JOINT OPERATIONS AND TECHNICAL COMMITTEE REGULAR MEETING MINUTES

LOS ANGELES REGIONAL INTEROPERABLE COMMUNICATIONS SYSTEM AUTHORITY

Tuesday, November 14, 2023, • 1:30 p.m.

OPERATIONS COMMITTEE MEMBERS PRESENT:
Leslie Luke, County of Los Angeles, Chief Executive Office
Dayton Calhoun, County of Los Angeles Fire Department
Adam Martinez, County of Los Angeles Department of Children Services
Vincent Capelle, Los Angeles Area Fire Chiefs Association
Aaron Fate, Los Angeles County Police Chiefs Association
Joshua Nelson, California Contract Cities Association
OPERATIONS ALTERNATE COMMITTEE MEMBERS PRESENT:
Robert J. Weber, County of Los Angeles Sheriff's Department
OPERATION COMMITTEE MEMBERS ABSENT/VACANT:
Ric Walczak, At-Large Seat #8
Jeff LaGreek, At-Large Seat 9
Vacant, At-Large Seat #10

TECHNICAL COMMITTEE MEMBERS PRESENT:
Leslie Luke, County of Los Angeles, Chief Executive Office
Scott England, County of Los Angeles Internal Services Department
Adam Martinez, County of Los Angeles Department of Children Services
Vincent Capelle, Los Angeles Area Fire Chiefs Association
Ted Pao, Chair, Los Angeles County Internal Services Department
Joshua Nelson, California Contract Cities Association
TECHNICAL ALTERNATE COMMITTEE MEMBERS PRESENT:
Robert J. Weber, County of Los Angeles Sheriff's Department
TECHNICAL COMMITTEE MEMBERS ABSENT/VACANT:
Lipin Tan, County of Los Angeles Department of Health Services
Ric Walczak, At-Large Seat #8
Jeff LaGreek, At-Large Seat #9
Vacant, At-Large Seat #10

OFFICERS PRESENT:
Scott Edson, LA-RICS Executive Director
Nadine Luscombe, LA-RICS Project Team Member

NOTE: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA

I. CALL TO ORDER

Operations Committee Chair Lieutenant Robert Weber called the meeting to order at 1:35 p.m.

II. ANNOUNCE QUORUM – ROLL CALL

Nadine Luscombe said there was quorum present for both Joint Operations and the Technical Committees.

III. APPROVAL OF MINUTES – (A)

A. October 17, 2023 – Regular Meeting Minutes

Operations Lead Lt. Weber asked the Committees for approval of the minutes. Operations Vice-Chair Chief Dayton Calhoun motioned first, seconded by Joint Committee Member Leslie Luke.

Operations Committee:
Ayes (7):   Luke, Calhoun, Weber, Martinez, Capelle, Fate, Nelson.

Technical Committee:
Ayes (7):   Luke, England, Weber, Martinez, Capelle, Pao, Nelson.

MOTION APPROVED

IV. PUBLIC COMMENTS – NONE

There was no public comment.

V. CONSENT CALENDAR – NONE

There were no Consent Calendar items.

VI. REPORTS (B – E)

B. Land Mobile Radio System Update – Brian Smyth

Program Director Brian Smyth was absent; therefore, Operations Lead Lt. Weber presented the Land Mobile Radio (LMR) System Update Agenda Item B.

Operations Lead Lt. Weber reported the Integrated Master Schedule (IMS) timeline of November 17, 2023, has been approved as the Final System Acceptance date.

October Progress

Operations Lead Lt. Weber proceeded by saying Analog Conventional Voice Radio Subsystem (ACVRS), Los Angeles Regional Tactical Communications System, (LARTCS) and Narrowband Mobile Data Network 2 (NMDN2) Subsystem cutovers have been completed. Operations Lead Lt. Weber further added Migration Coordination was in progress with County of Los Angeles Internal Services Department (ISD). Operations Lead Lt. Weber continued MSI NMDN1 and DTVRS monthly warranty reports have been submitted and are in review.

