

STATE INTEROPERABILITY COUNCIL
STATEWIDE SYSTEM MANAGEMENT GROUP

WISCOM Joint Project Office
402 Industrial Drive
Columbus, WI
December 6, 2013
1000 Hours

MEETING MINUTES

ATTENDANCE ROSTER

MEMBERS

In Person:

- Keith Kesler (Chair)
- Joseph Baasch
- Bruce Daniels
- Randy Frailing
- Carl Guse
- Jennifer Lord
- Gary McClelland (for Mark Schomish)
- Paul Wittkamp

Via Telephone:

- Kaylynn Gresham
- Steve Hansen
- James Jarvis
- Rich McVicar
- Jim Meilahn
- Randy Pickering
- Mark Podell

GUESTS

- Lara Kenny (WEM)
- Jim Mayer (NSFD)
- Jan Victorson (Bayfield Co.)
- Mark Davis (EFJ)
- Russ Rustad (EFJ)
- Derek DiPietro (EFJ)
- Kevin Lemke (Motorola)

DOJ STAFF

- James Westover (CIB)
- Dennis Fortunato (CIB)
- Shannon Ladwig (CIB)
- Derek Veitenheimer (CIB)
- Alex Binter
- Gene Oldenburg (SE RIC)

DOT STAFF

- Jeff Ohnstad (BPSC)
- Eric Engel (BPSC)
- Amy Bradley (BPSC)

1.) MEETING CONVENES

- a. Called to order at 1008 hours by Chair KESLER

2.) DETERMINATION OF A QUORUM

- a. Quorum established based on attendance

3.) REVIEW AND APPROVAL OF SEPTEMBER 5, 2013 MEETING MINUTES

A MOTION made by BAASCH “to approve the September 5, 2013 meeting minutes as printed”

MOTION seconded by DANIELS
MOTION carries without corrections

4.) DOT REPORT – GUSE

a. SYSTEM TECHNICAL UPDATE

i. BRADLEY and GUSE presented slides covering system metrics:

- 1 17,011 Subscribers
- 2 1,604 talkgroups
- 3 2,814,898 Push to Talks (PTT) in November (peaks on Mondays)
- 4 18,949,025 since 2/4/2013
- 5 3671 busies in November
- 6 92 sites on air
- 7 Software and hardware improvements have been achieved and are scheduled for the near future.
- 8 Minnesota ARMER Gateway WISMIN1-8; a plan to connect Wisconsin and Minnesota radios is underway. Cooperation is good between Wisconsin and Minnesota, connecting needs work.
- 9 EF Johnson’s WISCOM Project Manager DAVIS was present and gave an update on system upgrades that were made during 2013 and pending for 2014:
 - a. 13.1 released October 2013
 - b. 13.1.1 release in January 2014
 - c. 13.2 February 2014

b. TOWER SITE USE AGREEMENTS

- i.** OHNSTAD and ENGEL brought the Village of Bayside (Milwaukee County) site use agreement for WISCOM equipment for approval
- ii.** OHNSTAD put forth the question to SSMG of allowing existing users to bring new users into tower use and WISCOM and how would user fees be affected.

A MOTION made by FRAILING that “site use agreements entered into by WisDOT which have a direct financial impact now, or in the future, regarding WISCOM assets and resources need approval with SSMG”

MOTION Seconded by DANIELS
MOTION carried without corrections

A MOTION by FRAILING to “accept the Bayside agreements as they stand”

MOTION seconded by DANIELS
MOTION carried without corrections

c. 2013 WISDOT WISCOM GRANT PROJECT

- i. New WISCOM infrastructure owned and maintained by WisDOT will tentatively be placed in Bayfield, Calumet, Florence and Juneau Counties. This equipment will be purchased with Homeland Security grant funds
- ii. The City of Watertown decided abruptly to not pursue WISCOM for daily use and is off the list

d. MILWAUKEE COUNTY “COUNTY CONNECTION” CONSOLE

- i. Numerous attempts have been made over two years by DOT to schedule and install the EFJ StarGate dispatch console in the MCSO PSAP as part of the “County Connection” program with no success and no apparent interest
- ii. The County has recently placed a portable radio in the MCSO PSAP that they use on WISCOM to check into the RCALL21 roll call
- iii. No further attempts will be made and the console slated for the MCSO PSAP will be repurposed
- iv. Installation is still underway for the Manitowoc County PSAP
- v. The Marathon County PSAP will be tied in soon via gateway
- vi. Calumet and Crawford counties did not participate in the “County Connection” program and need additional outreach before the program could be implemented there

