

MARIN EMERGENCY RADIO AUTHORITY

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MEMORANDUM

DATE: June 29, 2005
TO: MERA Executive Committee
FROM: Martin J. Nichols, Executive Officer
SUBJECT: AGENDA ITEM F: SYSTEM OPERATIONAL ISSUES

Marin County Sheriff's Office
MERA ISSUES MEETING AGENDA
June 22, 2005

ATTENDEES:

MCSO – Captain Mike Ridgway
MCSO – Bill McMurray
MERA – Marty Nichols
MERA – Richard Chuck

NICE/FREEDOM MERA MASTER LOGGING RECORDING SYSTEM

- Current configuration is out of date and requires replacement.
- System administration issues need to be reviewed and revamped to assure proper care, maintenance and operation.
- The current archiving and back up processes are cumbersome and risky and frustrating.
- The Radio Shop is ill equipped to support the system without significant technician training.
- The vender service has been disrupted by lack of a contract and the sale of the Dictaphone CRS unit to Nice Systems, Inc.

Objectives

- Identify IT System Administrator responsible for server operation and network connectivity between servers, recorders and client playback software.
- Establish a Freedom component Service Maintenance Agreement with Nice Systems.
- Convene committee to evaluate system and recommend technology and governance (representation from MCSO, MCIST, MERA, SRPD, Nice)

Action

- Coordinate meeting of Freedom stakeholders (PD, SO, IST, MERA) to assess agency-specific problems and to clarify system wide issues
- Detail what is wrong with the system at each level of the configuration – recorder/agency premise equipment issues, network/connectivity issues, and server/administration and operation issues.
- Clarify exactly why the servers need to be replaced and/or upgraded.
- Describe desired support requirements the same three levels, agency premise equipment and software, network and server.
- Develop recommendation for MERA by August 5 for submittal to the Board on August 18.

MOTOROLA FIRES CAD FIRE STATION ALERTING SYSTEM

- Current operational condition does not meet the original expectations. The inherent system design precludes use of key features:
- Printer messaging is turned off
- Station remote terminal unit interrogation is turned off, eliminating the only feature that differentiates the product from radically less expensive alternatives.
- The back up system is not synchronized with the primary system.
- The Motorola Private Data Systems division has been extremely difficult to communicate with to sort out problems, costing time and risking increased costs for the CAD interface.
- Motorola has changed versions several times during the course of the project. Given the length of the project timeline, that is not unexpected, however Motorola has failed to provide notice of changes, causing frustration and delay.
- Dispatch and FD confidence in the system is very low. NFD contractor has recommended other agencies not proceed unless and until Motorola solve nagging problems
- This is a high frequency/high risk system. Failures can result in delayed response to an emergency dispatch.

Objectives

- Motorola provide unfettered access to the data systems engineers.
- Independent review of the system design. MERA needs to hire a consulting firm to analyze the system and recommend solutions to improve its performance and reliability or recommend alternatives.
- MERA stall further deployment until Comm and NFD are satisfied
- Replace FireSCAD with an alternative solution.

Action

- Brief Chief Meston on the discussion so he can raise the issue before the Executive Board next week
- Identify qualified consulting firms