Agencies received a letter from the DOJ requiring encryption for any personally identifiable information going over the radio. The DOJ is requiring a response by December 31, 2020 on how agencies will plan to comply with the new mandate.*
- *A LAW Subcommittee was originally formed to discuss annual fleetmapping, similar to Fire. However, when the DOJ letter arrived, the Subcommittee took on the task to look at the items that would be needed to comply and to develop a joint response to the DOJ by all LAW agencies in the SVRCS.*
- *Staff reached out to Motorola and County Comm to understand how to agencies can become DOJ compliant.*
- *Staff received a quote from Motorola on the equipment needed for the SVRIA side of the equation for over the air encryption and rekeying. The cost estimate was around 500k for the equipment necessary to update our system. The funds are not currently budgeted.*
- *Jeff VanDell gave a presentation regarding Motorola's proposal.*
- *It was noted that physically touching each radio takes months, over the air takes minutes, able to tell which radios have been rekeyed or not.*
- *Techs will keep track of radios that have been rekeyed. Over air faster and more efficient.*
- *Delivery time frame would be 8 weeks, probably faster, because there is not a lot of equipment that would need to be installed at the Core. Every dispatch console position would need to be touched and that would take some time.*
- *We have until the end of December 2020 to provide a plan to the DOJ. The Subcommittee will draft a letter/template that all LAW agencies can use to send the DOJ.*
- *After discussion, it was decided to defer the Motorola proposal to FY21/22 budget cycle.*

- *Staff will work with Jeff VanDell and his team to advise agencies what their local cost would be for OTAR and Encryption.*
 - *Director Nickel and Sellers will take information to Board of Directors meeting on November 19, 2010 for an update.*
- d) Review and Discuss the Motorola Solutions, Inc. CirrusCentral proposal for Systems Management of the SVRCS, and make a Recommendation to the Board of Directors for the proposal and if recommended, how it would be funded.
- *County Communications has been a pilot agency for this product.*
 - *Motorola provided a presentation on the CirrusCentral Management product suite being offered to SVRIA.*
 - *This product will offer more tools for reporting and it would make it available to local agencies via the cloud, once the agency partitioning up[grade is completed in Q2, 2021.*
 - *Important for agencies to stay up to date.*
 - *Call monitoring, good snapshot.*
 - *System top, able to drill down.*
 - *Easy access; log in via web.*
 - *If we choose option one there is no cost for this year.*
 - *If we choose option two, \$56,000 for the first year, not committed after first year. (Could find this money in our reserves).*
 - *It was determined that SVIRA would like to continue with the pilot project and leave Chris Collins on development team for now, if Motorola will allow the connection to continue. Jeff VanDell will ask if they will permit this.*
 - *The Working Committee asked the Executive Director to bring this item back next year during the budget development phase for FY21-22.*
 - *Additionally, staff will work with Motorola to add this cost to the SUA II/MAIT Agreement moving forward, if the item is approved by the Board.*
 - *Jeff VanDell will prepare and forward a formal proposal to SVRIA for the CirrusCentral Management product.*
- e) Review and Recommend to the Board of Directors an amended FY20/21 budget as presented by the Executive Director.
- *Executive Director Sellers stated that there are several items that have occurred since the Board of Directors adopted our last budget.*
 - *The cost to hire RGS to find our new Executive Director.*
 - *Insurance costs through SDRMA have gone up.*
 - *Budget authority is needed for the Motorola training costs to be a pass through in the current budget.*
 - *South Bay Hub – transfer seat to new Executive Director and assume the annual costs. Not currently budgeted.*
 - *Director Sellers went through the proposed budget amendment items and asked the Working Committee to approve and recommend to the Board, adoption of the*

- amendment proposal. Three costing options were proposed and discussed; with the MSI proposals and the third option, without the MSI proposals.*
- *A motion was made by Chair Plamandon and seconded by Andy Smith to approve the proposed FY20/21 budget amendment; third cost option, without MSI proposals, totaling \$6,878,891.67. The item passed unanimously.*

- f) Review and Adopt the proposed Resolution 2020-01 establishing the Working Committee Meeting Schedule for 2021 (Schedule attached)
 - *Motion made by Andy Smith, seconded by Chris Jordan. Unanimously approved.*