Operations Lead Lt. Weber stated that South Coast Air Quality Management District (SCAQMD) regular hearing is approaching for sites Foltz Criminal Justice Center (CCT) and Mount Disappointment (MDI) for the purpose of keeping on track and complying with the standards and passed on the consent calendar. Operations Lead Lt. Weber added Phases two (2) and four (4) Closeout Books and Record Drawings were received and would be transferred to the site shelters. Operations Lead Lt. Weber further added the Fire Suppression work at Universal Citywalk, (UNIV -CTYWLK) has been completed which took a fair amount of coordination.

November Focus

Operations Lead Lt. Weber went on to say the focus is on the Final Year Warranty Plan which includes further development of Warranty Phase Monitoring. Operations Lead Lt. Weber added the Green Mountain (GRM) site is still on temporary power and the Authority has been working diligently to obtain permanent power at the site, finalize the permit, and have construction completed.

Operations Lead Lt. Weber mentioned that site access roads, the Whitaker Middle Peak (WMP) still have significant issues accessing the site, although it may be accessed using specialized vehicles. Operations Lead Lt. Weber further mentioned the Authority has been keeping logs for the generators for staying in compliance with Southern California Air Quality Management District (SCAQMD).

Operations Lead Lt. Weber reported the Authority was working with ISD on migration activities at Tower Peak (TWR) for demolition and to be completed by November 17, 2023.

Operations Lead Lt. Weber mentioned that site documentation was scheduled for delivery at each site for shelter accessibility, which includes secured documentation bins and ladders. Operations Lead Lt. Weber also mentioned the Authority has been targeting the mountain sites first for delivery before the winter weather begins, and as accessibility of roads is still available.

Operations Lead Lt. Weber reported on potential fire-fuel reduction using weed abatement techniques at the San Dimas (SDW) and Johnstone Peak (JPK2) sites, inside and outside the site gates for one hundred (100) ft. radius from the shelters.

Operations Lead Lt. Weber stated fuel polishing has been going on for the purpose of monitoring and filtering the fuel by removing water, sediment, particulates, sludge, and microbial growth at sites such as East Sunset Ridge (ESR). Operations Lead Lt. Weber further added in case of a loss of power, the fuel polishing would allow the generators to run smoothly.

Operations Lead Lt. Weber talked about Fire Suppression Systems and said inspections are currently ongoing and the Authority has been monitoring them. Operations Lead Lt. Weber added that since many sites have been built at different times, each site has had a different timeframe, and would be monitored yearly.

Operations Lead Lt. Weber reported Captain August Doherty has assisted with monitoring Motorola Solutions Inc. (MSI) to make sure fire extinguishers are up to date and that MSI maintains the equipment to remain in top-notch condition.

Operations Lead LT. Weber concluded the report for the LMR Update.

There were no questions or comments.

C. **Regional Interoperability Update** – Operations Lead Lt. Weber

Operations Lead Lt. Weber reported the Authority has had several meetings with all the stakeholders in the region and discussed what was needed to bring the systems together and to work critical incidents or any large events such as the World Cup and the Olympics to name a few. Operations Lead Lt. Weber said a consensus was reached to bring systems together such as several Inter Subsystem Interfaces (ISSI) including other equipment, and all was agreed upon.

Operations Lead Lt. Weber further added the proposal was taken to the Urban Area Security Initiative (UASI) Approval Authority meeting of October 26, 2023, and the Authority is waiting on next scheduled meeting for the Approval Authority members to vote on that item. Operations Lead Lt. Weber stated there is an Interoperability Working Group virtual meeting scheduled this week with the stakeholders to discuss these items further. Operations Lead Lt. Weber said that everyone was invited to the meeting and to reach out to him for more information.

