AGENDA
1. Call Meeting to Order
2. Establish a Quorum
3. Adopt Agenda / Properly Noticed
4. Approve Minutes of the 2/16/2021 meeting
5. Public Comment
6. Old Business
   6.1 WECB Renewal
   6.2 Baycom Report
   6.3 Fish Creek Tower Update
   6.4 Strategic Plan
   6.5 Door County Propagation Study
7. New Business
   7.1 2022 CIP
8. Review Vouchers, Claims and Bills – None
9. Matters to be Placed on a Future Agenda or Referred to a Committee, Official, or Employee
10. Next CATS Committee Meeting Date: To be determined
11. Set Per Diem Code
12. Adjourn

Notice of Public Meeting
April 8th, 2021
1:00PM

COMMUNICATION ADVISORY TECHNICAL SUB-COMMITTEE

Door County Government Center
Chambers Room
421 Nebraska St
Sturgeon Bay, WI 54235

Public Safety Committee is the Oversight Committee for Communication Advisory Technical Sub-Committee

In light of the declared emergency and to mitigate the impact of COVID 19 this meeting will be conducted by teleconference or video conference. Members of the public may join the meeting remotely or in person in the Peninsula Room (C121) first floor government center. (Please note public in person has limited capacity and is on a first come first serve basis)

To attend the meeting via computer:

Go To: https://doorcounty.webex.com/doorcounty/onstage/g.php?MTID=ee6e8a9e90c01b8bc8b0a2ffcc5508506c

Event Password: Apr8cats2021

To Connect via Phone:

Call: 1-408-418-9388
Access Code: 187 250 3557

Deviation from the order shown may occur

Members of the Door County Board of Supervisors and/or its sub-units may be in attendance at this meeting to listen and gather information. Notice is hereby given that the above meeting may constitute a meeting of the Door County Board of Supervisors or one of its sub-units. However no official action will be taken except by the Communication Advisory Technical Sub-Committee.
AGENDA

Call Meeting to Order
Chairman Alexis Heim Peter called the February 16th, 2021 meeting to order at 8:02AM

Establish a Quorum
Dan Kane, Alexis Heim Peter, Dave Enigl, Pat Mccarty, Jason Rouer, Aaron LeClair, Greg Diltz, Chris Hecht

Others Present:
Len Koehnen, Ken Pabich, Jason Baudhuin

Adopt Agenda / Properly Noticed
Motion made by LeClair second by Hecht. Motion carried by voice vote.

Approve Minutes of the 10/28/2020 meeting
Motion made by LeClair, second by Hecht. Motion carried by voice vote.

Public Comment
The following persons commented:
Donald Freix, 8305 Quarterline Road Fish Creek

Old Business

Door/Kewaunee Dispatch Study
Kane gave an overview of the project and the results of the study. Kane noted that the dispatch portion of the study was dropped and the remainder of the study focused on the viability of a fiber connection between Door and Kewaunee Counties to be able to leverage in the future. The study showed that a fiber connection could be established between Door and Kewaunee Counties. Pabich mentioned that the County is not actively looking into moving forward at this time with merger, but will approach Kewaunee to determine future options.

Door County Propagation Study
Koehnen provided an overview of his study to the committee. Specific tower sites that were reviewed included Washington Island tower, Ellison Bay tower, Fish Creek tower, and the Sunnyslope tower. McCarty asked if a tower in the Murphy Park area could be included in the final draft of the study which Koehnen said he would add to the report. Hecht asked if an overall map of a digital 800 system using existing infrastructure could be included in the final report and Koehnen agreed to include it.
New Business

FYI Sunnyslope Tower
Baudhuin briefed the committee on an alarm they received for side marker light on the Sunnyslope tower. The light is out and in need of replacement. Bay electronics is working to fix the issue. The part is on backorder from the manufacturer. Bay Electronics did notify the FAA of the incident. Baudhuin went on to say that as soon as the part comes in, a tower company will come in to replace. Baudhuin mentioned that based on the error code they received, the nature of the issue could be a surge or grounding issue. There will be no cost from the manufacturer to the county if the issue is deemed to be a malfunction part. If it is deemed to have been damaged from outside of that, the County will be charged for the part. The cost of the tower company for replacement will still be a cost to the county regardless.

FYI Fiber Cut
Rouer briefed the committee on a fiber loss over Christmas due to animals chewing through the cabling. Rouer noted that no County operations were impacted, but they could have been if the right part of the cable had been impacted.

Fish Creek CIP
Pabich asked what should be our next steps in the process and if we wanted to replace the tower this year as it is in the CIP. Hecht mentioned that the tower currently is hit or miss on effectiveness. Bay electronics reported a lot of site noise at one point during an inspection there last year. Site noise did go back to normal on a follow up visit by Bay Electronics. Koehnen said it will likely be a 2 year process to do the regulatory work on that site. Discussion around where to put the site and who to work with was had with the group. Pabich asked if Koehnen will do a project to aid in determining where best site would be. Kane and Hecht agreed to approach the school to start conversation. Matter will be placed on the IS and Public Safety Committees for FYI.