6. Updates and Presentations

- e) Cellular Commercial Users Sub Committee Update – Heather Plamandon; Heather will forward the document to the WC members once completed.
- f) LAW Fleetmapping Sub Committee Update: DOJ Mandate, Encryption of SB Law Channels, legal research, survey of Fleetmap, next steps. Andy Smith provided an update of the work to date. Planning to take the item to the county police chiefs meeting on 12th for their information.
- g) True Up Sub Committee – Sunnyvale DPS request to add 5 subscribers – Sellers; The WC approved the request for SVDPS to bring on 5 additional Radio ID's, and stated it was not necessary to bill SVDPS for the additional 5 ID's until the next True UP/budget & billing cycle in FY21/22.
- h) 900 PPT Location licenses purchased - Sellers; The PO was placed with Motorola for the licenses.
- i) MSI 9.2 Upgrade Progress – Nickel/Sellers/MSI Team; An update was provided and when MSI has their after-action report completed, Chair Plamandon requested a Special Meeting to discuss the report.
- j) View DRAFT CMAP Video Crawford/Sellers (Unable to show video, Sellers will send a link for members to view).
- k) CalOES Grant Update – Crawford/Sellers; Jim Crawford provided an update on the grant application he submitted on SVRIA's behalf for a site on wheels.

7. Future Items for Discussion

- Schedule a Special Meeting asap once the Motorola after-action report is completed.

8. Adjournment

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AGENDA ITEM 4b



Silicon Valley Regional Interoperability Authority

SPECIAL MEETING MINUTES

Consistent with Governor Newsom’s Executive Orders N-25-20 and N29-20 temporarily suspends certain Brown Act provisions to allow special districts to make meetings accessible electronically, this meeting will only be available to the public via Teleconferencing

**Silicon Valley Regional Interoperability Authority
Working Committee**

Monday, November 23, 2020 at 2:00 pm

Teleconference/ Zoom Online Meeting

Eric Nickel & Denise Sellers are inviting you to a scheduled Zoom meeting.

Topic: Working Committee Special Meeting

Time: Nov 23, 2020 02:00 PM Pacific Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/85875026538?pwd=UU1OSWhrNEdNaW10QlNXRzZPVEtaZz09>

Meeting ID: 858 7502 6538

Passcode: 845797

One tap mobile

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+1 301 715 8592 US (Washington D.C)

+1 312 626 6799 US (Chicago)

+1 646 558 8656 US (New York)

Meeting ID: 858 7502 6538

Passcode: 845797

Find your local number: <https://us02web.zoom.us/j/keV3icbJr>

1. Call To Order **14:00 hours**

2. Roll Call

Chair Heather Plamondon Santa Clara County Communication Director	Santa Clara County Representative	P / A
Vice Chair Jeff Hunter Battalion Fire Chief Sunnyvale DPS	At Large Member	P / A Arrived 14:04 hrs.
Brian Loventhal City Manager City of Campbell	County/City Managers Association Representative	P / A
Chris Jordan City Manager City of Los Altos	County/City Managers Association Representative	P / A
Nicole Frazier Palo Alto PD Senior Technologist	At Large Member	P / A
Ruben Torres Fire Chief City of Santa Clara	Santa Clara County Fire Chiefs Assoc. Rep	P / A Arrived 14:20 hrs.
Andy Smith SJPDP/Interoperability Communications Manager	San Jose Representative	P / A
Brian Glass Deputy Chief Santa Clara County Fire	Santa Clara County Representative	P / A
Steve Forman Fire Captain San Jose Fire	San Jose Fire Department Representative	P / A
Pedro Espinoza Police Chief City of Gilroy	County Police Chiefs Association Representative	P / A
Judy Maloney Communications Manager City of Los Altos	PSCMA Representative	P / A
Richard Bertalan Technology Manager VTA	VTA Representative	P / A
Luis (Joonie) Tolosa Manager, Operations Analysis, Reporting, & Systems VTA	VTA Representative	P / A

3. Public Comment

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maximum of three (3) minutes. If you wish to comment on an item that is on the agenda, please wait until the item is read for consideration.

➤ *No Public Comment*

4. Action on Consent Calendar

N/A

5. Action Items

a) Review and approve the joint Encryption Letter response to DOJ

- *Andy Smith and Eric Nickel updated the Working Committee on the DOJ Encryption status and letter template that will be sent to the Police Chiefs Association and College Police Chiefs. There are two templates, one for agencies that currently meet the DOJ encryption mandate, and a second letter for agencies that do not meet the mandate.*
- *Need to identify an encryption plan by December 31, 2020, not be encrypted by then.*
- *Working Committee approval of template letter is not needed.*

