Silicon Valley Regional Interoperability Authority

APPROVED: REGULAR MEETING MINUTES

Silicon Valley Regional Interoperability Authority
Working Committee

Monday, March 8, 2021
Teleconference/Zoom Online Meeting

1. Call to Order
   ➤ Chair Plamondon called the meeting to order at 2:01 pm

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
Ed Shikada City Manager City of Palo Alto	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 Battalion Chief	San Jose Fire Department Representative	**P** / A

San Jose Fire		
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
Kenneth Blackwell 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 <u>on</u> 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 January 11, 2020.
   ➢ Motion Jeff Hunter / 2nd Pedro Espinosa to approve minutes: Pass 12 Aye, 0 No, 1 Absent

5. Action Items
   a) Review and Approve Fiscal Year 2021/22 (FY21/22) Budget Recommendations for Board of Directors
       a. Budget Overview Presentation by Executive Director Eric Nickel
   ➢ Executive Director presetned a PowerPoint on the FY2021/22 Budget
       o The board established last year an asset replacement funding plan as reflected in the budget with an extra $100,000 added into the reserves.
       o Some of the challenges moving forward, we are facing some fiscal constraints. And this budget reflects the sensitivity around that.
       o Roughly three quarters of our budget is committed to long-term service agreement contracts for Aviat, Motorola and our partners at County Communication.
       o Propose a nominal amount to begin training curriculum development for our dispatchers and our end users.
       o Money included in this budget to purchase a system for Motorola called CirrusCentral, that will allow us to monitor, measure and manage all the system performance down to a very granular level. We will take some of the workload off of our existing staff, primarily Chris Collins, who has to

produce reports for the system, this gives that capability to the individual users that they can look at their radios on their system and figure out when and how they're being used and find ways to actually make the system more efficient.

o Challenges for the future include putting together a strategic plan, in particular the future capital expenditures as the equipment in the system needs replacing.

o Proposed budget of $4,711,876 of that additional agency consoles that were purchased after their system was originally designed, and that doesn't impact all members, just the agencies that purchased the additional consoles. It's about $135,000 of that. So, the increase that applies to all members of the system is roughly $167,000.

o What's driving this increase? The biggest item is the board had approved asset replacement reserve program adopted in June of last year. As mentioned earlier, our long-term service and maintenance contracts have annual increases built into them, and that is 71% of SVRIAs total. We also doubled the cost of insurance. The insurance had been about $85,000, and it's now about $160,000. We were under-insured, and all of the assets owned by SVRIA are now adequately covered.

o The performance measurement and management system, CirrusCentral is approximately $86,000.

o We're reallocating some existing budget for consultants and that total budget is less than the amended budget was for this current fiscal year. What that means is that the existing staff or consultants, which is me and Diane Stambaugh will be picking up a little bit more of the workload. We're using technology to creates meeting transcripts, so we don't need to pay somebody to take minutes in this meeting

o Propose allocating some consulting money to a training specialist. It doesn't have to be somebody who is a specialist in developing technical things around the radio systems. We have a great team here, we have the public safety concept or managers, we have the technical folks, the radio shop folks, but what is needed is somebody who can put together a training curriculum, and training program.
  ▪ Envision a training cadre from our member and participant agencies from the fire, and the law, and the dispatcher, and VTA, who maybe have some technical expertise in the system, but also enjoy passing on that knowledge of how to use the system. I also envision a series of just in time videos that could be shown at a tailgate briefing, a staff meeting that would take five to 10 minutes on basic features of the system.

o We're reducing professional and specialized services; those are the services that we pay for the executive director. Some of the other consultants that have been brought on before that budget has been reduced, we've reduced the office budget, expense budget and we've eliminated travel.