5.) DOJ REPORT – WESTOVER

The OJA to DOJ transition will be completed in the week of 12/9, culminating with the physical move from the former OJA offices into DOJ’s Risser Justice Center

Thales and Icom desire to re-test radios in early 2014

a. IN-PROCESS DAILY USER MIGRATIONS

- i. First daily user invoice went out in September
- ii. Outreach and training in Milwaukee county, Milwaukee county suburbs, Bayfield, Sawyer, and Taylor Counties.
- iii. Kewaunee County migration complete except for Highways, training done
- iv. Douglas County migration in process
- v. City of Greenfield migration in process

b. SAWYER AND TAYLOR COUNTY UPDATE

i. SAWYER COUNTY

- 1 EFJ and the County continue to work on resolution to concerns. It is important to note that the County does not have a contract in place with EFJ for the installation or performance of the County's WISCOM sub-system. All EFJ efforts that this point are in good faith and not contractually obligated.
- 2 RF interference was found by EFJ and State staff in SWSO squads caused by the camera system, which renders the mobile radio deaf to system in some parts of County
- 3 Many poor vehicle installations identified
 - a. EFJ and County splitting cost to have all mobile radios re-installed
 - b. Cost estimate \$32,000
- 4 Persistent coverage issue in far SW corner of county, likely terrain-based
- 5 User training pending scheduling with County

ii. TAYLOR COUNTY

- 1 Taylor County Sheriff Bruce Daniels brought to the attention of the SSMG the complications and communication issues of his migration
- 2 A deputy was injured in September after experiencing a communications issue with his portable radio. As a result, the following issues were discovered:
 - a. Incorrect WISCOM programming in Kenwood radios
 - b. WISCOM programming guidance document was not followed
 - c. No control channels listed
 - d. Incorrect Channel ID plan
- 3 Kenwood radios were improperly aligned/tuned
 - a. Radios were misaligned prior to delivery from factory settings
 - b. Kenwood engineers on site confirmed and realigned back to factory settings
- 4 End user training was not given prior to migration, which the Sheriff acknowledges
- 5 Even after programming and alignment was fixed, performance of radios was not up to expectations
- 6 Sheriff Daniels re-stated that WISCOM is a good system but agencies migrating onto system need to ensure compliance with published WISCOM standards/policies, adequate coverage testing before migration is necessary, particularly in known problem areas, and the users need to be trained beforehand
- 7 The County contracted with an independent engineering consultant, Gary Therkelsen, to evaluate WISCOM, Kenwood, and coverage
 - a. The testing report indicates good WISCOM performance and concern over Kenwood performance. It also indicates a likely need for two more sites to provide requested portable coverage; however additional coverage testing shows the need is likely only one new site.
- 8 The Sheriff also noted that Taylor County no longer has Kenwood portable radios

c. KENWOOD RADIO UPDATE

i. IDENTIFIED ISSUES

- 1 As a result of the Taylor County incident, state WISCOM staff and Kenwood staff went to Taylor County and the issues identified above in agenda item C were discovered
- 2 Additional research revealed that some radios in Kewaunee County, Bayfield County and the WISCOM certification testing radios were also programmed the same way; i.e. incorrectly
- 3 Upon discovery that the certification radios are badly mis-programmed and have performance issues, but still are listed as passing, the State immediately questions the validity of the entire certification testing performed by LR Kimball (Kimball) on behalf of the former OJA. Additional research and testing will now be done by State staff to check all results of the Kimball tests.
- 4 Upon further discussion and research, it is assumed right now that most Kenwood radios on WISCOM are programmed incorrectly.
 - a. Kenwood USA provided a “Master” WISCOM programming template to all their dealers and authorized self-maintained customers in Wisconsin
 - b. This template is wrong and does not follow published WISCOM programming guidance provided by the State to Kenwood and all other authorized programmers
 - c. This encompasses several thousand radios between State and local agencies
- 5 State technical staff and WISCOM administrators are also concerned about overall performance of Kenwood 5x10 and 5x20 series subscriber units on WISCOM
 - a. Several roaming parameters need to be tweaked
 - b. Firmware adjustments continue to be needed after years

ii. STEPS MOVING FORWARD

- 1 Kenwood USA was made aware of these concerns and will be setting up additional meetings with State staff, when/where yet to be determined
- 2 Re-testing of Kenwood subscriber units will be undertaken by State staff

