



June 22, 2022

Governing Board Communication

Agenda Item D-1

TO: MERA Governing Board

FROM: Todd Williams - Operations Officer

SUBJECT: MERA System Operations Update – May 2022

MERA Systems Maintenance

In May 2022, the Telecommunications Division provided the following support to MERA:

The Radio Shop lost remote networking monitoring capabilities @ Mill Valley (4 days total)

- Site was still passing traffic; however, internal team could not see/monitor site alarms i.e., door alarm, high temp, loss of PG&E power or radio failure.
- The modem that relays information between sites failed.
- Internal team programmed, installed, and replace bad modem with a spare modem (sites now fully functional).
- A similar issue happened at the MERA Mt. Barnabe site previously.
- The Radio Shop had to read and rewrite the program back into the alarm CPU (trouble shooting measures resolved the issue).
- It is unknown how or why this happened at Mt. Barnabe; consequently, this has happened twice in the last 6 weeks (again, old obsolete equipment).
- Can't express the importance Next Gen coming online timely!

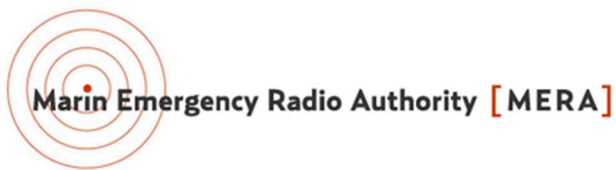
MERA Base station P/A failed at Dollar Hill

- Previous recommendations repairing existing PA's was the preferred choice; however, we noticed even repaired PA's weren't reliable.
- Buying additional PA's, utilizing replacements locally within warranty seem to be a better choice now.
- The Radio Shop replaced PA with a spare, now all is well.

The Radio Shop cloned the hard drive in MGEG 2 (Motorola Gold Elite Gateway) as a maintenance precaution.

- The MGEG processes all audio to and from the legacy dispatch positions at San Rafael PD, Novato, PD, Wood Acre & Fairfax PD.
- Failure or delays in upkeep, maintenance and replacement of failed parts will cause mission critical failures (there' no short-term fix or feasible solution "if failures occur").

A total of 4 conventional base station failed within the last 2 months (due to power outages). These circuits support MERA as supplementary Comms via additional internal



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agency Comm's options, redundant site locations footprints and overall, more flexibility within the existing MERA trunking network.

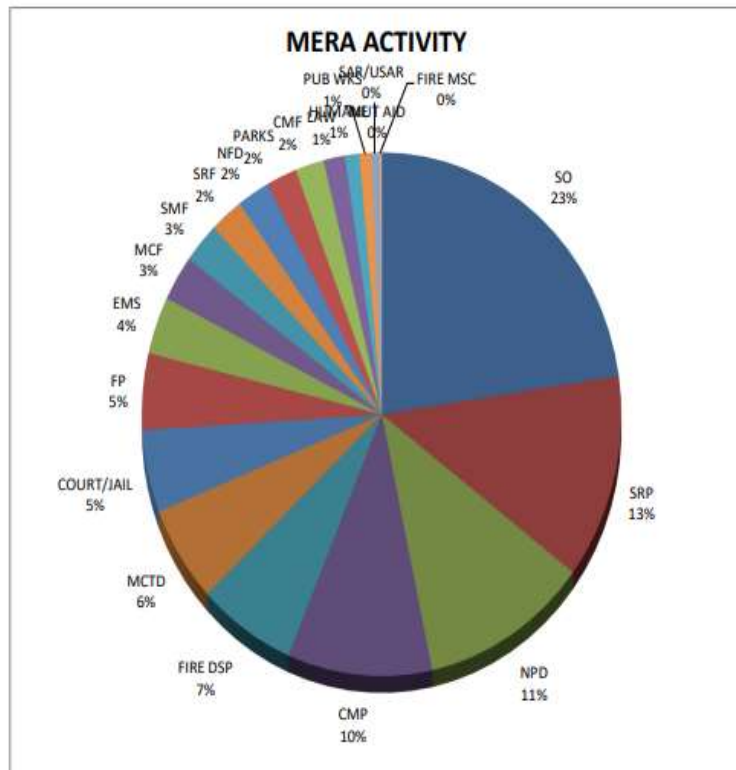
- Older Motorola MTR2000 base stations are affected (Motorola does not support or repair anymore).
- Purchasing 15-year-old power supplies for \$1,800 each (not ideal).
- The radios affected with these failures is the Marin Local Civic Center Base station, Medical Mutual Aide radios on Big Rock, Barnabe & Bolinas.
- HUGE Problem/Concern: THERE IS NO FUNDING ALLOCATED in the budget for 40+ year old obsolete and degraded conventional equipment.
- Currently the Radio Shop is looking for more spare power supplies.

