COLUMBIA 9-1-1 COMMUNICATIONS DISTRICT
Minutes of the Quarterly Advisory Committee Meeting
January 30, 2024

AGENCY REPRESENTATIVE	NAME	HERE	ABSENT
Clatskanie RFPD	CFD		X
Columbia City PD – **Gerry Bartolamucci**	CCPD	X	
Columbia Co. Emergency Mgmt. – **Corey Padrón**	CCEM	X	
Columbia Co. Sheriff's Dept. – **Brian Pixley**	CCSO/CPD	X	
CRFR	CRFR		X
Scappoose RFPD – **Josh Marks**	SFD	X	
Mist Birkenfeld RFPD – **Will Steinweg**	MBFD	Zoom	
Oregon Dept. of Forestry	ODF		X
Oregon State Police	OSP		X
Rainier PD	RPD		X
St. Helens PD – **Jose Castilleja**	SHPD	Zoom	
Scappoose PD – **Ron Larson**	SPD	Zoom	
Metro West	MW		X
Vernonia RFPD	VFD		X
Vernonia PD – **Shawn Carnahan**	VPD	X	
Columbia Co. Public Works – **Grant DeJongh**	CORD	Zoom	

STAFF PRESENT: Dannell Hooper, Nathan Hughes, Micki Nichols, Merx Lavine, Maryjo Beck

GUESTS PRESENT: Jason Kester, Day Wireless
Jennine Weber, L3Harris
Jeromy Hasenkamp
Jeff Olson - Zoom
Darlene Marquardt - Zoom
Sarah Donley - Zoom
William Mullins - Zoom
Ryan - Zoom
Josette Mitchell, Vernonia City Administrator
Tyler Miller, Scappoose City Councilor

OPENING / INTRODUCTIONS / ADDITIONS TO THE AGENDA:
Hooper called the meeting to order Tuesday, January 30th at 12:01pm. Introductions were made.

MINUTES APPROVAL – October 31, 2023:
Marks moved and Steinweg seconded to approve the minutes of the October 31, 2023 Advisory Committee Meeting as presented. Motion carried unanimously.

APPOINTMENT OF COMMITTEE MEMBERS AND ALTERNATES:
Hooper stated that the Board appointed Corey Padrón, Director of Emergency Management, to the Advisory Committee last month. Hooper asked members if there were any other changes to their agency's representation; there were none.

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ELECTION OF ADVISORY COMMITTEE POSITIONS:
Hooper opened nominations for the offices of Chair and Vice Chair.

Padrón nominated Pixley for Chair; Bartolamucci seconded the nomination. No other nominations were made. Members approved the nomination of Pixley for Chair.

Marks nominated Steinweg for Vice Chair; Padrón seconded the nomination. Nominations were closed. Members approved the nomination of Steinweg for Vice Chair.

DISTRICT UPDATES:
Operations Report
Hooper reported on the following:
- Staffing levels are unchanged.
- Hiring – Received 36 applications during our most recent hiring process. Three applicants are currently in backgrounds. Currently have one trainee; she is halfway through the training program and is doing very well.
- Winter weather event – staff were working pretty extreme hours and two employees were injured due to ice while they were off duty and off the premises, which has caused some impact to the schedule. The District provided accommodations here at the facility for staff to sleepover if they chose to do so. Proud of staff for how they handled everything.

EQUIPMENT AND TECHNOLOGICAL BREIFING
Hughes reported on the following:
- Motorola Vesta 9-1-1 phone system has been successfully updated.
- Looking into Vesta CommandPOST for remote call taking, which would allow dispatchers to continue answering calls if we need to evacuate the building.
- Updated the CAD system; there was a technical issue that prolonged the outage. (Hooper will go into further detail on this under the Director's report.)
- Working with the MAJCS mobile user group to design the new MDT interface, which should come out within the next couple of months.
- Working on getting quotes for upgrading the admin phone system.