6. Updates and Presentations

a) MSI 9.2 Upgrade After Action Report – Nickel/MSI Team

- *Eric Nickel introduced the update and described the Site Trunking incident that occurred on the West Cell the morning of November 4, 2020.*
- *Letter from MSI to SVRIA, dated November 11, 2020 was provided to the Working Committee for distribution. Letter was previously provided to the Police Chiefs on November 12, 2020. Letter pdf included below.*
- *Eric Nickel turned the presentation over to Jeff Van Dell from MSI. Jeff went through the letter and the sequence of events from November 4, 2020 and lessons learned.*
 - *Identified five issues with resolutions*
 - *Identified four lessons learned*
- *Upgrade Team recommended that portables be brought into the communications centers when the upgrades occur.*
- *Chair Plamondon raised concerns that control stations are not in all dispatch centers. The previous MSI sales representative told agencies the control stations were optional, they are not. All dispatch centers must have control stations. Chair asked that MSI offer the same pricing that was previously available to agencies who did purchase control stations.*

Motorola Solutions, Inc.
10680 Trevena Street, Suite 200
San Diego, CA 92131

November 11, 2020

Denise Sellers and Eric Nickel, Executive Directors SVRIA

601 El Camino Real

Santa Clara, CA 95050

Re: Executive Response to SVRIA Site Trunking incident on November 4, 2020

Dear Ms. Sellers, Mr. Nickel, SVRIA Committee Members and System Users,

Last week the SVRIA system went through a system upgrade. During the upgrade several dispatch centers in the West simulcast cell reported a loss of communication with field users. We have investigated the issue to determine the cause, as well as to verify the system is now optimized and performing to specifications. I would like to convey an apology on behalf of Motorola Solutions to you, the dispatch centers, the committee, and all of the users and technicians of SVRIA affected by this incident. I want to thank you for your patience and understanding, and I look forward to hearing from you as you evaluate Motorola's recommendations to prevent further incidents and improve system operation.

Background

The SVRIA system consists of nine RF "Cells". Each cell contains redundant routers to link the cell to the master site. Motorola upgraded these eighteen routers during the system upgrade; however, during the upgrade, one of the routers experienced a communication failure on one port that caused the West simulcast cell to go into a mode of operation called site trunking. From a system perspective, the system responded to the loss of connectivity between the RF cell and the master site, as designed, by going into site trunking. Most SVRIA field users have talkgroups locked onto one RF cell and users continued to communicate with each other and dispatchers who switched to wireless connections using radio control stations. If programmed, subscriber radios displayed site trunking and/or an audio alert notice of site trunking.

The documented system fallback operations and training dictate that the dispatchers in the system need to revert to operation through control stations while in site trunking. This recent event identified issues with respect to operation at the dispatch centers, including:

Issue #1 - Prime site router communications port failure caused the West Simulcast Cell to enter site trunking.

Resolution #1 - The router and cable in question have been replaced.

Issue #2 - The site trunking indicator stopped sending the indication to dispatch.

Resolution #2 - Motorola determined that the network management Simple Network Management Protocol (SNMP) trap had been reset. Motorola reconfigured the network management system to continue to send these alerts.

Issue #3 - Some dispatchers reported that the backup control stations were not functioning.

Resolution #3 - There are several reasons why this could have happened and Motorola is offering to visit each dispatch center, collect data, analyze the data, make any changes required, and most importantly test the system while in site trunking operation.

Issue #4 – Some dispatch centers do not have control stations for fallback operations and have to rely on a portable radio for communication during site trunking.

Resolution #4 - Motorola recommends that all dispatchers who must remain in communication with radio users locked onto a site/cell should have access to an individual or shared fallback control station, which is properly programmed and regularly tested.

Issue #5 - Prior to upgrading the system, Motorola conducted several informational sessions to identify the upgrade process and potential problems the system could encounter during the upgrade. During these meetings, Motorola conveyed that we would follow our best practices to avoid any problems, but a site trunking event was a possibility and dispatch centers should test the operation of their control stations in site trunking prior to the upgrade. It is unclear at this time if testing of control stations took place, but Motorola did verify that site trunking operation was not tested with backup equipment prior to the upgrade.

Resolution #5 - Motorola recommends that agencies document and test all dispatch center and system fallback operations regularly. These procedures and equipment should particularly be exercised prior to any upgrade or event which could trigger downgraded operations.

Lessons Learned:

- 1 – Every dispatch center should have control stations for operation during site trunking and failsoft operation.
- 2 – Control station operation should be tested periodically and documented, especially before a system upgrade, to verify proper operation.
- 3 – The system should be placed into site trunking and failsoft operation periodically to verify and document proper operation and to ensure the dispatchers are knowledgeable and trained about how to respond during these fallback modes of system operation.
- 4 – During a system upgrade, as a backup, each dispatch center should have a local portable radio programmed to alert when the system is in site trunking operation.

