

**NGEN Operations Board Minutes**  
**October 19, 2023**

<b>Participants</b>	<b>Agency</b>	<b>Representing</b>	<b>Present</b>
Gaudenz Panholzer – Chair	Monterey Fire Department	Fire Protection Agency 1 of 3	<b>x</b>
Dave Hober – Vice Chair	Monterey Police Department	Law Enforcement Agency 1 of 3	<b>x</b>
Doug McCoun	Marina Fire Department	Fire Protection Agency 2 of 3	<b>x</b>
Chris Bourquin	Del Rey Oaks PD	Law Enforcement Agency 2 of 3	<b>x</b>
Matt Harris	Big Sure Fire	Fire Protection Agency 3 of 3	<b>x</b>
Bill Mixer	Greenfield PD	Law Enforcement Agency 3 of 3	<b>x</b>
Keith Boyd	Monterey County Sheriffs Dept.	Monterey County Undersheriff	<b>x</b>
Roberto Filice	Salinas Police Department	Salinas Police Chief	
Sam Klemek	Salinas Fire Department	Salinas Fire Chief	<b>x</b>
Alex Zheng	Information Technology Dept	Deputy Chief Information Officer	<b>x</b>
Lee Ann Magoski	Emergency Communications Dept.	Director of Emergency Communications	<b>x</b>

**Agenda Items:**

1. **Call to Order and Introductions** – The meeting was called to order by Chair Gaudenz Panholzer at 1458 hours.  
**Roll Call of Board Members and Advisors** – Rollcall taken by Leslie Madrigal and attendees marked present above.  
**Additions and Corrections to Agenda:** None

2. **Approval of August 17, 2023 Minutes – Action Item – (Attachment 1) – Chairperson**

**ACTION/MOTION: Matt Harris made motion to approve minutes. Seconded by Doug McCoun. All were in favor. None opposed.**

3. **Dept. of Homeland Security Investigation (HSI) Requesting Access to NGEN System – Action Item 23-001 – (Attachment 2)**

Alex Zheng presented the following:

- Action item regarding Homeland Security Investigation (HSI) requesting access to NGEN system. They are requesting access to the NGEN system by adding 10 of their own radios to be able to access the necessary channels for mutual aid operations. Currently, they are working closely to SPD and south county cities. South county cities and SPD have been providing them with their loner radios, but HIS is now requesting access by using their own radios.
- Alex Zheng checked with neighboring radio authorities, such as Silicon Valley and their best practice is to only allow the mutual aid agencies to access interop channel or mutual aid channels. Typically, they do not allow the mutual aid agencies to access the other talk groups. With this information, Alex provided the board with the three options listed below so they may choose what direction to take and provide direction to the Radio Shop and they can program their radios accordingly.

**Options:**

1. Grant HSI Monterey free access to interop/mutual aid channels only
2. Grant HSI Monterey free access to all NGEN LAW talk groups (pending agencies' approval)
3. Grant HSI Monterey access to all NGEN talk groups and charge them regular NGEN O&M fee of \$3,686 and debt service fee of \$3,255 (pending agencies approval)

- Alex noted on option three, the debt service fee cannot be collected anymore per John Vaught, as the debt service fee has already been collected for this fiscal year.