- o We build the budget by user count. The user count of radios is what drives what everyone's individual budget.
- o Agency assessments are in Attachment B.
- o Jeff Hunter asked a question on further out Fiscal Years that looked to be less than next year. Executive Director Nickel said it was an oversite that the future CirrusCentral costs were not included, but he would update the numbers for the Board meeting.
- o Andy Smith asked a question on the calculations of the budget details. Executive Director confirmed his calculations.
- ➢ No public comment
- ➢ Motion Chair Plamondon / 2ⁿᵈ Steve Forman to adopt Staff Report Recommendations: 12 Aye, 0 No, 1 Absent

b) Recommendation to Establish a Dispatcher and End-User Training Sub Committee
- ➢ Executive Director seeking a represantative from the Working Committee to assist in heading up the Dispatcher and End-User Training Sub-Committee. Judy Maloney offered to take on the task. Steve Forman also offered assistance, but he wanted to check with his supervisor on his capacity to take on this project.
- ➢ Jooie Tolosa asked a clarifying question on adding subject matter experts from other fields to the committee. Executive Director said it was important to have a broad cross-section on the Training Sub-Committee and assistance is welcomed.
- ➢ Motion Andy Smith / 2ⁿᵈ Jeff Hunter to accept Staff Report Recommendations: 12 Aye, 0 No, 1 Absent.

6. Updates and Presentations
   a) Encryption Update – Andy Smith, Eric Nickel (Verbal Report and attached letter to Santa Clara County Police Chiefs Associaiton)
   - ➢ Encryption mandate memo came from the State DOJ in October of 2020. If agencies were not already encrypted, a plan had to provided to the DOJ by December 31, 2020. SVRIA and the Fleetmapping Sub-Committee under Andy Smith's leadership produced templates for our law enforcment partners.
   - ➢ SVRIA's plan is to have all talkgoups where personally identifiable infomration could be transmitted by December 31, 2021.
   - ➢ Many SVRIA members are already encrypted. Several more have transitioned to encrypted talkgroups since January 1, 2021.
   - ➢ There are some public policy concerns around transparency and media accessibility to real-time information that they'd normally been able to gather from a scanner.
   - ➢ Andy Smith and the Executive Director have had a couple of meetings with the police chiefs, to walk them through the different items. One of the questions that was asked by the police chiefs is what is SVRIAs policy related to encryption and the mandate.
   - ➢ SVRIA's policy is that we follow all appropriate federal state, local laws and mandates. Of equal importance is that the SVRIA supports interoperable capabilities of the radio system.

➢ The police chiefs asked for a follow-up letter stating that position. The police chiefs wanted to be able to share that with their city managers, their council members when there was a community concern or council member concern.
➢ Right now we have all of our member law enforcement agencies encrypted with the exception of the City of Santa Clara and the City of Milpitas.
➢ We also have two small community college districts not encrypted yet.
➢ We are well down that path of getting everybody transitioned over to encryption for our law enforcement frequencies or talk groups.
➢ Agencies are also working to satisfy some of thes public transparency, public policy transparency concerns. I have reached out to some other counties in the state that have gone through some similar instances, and we're trying to work on a technical solution if an agency wanted to provide unencrypted radio traffic to the media. The SVRIA is not going to do it on behalf of all the member agencies unless we're directed. There's obviously a cost associated with that, but there would be some sort of a real-time live stream of this law enforcement traffic to folks that had to log in to some form of secure audio listening web space. And that would be available only to the media, but that would be an individual decision left up to the different jurisdictions.
➢ We want to help our partner agencies to figure out if there is a solution
➢ Andy Smith: The other piece of this is not only local agency, but it's also the South Bay Law Talkgroups that are used for interoperability. We met today with the group. The task at hand is to kind of put together a visualization of what transition or interim programming will look like, so that we can support both because nobody can program overnight.
➢ So, we're going to come back to the internal committee, then in the technical committee at the end of the month with some recommendations on how to program a transition load if you will, the two concepts are a completely separate South Bay law zone in the radio. One's encrypted and one's not. The challenge with that would be anybody that's put an encrypted South Bay law at someplace else in their radio, as in the A, B and C zone for ease of use.
➢ So, that wouldn't be functional from what I understand, both San Jose and the Sheriff. So, we're working on a plan that can be articulated in the technical group, and probably the project committee and try and move forward so that larger agencies such as ourselves and the Sheriff can start some interim programming. So more than I have to follow in the next couple of weeks so that they can go to the technical committee.

b) Cellular Commercial Users Sub Committee Update – Heather Plamondon (Verbal Report)
➢ Update at the last meeting.
➢ Working on the contract language and that we would be vetting it with the various Fire Marshals or the fire permitting representative from the jurisdictions. Will send it out to all the Fire Marshals and I'll be working through Julie Linney, who is our Fire Marshall for Santa Clara County, and we will be working through getting it out to all of them.