Next Steps

Moving forward, Motorola would like to visit each dispatch center to conduct site visits in the near future to evaluate the control station operation. Please continue to work directly with Jeff Van Dell to schedule these site visits. Additionally, please contact me directly or through any member of the Motorola team where we can be of better service.

As with any critical system issue, I've asked both the sales and service organizations within Motorola to keep me informed on the resolution, recommendations, and any unforeseen outcomes. While component failures are sometimes unavoidable, our commitment to prepare, plan, communicate, test fallbacks, and assist with our local and remote expertise should never waiver. I am available either virtually or in person and stand ready with our teams to help respond to any inquiries you may have. We are proud of our long-standing relationship with the SVRIA and all participating user agencies. We hope to quickly put this

7. Future Items for Discussion

8. Adjournment

➤ *Meeting Adjourned at 14:48 hours*

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AGENDA ITEM 4c

Approved 11/9/2020



**SVRIA Working Committee
2021 CORRECTED Meeting Schedule (Govt. Section Code 36934)**

Santa Clara Police Department Community Room
601 El Camino Real
Santa Clara, CA 95050

JANUARY

Monday 1/11/21 2:00 – 4:00

MARCH

Monday 3/08/21 2:00 – 4:00

MAY

Monday 5/10/21 2:00 – 4:00

JULY

Monday ~~7/11/21~~
7/12/21 2:00 – 4:00

SEPTEMBER

Monday 9/13/21 2:00 – 4:00

NOVEMBER

Monday 11/8/21 2:00 – 4:00

AGENDA ITEM 5a



**Silicon Valley Regional Interoperability Authority
Working Committee
Regular Meeting
January 11, 2021**

TO: Working Committee,
Silicon Valley Regional Interoperability Authority (SVRIA)

FROM: Eric Nickel, Executive Director SVRIA

SUBJECT: Review and Approve policy and procedure for adding participant agencies to the SVRIA: Evaluation and establishment of a review process and policy recommendation

Recommendations

- 1) Receive and adopt an updated policy for evaluating new Participants in SVRIA.
- 2) Mutual Aid agency applicants may be added to interoperability talkgroups upon review and approval of the Working Committee.
- 3) Participant agency applicants shall demonstrate direct operational support for SVRIA members.
- 4) Participant agency applicants shall not be added for day-to-day operations unless the agency's primary operations are within Santa Clara County.
- 5) Participant agency applicants shall not be approved if their activities conflict with local public policy as determined by the Board of Directors.

Executive Summary

The process for Participant agency approval to use SVRCS and ECOMM services is outdated. An updated process would enable the SVRIA staff, Working Committee, and Board of Directors to evaluate and select Participant agencies applying to join the Silicon Valley Regional Communication System (SVRCS).

SVRIA has previously authorized Participant agencies to operate on interoperability talkgroups only. Prior approvals support direct and consistent operational assistance with member agencies and were not intended for the day-to-day operations of the Participant agencies.

Public policy implications of adding Participant agencies should be evaluated. If an agency prompts local concerns due to socio-political policies and actions that are incompatible with local policies, then SVRIA would not approve these agencies as a Participant.

Discussion

The terrorist attack of September 11, 2001 highlighted the need for multi-jurisdictional and interoperable radio communications. The Department of Homeland Security (DHS) published the National Emergency Communications Plan as a guideline to enable the Nation's emergency response community to communicate and share information securely across communications technologies in real time, including all levels of government, jurisdictions, disciplines, organizations, and citizens impacted by any threats or hazards event¹.

There is no interoperable federal radio system that automatically links federal, state, and local public safety agencies. On incidents where interoperability with federal agencies is needed, for example a large wildland fire on federal lands, certain radios can be programmed at the incident to allow state and local agencies to communicate with federal agencies. State and local agencies currently have access to these limited interoperable federal frequencies for use in emergency incidents.

In addition to the federal guidance, the State of California Office of Emergency Services (CalOES) encourages radio interoperability through cooperation and collaboration with agencies and groups throughout the entire State of California². The California Statewide Interoperability Executive Committee (CalSIEC) is tasked with managing the interoperability spectrum and developing governance on behalf of all California public safety emergency responders. The Santa Clara Region is represented on the CalSIEC by Andy Smith, who is an active member of the SVRIA Working Committee. As the State of California completes its statewide build-out of their interoperability system, SVRIA Members will have modern interoperable communications across the State of California.