*The Board had the following discussion:*

Dave Hober asked if Alex spoke to SVRA and relate if they allow HSI specifically to have radios on their system. Alex Zheng did not specifically ask the question regarding HIS, but they do have a general mutual aid policy and he intends to introduce a similar policy for the NGEN system. Dave Hober expressed he has not read up on the most recent laws surrounding HSI and it being a part of ICE always creates a red flag for him. Dave would like to hear from Roberto Filice, as he has concern about HSI being on his radio channel and would like more information related to it. Dave mentioned they have received requests from DEA in the past and does not know what other federal agencies are on, but agencies like DEA and FBI are not as controversial as an ICE based agency. Bill Mixer stated they work very closely with HSI and provide them with their radios as well when doing operations. Bill expressed they have no problem on their end, being that HSI is separate from ICE, and they make that very clear to their community. HSI falls under the DOD umbrella, but are a separate group than ICE. They are a law enforcing agency and share the same parent company, being the DOD as does the FBI and ATF. Bill confirmed that Greenfield is good with HIS bringing their radios. Sam Klemek clarified Bill Mixer was referring to the Department of Justice. Keith Boyd suggested to table this discussion for a month and hear from Roberto on how it's been working and get his input. Keith stated they've has these requests from various entities come to the board before and ask for access. Fundamentally, he understands their need, but have also had challenges and discussions about who's granted full access to all the channels, how would their radios be controlled, if their radios are lost or stolen how would we know, would we be able to shut down their accesses to our channels. Keith also thinks, there is more they need to understand than just granting access. They need to know what kind plan they have in place to brick their radio if they are lost, and how would we know that it's going to be denied access to our system. He thinks there's more discussion to be had and it's more than a simple A, B, or C option. Alex Zheng – yes. Keith would like more information brought back prior to deciding, at least from his perspective. Gaudenz Panholzer asked Alex Zheng when he intend to bring a proposed policy forward? Alex – yes, I intend to bring that policy for this board's discussion by next meeting. Alex stated there must be a policy in place, so these requests are fulfilled consistently. Since there currently is no policy, these requests have been implemented inconsistently, such as Palm radio, they have over 100 radios in our system, and they claim to be a mutual aid group which is a subject for discussion. Lee Ann Magoski asked Alex how Homeland Security approached him. Alex – Homeland Security approached Leslie Raghianti and she sent them over to Alex with a standardized template form. They filled out the form and attached their answers to the board report Alex wrote. Lee Ann agrees and supports Alex on creating a policy and suggested there be one sponsoring agency. Keith Boyd mentioned he would like to know who already has this kind of authority and agrees that a policy is the direction to go. Gaudenz suggested Alex draft a policy and send it out for input, so everyone can see their options and to have any concerns addressed for next meetings discussion.

**ACTION/MOTION: No action taken. The board agreed to table this action item until next meeting on November 16, 2023, when all board members are present.**

#### **4. UASI Grant Application Submission**

Alex Zheng presented the following:

- UASI – Urban Area Security Initiative is a program funded by homeland security and locally run and administrated by the city of and county of San Francisco. The program is purposed to build and sustain necessary systems and capabilities to prevent and respond to terrorism attacks. Monterey County belongs to the south hub and both Chief Hober and Klemek are part of that committee.
- UASI follows a two-year funding cycle and Alex Zheng submitted one application for the Motorola SmartConnect. The purpose of this project is to allow our NGEN users to leverage broadband in areas where the low land mobile radio coverage is insufficient. The project estimated cost is \$2.64 million

including shipping and cost based on the Motorola budgetary quote.

- The second application submitted is the NGEN radio system core upgrade. This is a two-core system, one located at ECD and the other at ITD. They are both at end of life, end of support and are due to be replaced as soon as possible. The project estimate is \$1.83 million based on budgetary quote by L3Harris.
- Alex talked to both committee members Chief Hober and Chief Klemek who are experienced with this program, and they say there is no way that UASI will fund the two projects. The total amount of money allocated to the south hub in the fiscal year 23 is about \$1.5 million, plus we have to show UASI that we have the money to complete the project, minus the potential award they give us. Alex believes they will grant some money. However, the NGEN funding balance is running low and therefore this will be related to the NGEN capital fee discussion presented later in this meeting.