A MOTION was made by LORD to “deny future WISCOM applications containing Kenwood radios until Kenwood provides viable solutions to WISCOM operations and provides and distributes a firmware update to existing trunking units at no charge”

MOTION seconded by FRAILING
MOTION carried without corrections

A MOTION was made by LORD for “all agencies approved for operations on WISCOM to be notified of the previous motion in a letter sent via e-mail”

MOTION seconded by BAASCH
MOTION carried without corrections

d. DHS WHEPP UPDATE - WITTKAMP

- i.** 134 hospitals statewide are participating in the program, which installs a WISCOM control station or full StarGate console into the Emergency Department and/or other locations as needed in each facility
- ii.** 102 physical installations have been completed
- iii.** Of those 102 installs, 98 hospitals have functioning WISCOM radios in service
- iv.** There were 53 participants during December WHEPP roll call
 - 1. Next roll call in January

After agenda item 5 was complete, SE region Regional Interoperability Coordinator Gene Oldenburg asked the Chair for the floor to cover agenda item 8b in the interest of time as OLDENBURG needed to depart and this would be his last meeting. The Chair yielded the floor and the comments are shown below in 8b. After his comments, discussion resumed starting at agenda item 6.

6.) WORKGROUP REPORTS

a. TECHNICAL - GUSE

- i.** Nothing to report

b. SUSTAINABILITY – MCVICAR

- i.** Nothing to report

7.) NEW BUSINESS

a. ENCRYPTION POLICY

- i.** GUSE/WESTOVER brought forward a draft encryption policy that they developed for discussion and possible approval:
 - 1 AES encryption will be the WISCOM system standard for encryption
 - 2 DES and DES-OFB encryption grandfathered until 2023
 - 3 New implementation of proprietary encryption such as ADP, flavors of – XL, etc will no longer be allowed. Existing users are grandfathered until 2023
 - 4 WISCOM System Administration will create the following keys
 - a. General AES
 - b. General DES
 - c. NTAC AES
 - d. NTAC DES
 - 5 Daily users may encrypt their internal talkgroups as needed
 - 6 Daily users using encryption will use the system assigned key(s), or will provide System Administration and partner agencies the key(s) they are using
 - 7 Encryption shall only be used when needed. Full-time encryption shall only be used on locally-owned sites with justification to the System Administrators. The City of Superior’s use of full-time encryption on local and state owned sites is grandfathered as they implemented it

- before this policy was created and adopted
- 8 NTAC users must use the appropriate NTAC key if using encryption on those talkgroups.
 - 9 Coordination of CKR's by encryption users is required to avoid duplicate CKR assignments

A MOTION was made by BAASCH to "accept the draft encryption policy, as presented, as formal policy by the SSMG"

MOTION was seconded by FRAILING
MOTION carried without corrections and KESLER abstained from the vote

b. USER MIGRATION POLICY

- i. Tabled until next meeting in the interest of time

c. WISCONSIN ARES/RACES SYSTEM ACCESS

- i. Tabled until next meeting in the interest of time

8.) OLD BUSINESS

a. VACANCIES

- i. Tabled until the 2014 Annual Meeting

b. SE REGION ROLL CALL STATUS AND EXPANSION – OLDENBURG

- i. This is Gene's last SSMG meeting as the SE RIC. He has accepted a new position with WisDOT at the Statewide Traffic Operations Center (STOC). Questions or concerns regarding interoperability can still be referred to him
- ii. The RCALL21 roll call is working with all WISCOM-capable agencies answering up during the weekly tests
- iii. As training and technical issues have gotten worked out, the roll call has been shown to be a WISCOM success in the SE Region
- iv. Awareness of the roll call, the potential of RCALL21 and of WISCOM overall is increasing among stakeholders
- v. A WISCOM Radio Issue Reporting Form has been created and will remain available to the SSMG should they want to formally adopt it

9.) NEXT MEETING DISCUSSION

- a. A doodle poll will be sent out to determine the next meeting date and place

10.) MEETING ADJOURNMENT

A MOTION was made at 1555 hours by PODELL to adjourn the meeting

MOTION seconded by BAASCH
MOTION carried without objection

MEETING ADJOURNED AT 1555