WECB Renewal
Kane reviewed the orginal agreement between WECB and the County. The document is from 2006 and is in need of an update. Upon request of the committee Kane agreed to update and move forward a resolution onto the County Board for review/approval of a new 5 year agreement with WECB.

Strategic Plan
Hecht mentioned that he called Edge Consulting who referred Thirkleson, True North, and Federal Engineering as options to succeed Len in engineering work for the County. Kane, LeClair, and Hecht plan to visit nearby counties to determine who they use and how it is working for them. Hecht said there is more of an issue with day to day help than big projects. Baudhuin said Bay Electronics would have to see if it is feasible to have a dedicated person to help with projects. Koehnen mentioned it may not be due to wanting to prevent a contractor from also being the one to design the project. Rouer asked about options to rent a system to not worry about maintenance costs. Koehnen mentioned that sites such as WISCOM can be shared or rented, but there is a significant loss in authority over the system at the local level and issues may not always get addressed.

Review Vouchers, Claims and Bills
None

Matters to be Placed on a Future Agenda or Referred to a Committee, Official, or Employee

Strategic plan, 2022 CIP,
Next CATS Committee Meeting Date:
April 8th at 1:00PM

Set Per Diem Code
955

Adjourn
Motion made by Diltz, second by LeClair and carried by voice vote to adjourn at 9:56AM.

Minutes have not been reviewed by CATS Committee

Respectfully submitted by: Daniel Kane

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DOOR COUNTY – VESTA 911 BAYCOM AND MOTOROLA SERVICE AGREEMENT
OVERVIEW

Service preformed per lead 911 technician Bryan Winker.
- Every week, typically on Friday a Baycom Tech remotes into the Vesta System and does the following:

In Activity View:
- Checks the logs for errors or other signs of trouble.
- Makes sure all ANI/ALI circuits are connected.
- Makes sure the A-side servers are both Active.
- Makes sure the B-side servers are inactive / hot standby.

Logs into VMware:
- VMware is the Operating system on the physical servers.
- Makes sure the correct Virtual Machines are running.
- Checks to see if the physical server has had unusual load on it.
- Checks for hardware alarms that the OS could report.
- Checks the event log to check for warnings.

Logs into iLO:
- iLO is HPs remote control panel for the server. This gives the most reliable information about the physical server.
- Checks to make sure there is no alarms for hardware faults.

Logs into the Gateways:
- The gateways are the device where the phone lines attach to the Vesta System. Most sites have 4 gateways.
- The tech logs into each of the gateways.
- Checks for any alarms.
- Depending on the type of gateway some may have alarms because a phone line is plugged in but not configured.
  We document these alarms each week to make sure we know if a port that is active has an issue it will be an additional alarm that is not normal for that site.

Logs into DDS:
- Some of the errors created in Activity View can occur when two call takers try to answer a call at the same time.
  Or if AT&T is doing maintenance on an ANI/ALI line.
- The Tech clears the error count so we can easily track the errors from week to week.
- A typical weekly check takes about 30 mins. They can be longer if an issue is that we can address right away.

The first week of the Month, the techs perform a Monthly PM.
- The monthly PM includes all of the weekly tasks and the following additional tasks are performed.
Logs into MDSA:
- Runs command on the server that manually replicates MDSA to MDSB. This ensures the servers are communicating properly and have the same data on them in the event MDSB has to take over.
- Checks used disk space for the server - As the server runs it slowly fills up its disk space. Once it gets too full it needs to be cleaned up to run properly.

Logs into MDSB:
- Checks used disk space for the server just like for Side-A

Quarterly PMs
- All of the weekly and Monthly tasks are completed in addition to the following:
  - Backups of all of Side-A, all of Side-B, all network switches, all gateways, and the firewall.
  - Typically, this takes about an hour to complete.

Annual PMs
- Once a year all of the Previous PM steps are taken in addition to:
  - Restarting gateways, and all A-side and B-Side servers.
  - Logs into Analytics archive call records for the previous year. Attach the database so the records can still be searched. Detach older databases. Ex. The call records that are two or three years old.