## 5. NGEN Radio Coverage Improvement Using Motorola SmartConnect and Broadband

Alex presented the following:

- The project objective is to improve the NGEN system radio coverage by leveraging LTE and Wi-Fi. This could also potentially improve the in-building coverage, for example a theater here in town where you don't have great indoor coverage floor, if they have Wi-Fi, you could potentially program the supported radios by leveraging their Wi-Fi.
- Motorola supports two radio models, one is Motorola APX-NEXT and the other is Motorola APX-8000/8500. The 8500 is a mobile version of the 8000. In inventory we have 365 Motorola APX-NEXT radios and 1,580 Motorola APX-8000/8500 radios.
- Using the most recent radio inventory for the purpose of having the agencies purchase the phase 2 features, 61% of NGEN user radios could benefit from the SmartConnect solution. If we use the April 2023 True-up count, 73% of the NGEN user radios could potentially benefit from SmartConnect.
- Alex presented a diagram showing how the system works at a high level with Harris core and the Motorola SmartConnect to be purchased if we have the necessary funding to support that solution. Between these two, you must have the ISSI Gateway to connect those two foreign systems Harris and Motorola together. Once that is set up, the radio can dial out via the internet or the LTE to talk to the system seamlessly.
- The Radio Shop and Alex conducted several reference checks to find out what the user experience was. They talked to Silicon Valley and two counties in Florida which were Collier County and Miami-Dade County. They all were pleased with the solution and said it solved or partially solved their coverage issues. San Jose city is also highly impressed by this solution.
- Alex received two quotes back, one was for Motorola On-prem core: \$2.6 million and the second was for Motorola Cloud-hosted core: \$993k with a \$100k per year subscription fee.
- Per his professional recommendation, for the sake of the officer safety and uptime of the system or the connectivity of the radios, Alex suggests going with the on-prem solution. This is due to the Motorola Cloud-hosted solution being based in Florida and subject to all kind of natural disasters. Not to mention we have to travel thousands of miles of fiber.
- In a previous meeting, Alex presented a third solution which was to integrate with the Silicon Valley's SmartConnect core they had already implemented. However, after in-depth discussion, they are not interested to proceed with that route. That solution will cost \$1.6 million dollars.
- Bottomline is that quite a lot of NGEN users up to 73% of them (based on the true-up count), will benefit from the solution. You are going to receive much better coverage.
- One of the counties, Miami-Dade. They had a creative usage of the solution. In that, you know each police vehicle, they have some kind of modem, the LTE modem to receive the CAD connection. So, they are able to connect their mobile to their in-vehicle modem, to be able to receive signals from LTE to be able to receive signals from LTE, for their Motorola 8000 radios. So, you don't have to purchase the very expensive APX-Next radios.

*The Board had the following discussion:*

- Dave Hober said asked two questions. The entities that Alex talked says they love it, but they're all Motorola such as SVRIA. So once again we can complain about why we went to Harris. But that's not going to help us. Are Collier County and Miami Dade on Harris systems, and that they have utilized this?
- Alex – yes, they are L3Harris shop and have no plan to change the system. Dave Hober also asked if aside from the improved coverage, will the update also allow for them to update the radios virtually where they would not have to physically bring the radios to the Radio Shop. Alex was unsure about the radio management benefits, and stated he could double check with Motorola. Gaudenz Panholzer said they already have the capacity to do radio upgrades via Wi-Fi connections and his department already does this.
- Chief Sam Klemek asked Alex if the Motorola On-prem option had any other licensing fees, anything beyond the initial rollout, or if there was maintenance on top of those costs. Alex Zheng stated the system licenses (not the mobiles and portables licenses) that needed to be purchased were included in the budgetary quote, but ongoing they needed to pay for support cost which is typically about 10% of the solution cost. Sam Klemek said like radio management, like the over the air programming and things like that, you have an initial license fee to get your radio with that feature set to allow it. You have a per radio annual license fee that you pay for the life of the radio for that. He would assume that this is the same thing with SmartConnect. Alex believes the ongoing support cost would be around \$100k-\$150K, because the \$2.6 million include the equipment and implementation cost. The equipment cost is about half of the amount, so the ongoing recurring support cost would be around \$100k to \$150k. Chief Sam Klemek asked Alex if he has the actual quote from Motorola for this. Alex answered he does have a budgetary quote. Also, he believes that when Motorola talked to ECD for a potential CAD solution, they discussed about it, at a high level. Lee Ann Magoski said ECD's discussion with Motorola was at a very high level. They didn't have this much detail at that time, but it wasn't going to add an additional cost to the users, but they never went into that level of details. So, she was not sure what to comment on that.
- Chief Chris Bourquin asked if other jurisdictions were having issues with coverage and if it is worth spending the money, as he has not heard many complaints in terms of coverage where maybe that's they are in their own little bubble over there. Chief Sam Klemek said he thinks it's kind of 2 things. It is a flexibility in the system. It's certainly redundancy in the system. In case we do lose our LMR backbone, or we lose a microwave link, it certainly adds redundancy and rather than looking at a FirstNet option, which again, a lot of these radios that we purchased that are out there would probably need to be upgraded. He asked Alex in his research on the true up, if he was able to gather what portions of the radios have to be upgraded to use FirstNet and WiFi. The back-end cost of Motorola does not have a radio cost other than a license. Alex answered he believes that based on his understanding of the radio inventory, the de facto Motorola Make/Model that people go with are the Motorola 8000/8500. He sees that there are some additional radios up for replacement. And that some Unity radios are being utilized by some agencies. Alex encourages them when it is time to replace radios, to think about Motorola 8,000 or APX-NEXT radios. Chief Klemek added that you would still have to order that radio with the LTE capability, it's still an option. So, if you wanted to use FirstNet, this is a way to order it with a cheaper radio option (be leveraging WiFi with Motorola 8000/8500 radios). To Alex's point, in-building could be beneficial or where you're in range of your unit that has Wi-fi connectivity over LTE, or where you have mobile data access already again as a redundancy. As far as programming your radios with every Wi-fi hotspot in every building, he thinks that is obviously kind of gets unwieldy and present some other issues of security. But we do have some in-building issues in Salinas. He has shared