- ➢ We have all of the information in our different user agreements and access agreements about radio interference. The concern that we have mostly with the cellular and commercial is these little micro cells that they're talking about doing and none of our infrastructure is really intended to be able to support that type of infrastructure. Will send this out to the working committee now that it's been through Eric and back through Gary with one change which was adding the Fire Marshall piece to it.
- ➢ Please take the document that will be sent to you and share it with your Fire Marshals and planning staff to try to help us facilitate getting that information into the hands of anybody that might be approached by one of the cellular or commercial users.

c) LAW Fleetmapping Sub Committee Update: Andy Smith & Committee Members (Verbal Report)
- ➢ The new CRIS state system is beginning to grow legs. San Jose is going to sign an agreement with them. It's gone through our city attorney because we're interested in two talk groups for two of our special ops groups, but we haven't broached the concept of who needs to sign an agreement if we're going to add it to the SPRCS fleet map.
- ➢ There is a system use agreement that and there are some costs with uploading agency radio IDs. It's a $250 administrative fee to load the radio IDs.
- ➢ The inter-op system throughout the state is free of charge, as long as it's used within the rules. If you want your own talk groups, the way that San Jose does, it's a pay as you go expense. In other words $26 per radio, per month, that pushes to talk.
- ➢ Heather had a question. So, the $250 admin fee is if you want to dump your ID load into their masters, into their controller basically. How do we address that if you just want the inter-op, like if we just want to be able to add the state inter-ofs into one of like our zone K or something like that, how do we make sure? Is there a $250 admin fee to load 11,602 IDs into their system? Or how do you know, or can we ask that question so that we know?
- ➢ Andy Smith: If we gave the State our radio IDs, every time that we want to add or delete, for example, that's a $250 admin fee. It depends on how often radios are being purchased or replaced. Anytime the State have to open up their core and their version to add or delete a radio ID, it's 250 bucks.
- ➢ Heather: So, we could probably get into some sort of like annual update schedule with them, maybe?
- ➢ Andy Smith: Absolutely.
- ➢ Heather: That might just be worth it from the interrupts. I know the agencies, like such as yourself that are going to have your own separate relationship, and I think there's a couple of other jurisdictions that have expressed interest in that from at least the Bay Area community, that certainly would be on a schedule that is much more conducive to how you guys operate, but maybe just from the region, the SVRIA perspective at that higher level if we just said, "We just want the Inter Ops and we'll update it annually based on Eric's

inventory that he gets, maybe that's a setup that we could work through and then the JPA would cover the cost for that.

➢ Andy Smith: Me request would be twice a year; just as radios come and go throughout SVRCS. The city of San Jose is planning to budget to replace some of our APX 7,000 radios. So, San Jose may potentially may have more newer radios than a typical agency, and we'll deal with that ourselves, but I would think that every six months would probably be a good cadence from SVRIA.

➢ Heather: Yes, except we only do an inventory once a year or so. And I'm not sure that it makes sense for us since we're not changing our inventory to the JPA. I'm not sure that we have a hard enough time getting people to respond to us a once a year inventory. So, that might be something that Eric can decide how much he wants to try to pursue it.

d) System Performance Reporting – Eric Nickel
➢ Chris Collins and I have been working on a system performance report. If the board approves the funding of the CirrusCentral, that would be a much more robust dashboard and tool for the individual agencies to take a look at.