Service Call Log Info 2020

<table>
<thead>
<tr>
<th>Service Call ID</th>
<th>Date of Service Call</th>
<th>Service Description</th>
<th>Type of Call</th>
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<tbody>
<tr>
<td>200102-0007</td>
<td>1/2/2020</td>
<td>WEEKLY REMOTE PM</td>
<td>SERVICE AGMT</td>
</tr>
<tr>
<td>200106-0052</td>
<td>1/6/2020</td>
<td>VOLUME KNOB SPINS AND IS ALWAY</td>
<td>TIME &amp; MATERIAL</td>
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<tr>
<td>200107-0010</td>
<td>1/7/2020</td>
<td>ANNUAL PM FOR 911 SYSTEM</td>
<td>SERVICE AGMT</td>
</tr>
<tr>
<td>200127-0066</td>
<td>1/31/2020</td>
<td>WEEKLY REMOTE PM</td>
<td>SERVICE AGMT</td>
</tr>
<tr>
<td>200212-0028</td>
<td>2/13/2020</td>
<td>VESTA PATCH CHG0057444</td>
<td>SERVICE AGMT</td>
</tr>
<tr>
<td>200220-0009</td>
<td>2/20/2020</td>
<td>POS 3 WON'T PLAY BACK-JUST STA</td>
<td>SERVICE AGMT</td>
</tr>
<tr>
<td>200408-0031</td>
<td>4/8/2020</td>
<td>MOTOROLA 911 SUPPORT</td>
<td>SERVICE AGMT</td>
</tr>
<tr>
<td>200515-0005</td>
<td>5/15/2020</td>
<td>PHONE RANDOMLY WENT DOWN ON OW</td>
<td>SERVICE AGMT</td>
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<tr>
<td>200629-0024</td>
<td>6/29/2020</td>
<td>WEEKLY REMOTE PM</td>
<td>SERVICE AGMT</td>
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<tr>
<td>200715-0014</td>
<td>7/15/2020</td>
<td>SEEING DATA FROM MARCH 2019</td>
<td>SERVICE AGMT</td>
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<tr>
<td>200731-0035</td>
<td>7/31/2020</td>
<td>PHONE POS 3 FREEZES UP</td>
<td>SERVICE AGMT</td>
</tr>
<tr>
<td>200811-0014</td>
<td>8/17/2020</td>
<td>ARBITRATOR ISSUES</td>
<td>TIME &amp; MATERIAL</td>
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<tr>
<td>200923 0011</td>
<td>9/24/2020</td>
<td>POWER SWITCH - KNOB TURNS, WIL</td>
<td>TIME &amp; MATERIAL</td>
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<td>200925-0006</td>
<td>9/30/2020</td>
<td>WEEKLY REMOTE PM</td>
<td>SERVICE AGMT</td>
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<tr>
<td>201019-0022</td>
<td>10/21/2020</td>
<td>SQUAD ARBITRATOR CAN'T STOP VI</td>
<td>TIME &amp; MATERIAL</td>
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<td>201203-0025</td>
<td>12/1/2020</td>
<td>REMOVE RADIUS SERVER ACCESS</td>
<td>SERVICE AGMT</td>
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<td>201211-0034</td>
<td>12/11/2020</td>
<td>VESTA SUPPORT RENEWAL</td>
<td>SERVICE AGMT</td>
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<tr>
<td>201218-0003</td>
<td>12/18/2020</td>
<td>CONSOLE PROBLEMS-FROZE AND WON</td>
<td>SERVICE AGMT</td>
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<td>201117-0009</td>
<td>1/22/2021</td>
<td>VESTA COMM POST W INSTALL</td>
<td>S/O SVC CALL</td>
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<td>210211-0033</td>
<td>2/17/2021</td>
<td>VERIFY CONSOLE AUDIO CONTINUE</td>
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<td>210218-0018</td>
<td>2/18/2021</td>
<td>TRIGGERS NOT ACTIVE AND NO VID</td>
<td>TIME &amp; MATERIAL</td>
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Support Items Purchased from VESTA Motorola each year:

Without this purchase on record, the integrator, BAYCOM, is not able to call in for support on the customers behalf, VESTA will not provide support assistance for each component without an active subscription on file.

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<tr>
<th></th>
<th>Item Code</th>
<th>Description</th>
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<tbody>
<tr>
<td>2</td>
<td>04000-68005</td>
<td>VESTA® 9-1-1 Servers</td>
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<tr>
<td></td>
<td></td>
<td>V-SVR BASIC SPT 1YR</td>
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<td></td>
<td></td>
<td>VESTA® 9-1-1 Prime Standard Operations</td>
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<td>4</td>
<td>SS-0PR-VSSL-1Y</td>
<td>SPT VPRIME 1YR</td>
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<td>VESTA® 9-1-1 IRR Module</td>
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<td>809800-35110</td>
<td>V911 IRR SW SPT 1YR</td>
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<tr>
<td>4</td>
<td>04000-00176</td>
<td>SW SPT ANALOG GATEWAY 1YR</td>
</tr>
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<td></td>
<td></td>
<td><em>VESTA® Analytics Lite - Multi Product</em></td>
</tr>
<tr>
<td></td>
<td></td>
<td><em>Purchase</em></td>
</tr>
<tr>
<td>4</td>
<td>SA-SSG-ALSL-1Y</td>
<td>SPT V-ANLYT LITE 1YR</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Monitoring &amp; Response (M&amp;R): Activation Fee</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Note: M&amp;R Activation Fees will apply if M&amp;R</td>
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<tr>
<td></td>
<td></td>
<td>services are disabled prior to receipt of a PO for</td>
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<tr>
<td></td>
<td></td>
<td>the M&amp;R support renewal.</td>
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<td>809800-14150</td>
<td>M&amp;R ACT FEE, SMALL SITE</td>
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<td></td>
<td>Monitoring &amp; Response (M&amp;R): Patch</td>
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<td>Management</td>
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<td>809800-16211</td>
<td>PATCH MGMT 3.2 SVC 1YR</td>
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