with Alex, that he would rather see our LMR system become more robust. But as a redundancy, it is something we shouldn't just turn a blind eye to.

- Chief Doug McCoun added onto the discussion that they use CradlePoints on their equipment, and they use those not only for MDC, but also for tablets and medical. They walk into a house, 30 feet away, 40 feet away from the engine. As soon as they get inside the door they lose coverage from the WiFi off the equipment, so this will not really increase coverage inside a movie theater, a building or anything else. Unless they are going to have hotspot off their phone. The BeOn app that we're using now for now actually works well. He uses it in his house all the time. He does not want people have the expectation that if we go to something like this, they are going to have this great coverage increase because they're not. It's going to work outside or wherever you're around the hot spot. Don Clark added that keep in mind that CradlePoint is the primary connection of the MDC. And we have to take into consideration bandwidth of the primary connection of the MDC, and what impact could that have on MDC of the data coming from CAD through that CradlePoint. Alex responded that the radio typically utilizes very low bandwidth. So, he does not expect any impact on the CradlePoint. Chief Doug McCoun said their CradlePoints are pretty robust as far as coverage. And you can buy SIM card. They work very well. He was just talking about if you just get away from your equipment, no matter how far away, it is s not going to work. Jeff Ackerman responded that the CradlePoint solution that that one Florida county was implementing was specifically for mobile radio. The CradlePoint is going to augment LMR coverage specifically for the mobile radio. So, if they lost or went out of range on the mobile radio, but you had LTE on the CradlePoint and obviously when cellular data was available, the mobile radio would be connected to the WiFi of the CradlePoint, and it would automatically roam over to SmartConnect. That was the solution that that Florida county was implementing using the CradlePoint. Doug responded that that makes total sense, a good point. Chief Panholzer added that so it might help, as was mentioned at the beginning, in areas with poor coverage on the NGEN, the LMR system, and like in South County, or maybe even on the coast, where some places you might have poor NGEN coverage, but you do have cell coverage. Undersheriff Keith Boyd added that it potentially benefits as agencies upgrade their radios. He asked, for Motorola 8500, could it also allow for those portables to bounce over to the LTE as well? Jeff responded this program will integrate SmartNet with APX-NEXT (LTE and WiFi) and Motorola 8500 (WiFi only) portables. Undersheriff Boyd said the program adds this layer of redundancy. He thinks it potentially adds increased serviceability to our communities where we may not have the cost or the functional ability to put new radio towers or such. But we're able to touch that LTE network to get coverage in areas where we might not have good coverage right now. And that likely is in the benefit of our community, at least in his take. And he has some poor coverage areas that he struggles with. There are other agencies as well. But he thinks it is worthwhile to look into it, because it is the growth of the system and opportunity for the next phase as people upgrade, and how we work through those radio challenges in some of those areas. Alex said absolutely, it's expensive to add any NGEN digital site. Per site cost for just the equipment and implementation alone is about \$500K, not to mention about the building a site from scratch. He would think that this SmartConnect program is a cost-effective way of improving the coverage issue for some agencies. Doug McCoun said he would like to see a coverage map that shows where we don't have good LMR. And compare that with cell maps where they have LTE coverage like in Big Sur. The cell coverage is almost non-existent. He does not see how it will really help. Maybe in South County. But if we could, he would like to see where we're having some of these coverage challenges and see what the cell coverage is in those areas. Chief Panholzer said we do not have any action for the board here to take on this item. And certainly, we don't have \$2.6 million dollars laying around wondering what we are going to do with it. It is good to understand how the system works and what our options are, so that we can make some informed decisions on how we spend our money going forward. Doug McCoun added that when we would also put together the cost analysis. We will need to see who has the Wi-Fi option. Could we use the radio management program?