DIRECTOR REPORT:
CAD Disruption – January 10th & 22nd:
Hooper read a report from Fletcher that is summarized below:

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

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

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

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

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

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

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

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

The MAJCS Tech team consists of about 30 people whose roles include GIS Mapping Specialists, CAD Specialists, Professional IT Technicians, Programmers, Electrical Engineers and Network Engineers. When it was identified that the system was experiencing a hard crash and the initial group of technicians were unable to recover it, an all-call went out went out to the remainder of the team. The MAJCS phone bridge connected everyone together and remained open with all 30+ people, plus all four PSAP's manager staff and the 9-1-1 administrators,

working on the problem non-stop for the first 20 hours. Work only stopped when the Directors called for a stop for some much needed sleep, but the entire group reconvened six hours later to complete the job. During this entire time, everyone involved remained calm, cool and professional. Everyone worked together as a team, collaborating and totally focused on the mission. That same team continues to assist with engineers and vendor's technical staff to go over the events of January 10th and work to prevent something like this happening again in the future.

January 22, 2024:
This outage lasted approximately three hours. Dispatchers were kicked out of CAD and unable to log back in due to expired Secure Sockets Layer (SSL) certificate subscriptions on the app server. An SSL certificate is a digital certificate that authenticates a website's identity and enables an encrypted connection. It provides a security protocol that creates an encrypted link between a web server and a web browser, keeping internet connections secure and preventing criminals from reading or modifying information that is transferred between two systems.

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

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

Hooper asked members if they had any questions. Pixley expressed his appreciation for the way District staff handled the outage.

Radio System:
Bald Hill / Columbia Heights:
Replacement of the UPS batteries has been completed.

Meissner Site Construction:
Still waiting on parts for the migration work.

Phase 3 Microwave Upgrades:
As a part of the Meissner migration, a second phase of the migration work will include the MNI installation.

NextGen Radio Project:
An Invitation to Bid (ITB) was provided to L3Harris, EF Johnson/Kenwood and Tait; all were provided the same specifications. Deadline for submissions is March 30th.

Portland Dispatch Center Consortium (PDCC) Resiliency Study and Recommendations:
No update.

Customer Premise Equipment (CPE) Replacement Project:
This is directly related to the 9-1-1 phone system and has been completed.

Local Option Levy Renewal:
The SEL 803 and 805 is in the process of being finalized for Board approval.

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Advisory Committee Notice of C911CD Budget Input:
The District will begin working on its budget in February. If members have any input please contact Chief Financial Officer, Micki Nichols, or Operations Manager, Dannell Hooper.

Weather Event/Impacts:
There were some occasional commercial power disruptions during the most recent weather event, but there was no impact to District technology or operations. Appreciation was expressed to Hughes and Lavine for clearing snow/ice, preparing walkways with de-icer and preparing sleep spaces.

Other – Pixley/ADCOMM Engineering LLC:
Hooper stated that Pixley requested an addition be made to the agenda regarding ADCOM. Pixley distributed a handout to members. Pixley stated that last year the City of Scappoose, Columbia County Sheriff's Office, City of Columbia City and the City of Vernonia contracted with ADCOMM Engineering LLC regarding the NextGen Radio Project to ensure that their voices were heard. Many of their needs and requests were incorporated into the ITB, but a few were missed. The handout lists items they feel could be problematic going forward with a new radio system. Anyone that would like a copy of the handout can email Pixley.

ROUNDTABLE:

Padrón: Lucked out as far as the winter storm. The only real hiccup was with the way the snow, the rain and freeze came, there was no real opportunity to lay down the ice melt as it would've just washed away. The freeze hit so hard that it froze all the sand that was stored up, and the sand in the sanders froze up – looking at how to mitigate that in the future. Apiary Road was the main damage for Columbia County – it began as a partial failure which eventually became a full failure of the road. Emergency Management originally got an emergency declaration on Apiary Road for the closure so work could be done on it, and then redid the declaration. Anticipates the declaration being issued tomorrow. Initial damage assessments have been done and will be turned into the State for assistance and pursuing funding for that. Watch for some announcements regarding the Resiliency Hub grant that the State will be issuing.

Pixley: Thanked the District for doing a great job. Offered rides for District staff to get to and from work during winter weather events. With regard to the ITB - would like to see AVL services made available in the ITB for officer safety and helping to set up a perimeter. Would also like to see schools included in the proposal to help close some of the funding gaps. Inquired if there's a refreshment of the equipment at the end of the contract. Hooper was unsure, but stated that Fletcher asked her to share that they are prioritizing public safety agencies and that there will be a radio cache.

Marks: Stated that C911CD staff did an amazing job during the winter storm and CAD outages.

Announcements:
The next meeting is scheduled to be held on April 30, 2024.

12:29pm   Meeting adjourned.

Respectfully submitted,

_____   _____
Maryjo E. Beck   Date approved