D. **LMR Network Operation Status and Issues–** Technical Lead Ted Pao

Technical Lead Pao reported upon provisional acceptance of the two (2) analog voice subsystems, ACVRS and LARTCS, in the early week of October 2023, the County of Los Angeles (County) Fire Department (LACoFD) has been conducting pre-cutover testing on these analog voice subsystems. Technical Lead Pao added the analog voice layers will be an integral part of LACoFD's operation and for region's analog voice interoperability needs, and in particular, for wildland fire and fire-ground operations

Technical Lead Pao went on to say there have been challenges with line and technical personnel getting to know how the new subsystems operate. Technical Lead Pao further said there also has been the discovery of operational issues, due to either the LACoFD's equipment or in one instance, an alarm notification issued on the LA-RICS system.

Technical Lead Pao stated that as these problem areas have been validated by both LA-RICS and MSI, a solution for alarm notification is being worked on by MSI. Technical Lead Pao further said the LACoFD's and ISD would work on mitigating fire equipment performance issues.

Technical Lead Pao expressed the new LMR system is able to provide a large number of alarm points throughout the system. Technical Lead Pao mentioned with the new alarm capability, the system would produce a large number of alarm events continuously. Technical Lead Pao added the Authority is in the process of filtering out nonactionable alarms and focusing on actionable alarms that are service impacting with the Authority taking a deep dive into the trunking system's ability to detect illegal carriers (signals).

Technical Lead Pao stated the ability of the system to log these events allows the Authority to be more proactive with tracking down radio interference and providing yet another tool in the tool bag to locate interference issues for a large radio system. Technical Lead Pao said he

would provide the board with any notable findings and issues when appropriate.

Technical Lead Pao presented the Top Ten (10) Talkgroups for September 2023 and October 2023. Technical Lead Pao stated the LACoFD Operation Intercom Talkgroup would be first and followed by the County of Los Angeles (County) Sheriff's Department (LASD) Aero Bureau. Technical Lead Pao added the next Talkgroup in line was the Sheriff Custody Men's Central Jail and said that those were the top three (3) Talkgroups.

Technical Lead Pao continued to say the next Talkgroup was the Inglewood Police Department (IGPD), which was the busiest in law enforcement compared with all the other Sheriff Talkgroups. Technical Lead Pao stated findings were similar to previous month's findings and similar with North County Sheriff Patrol station being in the top three (3) as the busiest station.

Technical Lead Pao said from the Top fifteen (15) sites in the system, the downtown Los Angeles seven hundred (700) was the busiest, followed by downtown Ultra High Frequency (UHF) and the South cell seven hundred (700), including the LASD Custody Men's Central Jail being in the top four (4).

Technical Lead Pao shared the October, 2023 Top Agency use by minutes data which showed the LASD Talkgroup first in line which has been operating on the system since May, 2023 followed by LACoFD and IGPD.

Technical Lead Pao concluded his report. There were no questions.

E.   **Bridge 4PS Demonstration –** Ms. Niki Papazoglakis, Bridge4PS, Founder and CEO

Ms. Niki Papazoglakis introduced herself and presented information on Bridge four (Bridge4PS) Public Safety Communications.

Ms. Papazoglakis stated that text-based messaging has become a critical operational communications tool for public safety and first responders. Ms. Papazoglakis continued to say that texting was first invented in 1984, and by 1999, it was commercially available on consumer's cell phones.

Ms. Papazoglakis further stated that by 2012, other types of messaging apps and advanced functionality were created, and the in same year, legislation was passed for the First Responder Network Authority (FirstNet) creating a broadband network dedicated to public safety which was launched in 2018. Ms. Papazoglakis asked the Committee members about their texting abilities

and issues experienced and gave examples such as finding peoples contact information, managing notifications across accounts, telephone numbers that cannot be identified, leaving someone out of a group text in error, new members not seeing chat history, or producing text for public records or discovery which can be labor intensive, as a few examples.

Ms. Papazoglakis stated that in general, people do not operationalize text because of the lack of administrative tools and scalability to deploy on any large-scale operation and that text-based messaging is not operational for the environment.

Ms. Papazoglakis expressed that within the LA-RICS environment, it is now possible to operationalize applications for the mobile broadband that has been built.