Moving from the state to the Bay Area, the Bay Area Regional Interoperable Communications Systems Authority (BayRICS) links all county radio systems in the San Francisco Bay Area. BayRICS connects all Member and Participant agencies on the individual county radio systems and supports interoperable communication on incidents that cross county lines. SVRIA is a member of BayRICS.

Since the inception of SVRIA in the early 2000's, the operational and policy focus has been on building an interoperable regional radio system to serve Santa Clara County. The mission of SVRIA is to represent the interests of all public safety agencies in Santa Clara County through its 19 municipal members and partners. SVRIA's Members include the County of Santa Clara, fourteen cities and towns, and special districts including the VTA³.

¹ National Emergency Communications Plan, Department of Homeland Security, September 2019. Downloaded from [National Emergency Communications Plan \(cisa.gov\)](https://www.cisa.gov/national-emergency-communications-plan).

² California Governor's Office of Emergency Services (CalOES), California Interoperable Communications, downloaded from [Public Safety Communications California Interoperable Communications](https://www.caloes.ca.gov/interoperable-communications).

³ Silicon Valley Regional Interoperability Authority, Mission of the SVRIA, Downloaded from [SVRIA.org](https://www.svria.org).

Currently there are several state and federal mutual aid agencies with SVRIA approval to use interoperability talkgroups. These include the California Highway Patrol (CHP), Cal Fire, the United States Coast Guard, the Federal Bureau of Investigations (FBI), and the United States Marshals Service. These Participant agencies are authorized to use the SVRIA talkgroups and channels:

1. When working with SVRIA members during joint operations.
2. During disaster and extreme emergency operations for mutual aid and interagency communications.
3. During emergency or urgent operations involving imminent safety of life or protection of property.
4. With the prior approval of SVRIA, Participant agencies may use the talkgroups and channels for training purposes on joint trainings with SVRIA members.

To complete construction of the SVRCS, millions of dollars in local funds were invested along with state and federal grant funds. Annually, local members of the SVRIA have invested millions in local tax dollars to operate and maintain the SVRCS. In Fiscal Year 2020/21, the SVRIA members approved an expenditure of \$4.12M of local revenues.

Now that the SVRCS has been built out and all agencies are fully operational, the system has become an attractive, and cost-effective option, for non-member agencies to join a fully functional, modern, regional radio system. Not only do potential new Participant agencies gain interoperability with members, but the Participant agencies could also obtain day-to-day and agency-centric communications at a fraction of the cost of building their own public safety radio system.

If a Participant agency formally requests to join the SVRIA, an objective multi-step operational and technical review should be initiated by the Working Committee and the SVRIA Executive Director. At the completion of the review process, a recommendation would be made to the Board of Directors.

The technical and operational review would consider the following:

- Determine if there are operational, technical, and financial benefits to the SVRIA member agencies.
- Determine if the existing SVRCS infrastructure, including the ECOMM microwave system, can handle the projected new load.
- Determine one-time start-up and infrastructure costs as well as ongoing and replacement cycle costs of adding Participant or member agencies.
- Evaluate if there are other options available for the requesting Participant agency. Could the requesting agency use the SVRIA system for mutual aid and interoperability only and not day-to-day communications?

In addition to the operational and technical recommendations, the Board of Directors would evaluate public policy considerations and implications. The Board maintains the exclusive authority to approve any new SVRIA Participants.

One federal agency has expressed an interest in joining the SVRCS with assigned talkgroups for both day-to-day operations as well as multi-agency interoperable uses. In the future, it could be anticipated that additional federal, state, and local agencies would want to join the SVRCS for interoperable uses as well as day-to-day operations.

The Working Committee reviewed and recommended adding the federal agency for day-to-day and interoperability uses on July 13, 2020. After the Executive Director and General Counsel negotiated a Memorandum of Understanding, the draft agreement was presented to the Board of Directors on November 19, 2020.

Several members of the Board of Directors raised question and policy matters that had not previously been discussed or addressed. The Board did not want to act on the item without additional research by staff. The Board directed the Executive Director to complete this research and return to the January 28, 2021 Board Meeting.

Advantages of adding Participants:

- Increased interoperability with federal, state, and local public safety agencies who operate within Santa Clara County.
- Potential nominal cost reductions for member agencies as new Participants could add to the economies of scale.