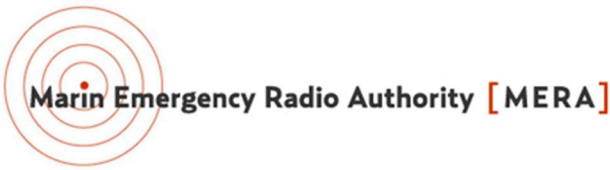


MERA SYSTEM OPERATION

May	2022		
Agency Grouping	Radio Calls	Call Time	Busy Time
SO	49,189	147:38:17	0:00:00
SRP	29,145	82:40:44	0:00:00
NPD	25,455	73:49:10	0:00:00
CMP	20,884	63:26:12	0:00:00
FIRE DSP	17,167	43:04:27	0:00:00
MCTD	12,993	38:59:01	0:00:00
COURT/JAIL	15,656	33:15:14	0:00:00
FP	11,134	30:51:35	0:00:00
EMS	3,388	23:05:01	0:00:00
MCF	6,145	18:21:11	0:00:00
SMF	6,155	16:24:45	0:00:00
SRF	6,460	14:39:43	0:00:00
NFD	5,336	14:18:30	0:00:00
PARKS	4,841	13:31:14	0:00:00
CMF	4,784	12:36:33	0:00:00
LAW	3,703	9:22:14	0:00:00
HUMANE	2,394	6:20:54	0:00:00
PUB WKS	2,240	5:13:44	0:00:00
SAR/USAR	1,058	2:54:53	0:00:00
MUT AID	453	0:42:01	0:00:00
FIRE MSC	78	0:26:10	0:00:00
SMP	72	0:12:01	0:00:00
ICS	90	0:11:29	0:00:00
OTHER	36	0:07:20	0:00:00
TOTAL:	228,856	652:12:23	0:00:00

Category	Radio Calls	Call Time	Busy Time	Percent Usage
LAW TOTAL:	155,238	441:15:27	0:00:00	67.7
FIRE TOTAL:	50,571	145:51:13	0:00:00	22.4
PUBLIC WORKS TOTAL:	20,200	58:02:48	0:00:00	8.9
NON-MERA TOTAL:	2,847	7:02:55	0:00:00	1.1
TOTAL:	228,856	652:12:23	0:00:00	100.0





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MERA SYSTEM OPERATION

Annual	2022		
Agency Grouping	Radio Calls	Call Time	Busy Time
SO	161,140	487:59:47	0:00:00
SRP	134,842	379:21:59	0:00:00
NPD	115,975	327:53:48	0:00:00
CMP	102,748	313:54:39	0:00:00
SMP	75,268	223:03:49	0:00:00
MCTD	68,409	208:49:51	0:00:00
FIRE DSP	81,123	201:27:46	0:00:01
COURT/JAIL	71,667	148:45:01	0:00:00
FP	51,844	141:00:11	0:00:03
EMS	15,015	102:23:44	0:00:00
MCF	25,867	80:36:19	0:00:00
SRF	30,806	71:30:06	0:00:00
SMF	26,461	67:54:04	0:00:00
PARKS	22,650	65:01:45	0:00:00
CMF	23,053	58:50:14	0:00:00
NFD	21,140	53:38:50	0:00:01
LAW	18,343	50:30:00	0:00:00
PUB WKS	11,881	27:04:00	0:00:00
HUMANE	8,761	23:22:23	0:00:00
SAR/USAR	2,690	8:17:06	0:00:00
ICS	791	1:54:12	0:00:00
MUT AID	886	1:32:17	0:00:00
FIRE MSC	332	1:25:21	0:00:00
OTHER	188	0:39:41	0:00:00
TOTAL:	1,071,880	3046:56:53	0:00:05

Category	Radio Calls	Call Time	Busy Time
LAW TOTAL:	731,827	2072:29:14	0:00:03
FIRE TOTAL:	226,487	646:03:30	0:00:02
PUBLIC WORKS TOTAL:	103,919	303:29:29	0:00:00
NON-MERA TOTAL:	9,647	24:54:40	0:00:00
TOTAL:	1,071,880	3046:56:53	0:00:05