Ms. Papazoglakis shared that Bridge4PS is more than a messaging application, it is also used for collaboration. Ms. Papazoglakis further added legacy tools such as email and individual texts are not efficient to scale for the purposes of public safety operations. Ms. Papazoglakis said other collaborative platforms have come about due to the need to efficiently move information and get that information to the right people.

Ms. Papazoglakis mentioned that public safety messaging was a natural technology evolution process that happens, and a need has been identified which includes funding for research and development to produce products. Ms Papazoglakis further mentioned the process takes a long time for standards to be developed. Ms. Papazoglakis also stated that there is little radio integration and would prefer not to go down that path for messaging.

Ms. Papazoglakis shared that Bridge4PS was built based on industry requests and feedback from working groups and publications a few years ago. Ms. Papazoglakis further mentioned two (2) states which sent input, a messaging paper from Texas focused more on features and functions needed for public safety for scalable, efficient, compliant, and secure interoperable messaging, whereas the paper from South Dakota focused more on access.

Ms. Papazoglakis expressed that South Dakota's goal was to have an application where every Incident Commander, including every First Responder could identify that application as the "Go To" app during incidents such as a terrorist attack or natural disaster. Ms. Papazoglakis said Bridge 4PS was built according to these requirements.

Ms. Papazoglakis reported there are many regulatory requirements and people have lost their jobs and departments have been sued for using non-compliant applications, in fact, many of the Consumer applications violate these laws and regulations. Ms. Papazoglakis said they were used because there was nothing else available during that time.

Ms. Papazoglakis continued, in 2019, the Department of Homeland Security (DHS) funded Bridge4PS as a proof of concept to validate the need for a secure "Public Safety Specific Platform" that could be accessed on any device or network with an open framework for integration with other systems or investments that have been made with little or no cost on an industry-wide scale.

Ms. Papazoglakis stated Bridge4PS addresses a niche market, for instance, enterprise tools like Microsoft (MS) Teams and Searchable Log of All Conversation and Knowledge (Slack) work well within departments but do not scale well outside of the Authority's organization, which in turn, drives people to use non-compliant Consumer messaging applications. Ms. Papazoglakis further mentioned it is a dynamic legal landscape and with challenges as such many states included Washington, D.C. has prohibited applications with "disappearing messages".

Ms. Papazoglakis gave an example of a vulnerability where hackers could intercept messages on the WhatsApp application and change the content and meet up locations. Ms. Papazoglakis mentioned the implications for public safety, for example, if someone changed the address of a staging location which could possibly send people into an ambush. Ms. Papazoglakis explained it sounded farfetched, but it could happen with that application with those vulnerabilities.

Ms. Papazoglakis talked about End-to-End (E2EE) encryption being a possible answer where an encryption key would be sent to the intended recipient and that recipient has the decryption key to unlock the message. Ms. Papazoglakis said for Consumer applications it is great but continued this violates public sector and safety laws where the Department of Justice (DOJ) put out a statement saying there are challenges and risks for public safety using applications like WhatsApp and Signal with that kind of encryption technology.

Ms. Papazoglakis said that Bridge4PS was created with moderate guidelines and the application is encrypted in transit and at rest, but it does not use E2EE, it is available, but it not enabled because of many law violations.

Ms. Papazoglakis stated that Bridge4PS replaces texts and emails, and it is a great "last mile" tool for sharing information from other systems or investments without having to grant access to other systems. Ms. Papazoglakis mentioned it is possible to bridge users from different agencies as well as the information from the systems they have available to them.

Ms. Papazoglakis said when a text message is sent, it is gone and there is no longer any control over it but when a text is sent with Bridge4PS, it is stored in the Amazon Cloud, and nothing is stored on the device which is beneficial for departments that do not issue cell phones therefore personal content is kept separate from professional content.

Executive Director Scott Edson asked Ms. Papazoglakis if the application worked on Desktop and Laptop computers including cell phones. Ms. Papazoglakis confirmed that was correct and added Bridge4PS can be use simultaneously at the same time on all those devices.