Disadvantages of adding Participants:

- Mission creep as focus is placed on Participant agencies instead of members.
- Added load to the SVRCS system. More radios and more load on the system could result in decreased performance and the need for added infrastructure.
- Added workload to SVRIA staff and contracted service providers. Added workload could increase costs of service agreements.

Budget Impact

Budget impacts would be unique to each applicant. Under the current formula, the SVRIA would experience nominal revenue increases from the current federal application due to the small number of new radios added to the system. There would be similar and minimal expense increases due to the added radios.

If the new Participant applicant were large and had the potential of adding significant new radios and workload to the system, the SVRIA could experience large revenue and expense increases. A large new system Participant may also create the need for added infrastructure to handle the new radio and ECOMM workload. This added infrastructure breakeven point have not been calculated.

Attachments

- A: Draft SVRIA Policy 208: Adding New Participants to the SVRCS and SVRIA
- B: SVRIA Board of Directors Meeting November 19, 2020 Staff Report Proposal to add the IRS Criminal Investigation Division

AGENDA ITEM 5a (Attachment A)



Section Number:	200 Administration and Finance
Policy Number:	208
Title:	DRAFT: Adding New Participants to the SVRCS and SVRIA
Date Issued:	January 28, 2021
Date Revised:	

Purpose

To provide objective and transparent guidance to the Working Committee and Executive Director when an agency formally requests to join the SVRIA. A multi-step operational and technical review should be completed. A recommendation to the Board of Directors shall be made for their review. The Board maintains the exclusive authority to approve new SVRIA participants.

The technical and operational review shall consider the following:

- Determine the operational, technical, and financial benefits to the SVRIA member agencies.
- Determine if the existing SVRCS infrastructure, including the ECOMM microwave system, can handle the projected new load.
- Determine one-time start-up and infrastructure costs as well as ongoing and replacement cycle costs of adding participant agencies.
- Evaluate the options available for the requesting participant agency. Is the requesting agency seeking to access the SVRIA for interoperability or day-to-day communications?
- Determine any public policy considerations and implications.

Policy

- 6) Participant agency applicants shall contact the Executive Director of the SVRIA and request a new participant evaluation. Participant agencies shall complete the application form.
- 7) The SVRIA Executive Director and Working Committee shall:
 - a. Determine if there are operational, technical, and financial benefits to the SVRIA member agencies.
 - b. Determine if the existing SVRCS infrastructure, including the ECOMM microwave system, can handle the projected new load.
 - c. Determine one-time start-up and infrastructure costs as well as ongoing and replacement cycle costs of adding the participant agency.

- d. Evaluate if there are other options available for the requesting participant agency. Could the requesting agency use the SVRIA system for interoperability only and not day-to-day communications?
- 8) Participant agency applicants may be added to interoperability talkgroups upon review and approval of the Working Committee and Board of Directors.
- 9) Participant agency applicants shall demonstrate direct operational support for SVRIA members.
- 10) Participant agency applicants shall not be added for day-to-day operations unless the agency's primary operations are within Santa Clara County.
- 11) Participant agency applicants shall not be approved if their activities conflict with local public policy as determined by the Board of Directors.

AGENDA ITEM 5a (Attachment B)



**Silicon Valley Regional Interoperability Authority
Board of Directors
Regular Meeting
November 19, 2020**

TO: Board of Directors
Silicon Valley Regional Interoperability Authority (SVRIA)

FROM: **Eric Nickel/** Denise Sellers, Executive Director
Silicon Valley Regional Interoperability Authority (SVRIA)

SUBJECT: Proposal to add the Internal Revenue Service Criminal Investigation Division (IRS-CID) as a new System Participant

RECOMMENDATIONS:

Receive and approve the addition of a new SVRIA System Participant, the Internal Revenue Service Criminal Investigation Division (IRS-CID) and approve the attached MOU that has negotiated and approved by our General Counsel and IRS Legal staff.

SUMMARY/DISCUSSION:

Over the past year the IRS has inquired about joining the SVRCS. Several discussions have taken place and ultimately it was decided to wait to add any new members until the SVRCS was built out and the first True Up process had taken place. Now that those two milestones were completed in June, staff and General Counsel worked to update the new System Participant MOU for any proposed new Participant.

Staff has shared the draft MOU with the IRS with updated budget and True Up figures. (Attachment 1). Over the past several months General Counsel and staff worked with IRS legal staff to update the existing MOU to allow for contracting with a Federal Agency as a Participant in SVRIA. Currently all federal agencies on the SVRCS are Mutual Aid Partners. The attached revised MOU will allow for the first Federal agency to become a Participant on the system.