## 6. NGEN Capital Fee – Action Item 23-002 – (Attachment 3)

Alex Zheng presented the following:

- The NGEN system was introduced over 10 years ago and the system is getting old. The back end and core are at the end of life. However, there are two cores located at ITD and the other at ECD in case of a failure, they can be rolled over. Alex also pointed out that any potential disastrous failure could cause outages to the system as well. Due to not having a reserve fund and the NGEN funding balance running low, it has been a challenge to sustain the system.
- In comparison neighboring radio authorities, such as EBRCSA have set up their operating budget to fund a reserve account or a capital fee account. Silicon Valley has also set aside 10% of the overall budget for that reserve and capital fee account. Alex was informed that they plan to increase this 10% to 50%.
- This year the NGEN debt service that has been going on for the last 13 years will end. Currently, the entire amount being paid into this is about \$851k a year.
- This board action is to recommend setting up a recurring NGEN capital fee collection, starting next fiscal year 2024-2025. This will fund the NGEN reserve and prepare for the future CIP project. The amount being proposed, is the same amount as the debt service fee that will no longer be paid but has been budgeted in for the last 13 years. If approved, \$851k is about 36% of the operating budget of NGEN.
- Alex presented the following proposed NGEN CIP Projects:
  - NGEN radio coverage improvement using Motorola SmartConnect and broadband (on-prem core) with an estimated cost of \$2.64 million.
  - Radio system core upgrade with an estimated cost of \$1.71 million. UASI grant was submitted for both applications.
  - NGEN Analog overlay site equipment upgrades with estimated cost \$1 million. Currently, a parallel system is in place in the event of digital issues, a transfer to analog overlay site can be done. However, the equipment is close to end of life and this project proposes a site upgrade.
  - NGEN system expansion to areas where radio coverage is insufficient in the amount of \$3 million. The radio coverage has issues in several areas of the county.
- Altogether, this proposal for the next 10 years creates a Capital budget of approximately \$8.35 million.
- Alex presented the proposed NGEN Capital Fee Allocation showing the cost if the debt service is replaced with this capital fee collection. These figures were obtained using the weighted radio formula in the service agreement.

*The Board had the following discussion:*

Dave Hober stated that since they are currently paying the debt service and it is ending, they should continue doing so. He made the motion to further the discussion and forward their recommendation to the executive board. He also stated his only issue with this is that police are paying more than fire. Dave Hober motions to move forward and Sam Klemek seconds. Chief Panholzer opens this for further discussion. Doug McCoun shared that there will be some pushback for this that the Executive Board should consider, as some agencies have done two-year budgets. Sam Klemek added he supports the concept of a capital budget moving forward, be the plan itself be subject to more scrutiny and discussion. Doug McCoun agrees this is needed but would like to see more information on this item. Dave Hober accepts the amendment of his initial motion.