Ms. Papazoglakis went on to demonstrate how Bridge4PS functions using her personal account and a demo account to show the difference between Bridge4PS and other applications. Ms. Papazoglakis said Bridge4PS has an inherently vetted nationwide directory and participants need to be from an Authorized agency to have access. Ms. Papazoglakis added all users have a profile and a Channels Directory is available to access for vetted users.

Ms. Papazoglakis stated all users have access to the Basic Tier and there is a Pro Tier account available for purchase, which has more features.

Ms. Papazoglakis said that as a Pro feature, users could create channels for incidents and once the incident is over, it could be archived. Ms. Papazoglakis went on to add that exporting messages, as an email is also available as a Pro feature.

Ms. Papazoglakis stated the registration process for an account is quick and most users can request access and be on a vetted account within two (2) minutes, but the preferred way to access, an account is through the single sign on process.

Ms. Papazoglakis explained further that collaboration and not just messaging is a feature of Bridge4PS because there are many features making it more efficient to move information with large groups of people on the application.

Ms. Papazoglakis mentioned bad text etiquette is common and can be distracting and annoying. Ms. Papazoglakis said notifications to group participants, for example, inappropriate posts, over posting and overuse of emoji's have been common. Ms. Papazoglakis stated the best way to stop bad etiquette is by breaking habits and building new muscle memory. Ms. Papazoglakis added there is a read receipt function available for participants to use as a sample of good etiquette.

Ms. Papazoglakis gave an example of Law Enforcement Operations at the Port of Houston who use Bridge4PS. Ms. Papazoglakis explained the different entities at the Port could check in and check out, which includes a mute and unmute feature that comes in handy for different agencies at the Port. Ms. Papazoglakis further explained the benefit of using Bridge4PS every day for the Port of Houston has enabled the Port to build proficiency, muscle memory for appropriate texting and having contact information.

Ms. Papazoglakis included the possibility of creating a broadcast channel with Bridge4PS as well.

Chief Executive Edson asked about system messages from the Authority's radio system to certain users about issues with the radios including alerts.

Ms. Papazoglakis responded saying with Bridge4PS it is possible to create automated messages for instance, announcing when someone reserves a channel and issues can be reported by users in an Overwatch channel.

Executive Director Edson further asked about Emergency Operations Center (EOC) operations.

Ms. Papazoglakis answered for EOC users, it is very easy to share information in and out of Bridge4PS and it is possible to drag files onto a channel from a desktop then post it. Ms. Papazoglakis further said it is possible to stream videos and an Agency can export an entire chat session as a log and save in archives. Ms. Papazoglakis also added users could transfer messages from Bridge4PS into Web Emergency Operations Center (WebEOC).

Ms. Papazoglakis said Bridge4PS is good for interoperability, for redundancy and communicating outside of an Agency and there is no need for an Administrator to coordinate on a large scale. Ms. Papazoglakis further stated Bridge4PS is very flexible for each Agency's scenarios or situations.

Operations Lead Lt. Weber asked how easy is the site to function and what is available with the Basic Tier.

Ms. Papazoglakis answered go to the website, www.bridge4ps.com is the public website and ".app" is to log in with a browser where there will be a list of features available. Ms. Papazoglakis added Bridge4PS's objective is to support all public safety use cases.

Ms. Papazoglakis concluded her report. There were no further questions.

VII. ADMINISTRATIVE MATTERS – NONE

VIII. MISCELLANEOUS – NONE

IX. ITEMS FOR FUTURE DISCUSSION AND/OR ACTION BY THE COMMITTEE – NONE

X. CLOSED SESSION REPORT – NONE

XI. ADJOURNMENT AND NEXT MEETING

Operations Lead Lt. Weber called for a motion to adjourn the Regular Joint Committee Meeting, to which Vice Chair Committee Member Scott England motioned first.

Operations Lead Lt. Weber adjourned the Regular Joint Operations and Technical Committee Meeting at 2:47 p.m. and stated the next Joint Committee Meeting will be held on Tuesday, December 19, 2023, at 1:30 p.m., at the LA-RICS Headquarters, 2525 Corporate Place, Suite 200, Large Conference Room, Monterey Park, California, 91754.