In the preparation phase of adding the IRS, Working Committee Chair Plamondon and Executive Director Sellers discussed the business needs and requirements the IRS Criminal Investigations Division would need. The IRS plans to add 20 radio IDs onto the system.

The IRS-CID will have 10 special agents assigned to the San Jose office, each agent is assigned two radios, one portable radio and one mobile radio for a total of 20 radios. These special agents live and mainly work in the SVRCS radio network coverage area. They would be “primary radio users”. We do not anticipate a large impact on the system as they generally work normal business hours, not 24x7x365. The radios would likely be affiliated with all 3 cells.

The IRS has special agents assigned to a number of other offices in the San Francisco Bay Area, the Sacramento area and the Fresno area. These special agents are also assigned one portable radio and one mobile radio for a total of around 140 radios. These special agents live and work outside SVRCS radio network coverage area. They are considered “secondary radio users”. These secondary radio users for the most part will never use or may use SVRCS radio network once or twice a year. All of the 140 radio ID’s have guest licenses on the Stanislaus’ Sheriff’s P25 Trunked Radio System. It is anticipated the primary radio users will conduct enforcement activity within our coverage area and occasionally secondary radio users are called in to assist. The secondary users have guest licenses on other systems. This will allow for them to use a SB Law or Interop channel for the event.

The IRS is looking to have two talkgroups, with full encryption and has not required any logging/recording. They will be discussing the option of using Motorola for over the air programming. Staff will work with Stanislas County to verify the 140 radio ID’s and programming.

On July 13th, the Working Committee recommended approval to move forward with adding the IRS-CID and to amend the existing MOU to accommodate adding a Federal Agency as a System Participant. Since that time General Counsel and staff have worked with the IRS to complete a new MOU to allow for adding a new federal partner to the system.

BUDGET IMPACT:

Staff estimated the IRS would be about 0.18% of the system at a cost of \$7,048. For the FY20-21 year, based upon a full year. (Actual pro-rated rate would be applied for when the MOU is executed). The initial construction/infrastructure Buy In cost would be \$54,460. (\$2,723 x 20 ID’s).

ATTACHMENTS:

- A: Draft IRS System Participant MOU
- B: Exhibit 1 Cost Sharing Spreadsheet

AGENDA ITEM 5b



Silicon Valley Regional Interoperability Authority

**Silicon Valley Regional Interoperability Authority
Working Committee
January 11, 2021**

TO: Working Committee,
Silicon Valley Regional Interoperability Authority (SVRIA)

FROM: Eric Nickel, Executive Director
Silicon Valley Regional Interoperability Authority (SVRIA)

SUBJECT: Work Plan Update after Executive Director Transition

RECOMMENDATIONS:

Discuss and modify as needed the Executive Director's CY21 Work Plan Update.

SUMMARY/DISCUSSION:

With the new Executive Director in place, it would be advantageous to discuss potential projects for 2021. Several projects started by the previous Executive Director are nearing completion and the new Executive Director will provide a verbal update.

Attachment A reflects the approved CY19/20 Work Plan and provides updates on the status of projects undertaken this past fiscal year. A comprehensive list of outstanding items was transitioned to the new Executive Director.

Fiscal Impact:

None

Attachments:

- A. FY19/20 Work Plan Update
- B. Potential Work Plan Projects for 2021

AGENDA ITEM 5b (Attachment A)

Annual Work Plan Update

This document provides general updates regarding activities the SVRIA engaged in during the 2019/2020 Fiscal Year.

The overarching goals and objectives of all Work Plan activities are to:

- Enhance and improve voice and data interoperability for public safety and public service personnel.
- Improve the efficiency and effectiveness of related systems and initiatives through collaboration, strategic planning, coordination, and cooperation with all our members and regional partners.

Goals for FY19/20:

1. Complete the build out of the Silicon Valley Regional Communications System (SVRCS) and migrate all existing partners onto the system. *The system construction was completed in May 2020.*
2. Complete System Acceptance testing with Motorola *Acceptance testing for each site was completed as each site was brought online. Testing for each of the three cells was completed and all sites were signed off in June 2020.*
3. Complete Generator/AC Maintenance Guidelines for partner agencies; Working on identifying “best practices” for managing generators and air conditioning units across the system to provide to local agencies and setting up NOC monitoring for equipment and notification & response process; in conjunction with the SVRIA Site Access Agreements. *This project was completed. One last site is in the process of being wired to have monitoring provided by Motorola’s NOC. (Santa Clara Walsh Prime Site). Two Site Access Agreements have not been completed to date: San Jose and Los Gatos.*
4. Complete an Emergency Response and Recovery Plan for the SVRCS and test the plan. *The EOP was completed in the June 2020 and is out for final review. During the recent wildfires, the plan was tested and there were lessons learned. Those lessons will be incorporated into the plan prior to final adoption by the Working Committee and the Board of Directors.*
5. Complete the system manual and post to the SVRIA website. *This was completed in September 2020.*
6. Complete a Reserve Study to assist in setting rates for appropriate reserve funds for asset replacement/upgrades; prior to the development of the FY20/21 budget. *The Board of Directors adopted an updated Reserve Funds Policy upon recommendation of the Working Committee in May 2020. The study took into account life cycle of assets that*