**ACTION/MOTION: Dave Hober made the motion to approve and Sam Klemek second the concept of continuing debt service payments, but in the form of a capital improvement reserve that will fund capital improvements and repairs in the future of the system. Chief Panholzer also noted funding cannot be approved, as they cannot approve something there is no budget for yet. Sam Klemek recommended this to get woven into the NGEN agreement as an addendum. No objections. This was unanimously supported.**

## 7. NGEN Project and Operations Report – (Attachment 4)

Alex Zheng presented the following:

- NGEN phase II upgrade is going extremely well. Both Radio and Network have done a great job at solving issues L3 Harris could not solve. They have fully executed the ATP plan versus a partial execution. This was completed with the agency's participation and assistance from Don Clark and ECD.

Punchlist Items:

1. System wide console call (resolved)
2. Implicit versus explicit frequency mode issue for 700 MHz system
3. NSC WAR router redundancy issue at ECD

Alex noted the two issues they will be resolving are to solve implicit frequency issue and WAR router issue as pointed out by Don.

- However, out of this entire project execution, it has been obvious that higher ground system is fragile, and this was shown during the ATP test. The other issue exposed with higher ground is that it does not interact with L3 Harris appropriately based on their new code. It does not follow the proper messaging protocols. This could potentially cause the resource exhaustion issue. The workaround has been every three to five days the radio has to roll over from A to B without impacting any users. By rolling over, from A to B and B to A, it released all the resources that weren't released appropriately back to the system. Don also mentioned the analog overlay switch over took time, but users did not use coverage. This poses a potential serious issue which is that users need to be trained on how to switch over too the analog overlay in case of issues with the digital system, as well as clear procedures for users to follow.

*Discussion:*

Sam Klemek asked if non-phase II radios would require any changes to happen in programming the radios. Jeff Ackerman – no additional programming updates, however there will need to be some updates to the radios in order to make phase II work. The implicit versus explicit is not an end user radio issue. It's a programming issue within the actual site, the RF site equipment, and it just it's how the site hands out frequencies to the radios to tell the radio. That issue is currently being run through Harris for further investigation. Sam Klemek mentioned they had not touched the system side of their radio programming since they were rolled out. Jeff stated once they receive answers from Harris regarding the implicit versus explicit, they will be conducting some testing on the VHF side. This would verify if any system tables changes need to be made for anything that is not phase II capable. However, they won't know this until Harris responds. Jeff confirmed to Sam that no other changes need to be made at this point to the radio. Alex added there will be no payment made or signing of their ATP documentation until all punch list items are fully fixed.

- Lobos Ridge Site Buildout – this project is sponsored by Carmel PD and paid by them by using UASI grant as part of phase II project. The L3 Harris equipment has been set up and fully tested. The next step is to roll out the equipment to the Lobos Ridge site, pending a lease configuration modification with the landlord. Alex sees no issues with this and Carmel PD is in agreement with the timeline.
- Mid-Coast Fire Repeater Site – This project requires two site leases, one with the US coast guard and the other with Big Sur Campground. Currently waiting for the site lease to be finalized and signed. Also, there will be Starlink equipment ordered and tested. Alex believes this is the only

viable solution for the Big Sur area. The business class Starlink that will be ordered is capable of doing 400 megabits per second.