➢ We are working to combine the report that we get from Aviat, shows the microwave sites usage and the capacity. We want to combine this with the Motorola performance report on portables and mobiles. The goal is to produce an easy-to-understand document for our Board and then something much more robust for this group, the Project and Technical teams.

e) Discussion on the process to disable portable radios – Eric Nickel, Chris Collins
➢ One of our law enforcement members expressed concern that portable radios could be taken either during protests, marches, lost and then used to interfere with radio communications. And the concern in the past was there was a longer time time to get that portable disabled.

➢ The ask was, can an individual agency be provided the ability to shut down portables? And the answer right now on the policy right now is no, because we can not segregate what you can shut down. SVRIA's concern is that the agency could inadvertently get a radio ID number mixed up and shut down some other agency's radios, and they wouldn't even know it. There is no way to separate out each agency's portable radios in this software.

➢ Can we shorten down that time? So, instead of saying, "Maybe an hour to go through, oh the radio was lost, notify their dispatch, their dispatch notify as CountyComm, and CountyComm gets the, let's say it's after hours, the worst case scenarios, the on-call tech, the on-call tech logs in and then turns the radio off or disables the portable. Is there a way that we can shorten that down? So, that was the ask, And so, we were going to kick it back to this committee for, to either chew on it or reinforce the policy, look at other options.

➢ Heather: An hour is not unreasonable to get this all taken care of. The current setup that we have now works well. The response time on our call-outs is usually somewhere in the neighborhood of 12 minutes on average. So, we

should be able to make that happen very quickly. As long as it takes for those phone calls to get made and we're here 24/7. Any of the techs can remote in and do it. They don't have to drive to Carroll Drive to do it.

➤ Andy Smith: Just to echo what Heather said, I am very much in favor of the current system. Leaving this up to a dispatch center and a dispatch console, is very, very risky. It's also seldomly used. It's not going to be in everyday event, and the chances for risk or mistake are all probably to break, to turn off the wrong radio. I am fully in favor of leaving this role with CountyComm, and I think chief, I think that the best way to accomplish this is some sort of either letter, email, et cetera, that could go to the PSMA, that would outline the procedure very clearly. Obviously, it would become part of your new training program, but in the interim, let the dispatch centers know that. I think the biggest lag is going to occur from the, "Oh, I think I lost my radio, but I'm going to look for it next shift. I'm going to look for it next week. Shoot, I've lost my radio and it's now been a couple of weeks."

➤ Heather: We did address that with PSMA on the last meeting that we just had last Wednesday, and then followed it up with notification on email back out to that distribution and also to back as just a reminder to my internal dispatch staff. And yes, it includes the second leg of the journey which is getting the information out to Bay RICS as well. We will follow up and make sure that that happens as well.

➤ Steve Forman: In shutting down a radio, can that be done through the identifying it through the alias or does it have to be done through the radio ID? Answer: It needs to be the radio ID.

f) Follow up to adding Internal Revenue Service-Criminal Investigations (IRS-CI) to SVRIA (Attached letter to IRS-CI)

➤ We took the recommendation to the board, the board voted unanimously to not have them join as a participant member with their own talkgroups. I did reach out both verbally as well as the letter with David Shinoda, the special agent in charge. He was very disappointed. I presented him a couple of other options. We intend to have the IRS-CI sign a mutual, a partner agreement, similar to the one that we have signed with CHP, US Coast Guard, FBI.

➤ They will come onto the system as a mutual aid partner and have access to the Inter Op talkgroups. Their technology lines up with encryption and we can provide them recorded talkgoups.

➤ This has a good outcome. It's obviously not exactly what they wanted, but I think now with the statewide CRIS system, that's probably a better option given that their territory that they operate in is from Bakersfield to the Oregon, California border.

7. Future Items for Discussion

➤ Steve Forman: Requesting an update (could be a verbal report) from the Fire Marshals or the Executive Director on radio interference from solar panel arrays.
   o County Comm is having interference conversations with Motorola.

- o SVRIA has invested approximately $15,000 to purchase advacned frequency and interfernce testing equipment. Will be housed at County Comm.

8. Adjournment
    - ➢ <mark>Chair Plamondon adjourned the meeting at 3:03 pm</mark>