would require replacement in future years that are not covered in the long-term agreements with Motorola and Aviat.

7. Review and consider adoption of a long-term Microwave Upgrade Agreement (MUA) with Aviat or extending the ongoing MAIT agreement; prior to the current agreement expiration and prior to FY20/21 budget development. *Staff worked with Aviat to receive and review an MUA at the beginning of 2020. After review from the Working Committee it was determined to not be financially feasible at the current time. Staff was directed to look at other MUA's and evaluate how they are performing. Staff will need to coordinate with Aviat on contacting and evaluating current MUA sites and bring back to the Board. Staff did complete a contract 3-year extension with Aviat to continue providing maintenance for the ECOMM microwave system.*
8. Prepare and RFP and engage a new Auditing Firm for SVRIA. *This was completed in August 2019. Staff negotiated a 4-year agreement with Moss, Levy and Hartzheim. The FY18/19 Audit was completed, and the FY19/20 audit was started in the fall of 2020.*
9. Draft a Strategic Plan for future management and governance of the SVRIA system. *This was completed and it was determined that SVRIA would use an outside firm to hire and employ the new Executive Director. Staff worked with the Board of Directors and successfully negotiated an agreement in June 2020 with RGS (Regional Government Services (RGS)). The search process for the new ED occurred in July and interviews occurred in August 2020. The new director began serving in December 2020.*
10. Draft a "True Up" process for adoption by the Working Committee and Board of Directors to enable agencies to add or reduce radio ID counts, once current agencies are on the system (10,602). *This project was completed in May 2020. With the assistance of a subcommittee of the Working Committee, the process and timelines were developed and approved by the Board. All participating agencies were required to True Up their Radio ID count which became effective July 1, 2020. The new total Radio ID count on the SVRCS is 11,365. Most agencies have executed the Letter Agreement to reflect their new counts. Staff are working with those agencies still outstanding to complete the agreements asap.*
11. Complete the video camera security project. *This project was completed in June 2020. It was determined to add a new camera on a recently completed remote site. The purchase order was issued in August and will be installed asap.*
12. Work with BayRics to complete a regionwide MOU for interoperability. *The BayRics group has drafted an MOU and the group continues to meet and refine the agreement.*
13. Coordinate radio coverage for BART expansion into Santa Clara County. *It was determined that SVRIA did not have to undertake a new project related to BART.*

AGENDA ITEM 5b (Attachment B)

Potential Work Plan Projects for 2021

- 1.** (Carry over from FY19/20 Work Plan) Complete the Emergency Response and Recovery Plan for the SVRCS and test the plan. *The EOP was completed in the June 2020 and is out for final review. During the recent wildfires, the plan was tested and there were lessons learned. Those lessons will be incorporated into the plan prior to final adoption by the Working Committee and the Board of Directors.*
- 2.** Complete system encryption that supports the DOJ requirements from the October 12, 2020 memo. *Encryption has been started and at least half of the SVRIA members already meet the encryption mandate. The goal is to have 100% compliance by 12/31/2021.*
- 3.** Complete the SVRIA Policy Manual. *A working draft is nearly completed and will be periodically released during the CY21.*
- 4.** Complete Site Security Survey initiated by Northern California Regional Intelligence Center (NCRIC). *A site security survey has been initiated on the SVRIA's critical public safety infrastructure. This includes site security and hardening from intentional acts and naturally caused threats such as wildfire.*
- 5.** (Carry over from FY19/20 Work Plan) Complete the video camera security project. *This project was completed in June 2020. It was determined to add a new camera on a recently completed remote site. The purchase order was issued in August and will be installed asap.*
- 6.** In collaboration with the Working Committee and SVRIA stakeholder groups, begin to develop a comprehensive training program for field users and dispatch center staff. *This is a new project and has not yet been started.*