- Pinball Site Relocation to Rocky Butte and Lake San Antonio – This site is mainly used by park rangers for their analog coverage. Currently, there is a lease in place for \$6,000 a year with annual renewals. In order to secure a longer-term lease, the landlord is asking for \$70k road repair fees and also permanent grazing rights that Water Resource is not comfortable with. Alex agrees and says it's a lot of money for the NGEN system. Alex is looking to relocate to a different location owned by SLO County, called Rocky View. Alex and the radio team did a site visitation. This will likely be a free lease between the two counties. Currently the MOU is being worked on to formalize this agreement. Alex is also looking at another site to set up on existing County location next to the San Antonio Museum, with existing radio poll metal radio poll and also the power, etc. The plan is to leverage that side as well to improve the coverage around the pinball area. Alex provided diagram demonstrating the areas with weak coverage and the projected coverage improvement when the site relocation happens.
- Piedras Blancas – The radio plans to hopefully add the County Fire channel by the end of this year.

Jeff Ackerman presented the following on the Operations Report:

- September 6<sup>th</sup> - there was a PA failure on channel three on the Lewis Road site. Radio went and replaced the PA. The broken unit was sent in for repair. Also, regional fire reported issues with coverage and audio. The audio issue was with paging, specifically hearing the tone out and/or the dispatcher units in general if listening on a pager. Some of these issues were related to in the building. Radio went over to troubleshoot the areas that were reported. Chief Sargenti reported some issues in and around south Salinas as well as building pagers. Radio has been working with Don and ECD on audio level issues, not only with dispatch audio, but with the overall audio. They plan on a full PM of the entire command 31a system and rebalancing all of the audio levels withing the system.
- September 20<sup>th</sup> - Jeff was contacted by Cal Fire for issues on command 35a talking to Firecom and the Peninsula fire units. Looked into the issue and found that there was one way audio from the UAC gateway. Jeff reset the UAC Card and resolved the issue. Reached out to Harris and they suggested a code upgrade to the UAC cards. During phase II system release upgrade, Harris competed a code upgrade to the latest and greatest software. Radio will continue to monitor for reports of any issues.
- September 27<sup>th</sup> – One of the Network Sentry at site 14 Marina Coast Water VHF went down. It turned out to be a bad Solid State Hard drive. Replaced with a spare and reprogrammed it and brought it up and sent that unit in for repair.
- October 3<sup>rd</sup> – Code upgrades to the VHF Simulcast site. Sometime after the PA failed. Radio went out and replaced it and sent that PA for repair.
- October 4<sup>th</sup> to 5<sup>th</sup> – Received reports of garbled audio on VHF Simulcast after the upgrade. Radio started troubleshooting the issue and contacted some agencies where the reports came from and asked them to monitor what's happening. Ultimately, radio found the issue to be a potential bad GPS clock at the Pinion Peak, which is site 15 for VHF Simulcast. Radio failed over to the other clock and that resolved the issue. Radio will subsequently replace that clock and then fail back over to the repaired clock and verify that the issue is completely resolved.

#### *Discussion:*

Sam Klemek inquired with Jeff if Pas were failing at a higher rate since using Harris site equipment as opposed to other equipment. Jeff – both yes and no. PA failures are seen at site not owed by us, where we sublease. Mainly at site we co-locate with cellular and cell cellular does not cool their buildings to what we cool our buildings to, so they're inherently hotter. That's where we seem to have most of the PA failures are at. Doug McCoun added he wanted to thank Jeff for working on audio issues. Command 31 has especially had issues when in vehicles and not being



*(Discussion continued)*

able to hear the dispatcher if they talk softly. Doug is glad they are looking for a solution. Doug also brought up that they've had issues with others getting upset when bringing up the audio issues and also how information can be incorrect. Lee Ann added to let her know if issues are coming from ECD, as hopefully they will be resuming Firecom meetings with their dispatchers. This way a plan can be developed with Leslie Oliver and avoid any problems. Alex Zheng – clarified that Don Clark made a modification of the console volume level for all councils? Don stated the levels are at what Harris recommends, which is mic level 11. However, they have been set at 15 to have consistency with others that were changed. This improved a lower talker and there were no complaints. The volumes are constantly being monitored to ensure levels are working for everyone. Chief Panholzer interrupted this discussion, as meeting was over by half hour. He suggested this discussion could take place offline and asked for meeting to wrap up what needs to be shared with the board.

**8. Adjournment:** Meeting adjourned at 1628 hours.