

Expanded Outline

MERA Dispatch Refresher Training

4-hour class

I. Introduction

- A. Introduction of topics to be covered
- B. Pass out handouts & materials

II. System Update

- A. Current status of the system.
- B. Refresher Training Plan

III. Templates

- A. Zones & Modes Explained. Designed so that units only have to change modes (\Rightarrow), not zones (\Downarrow). 95% of their use will be on their primary line or zone. Dispatch, Admin, and Tactical TG's for Law/Fire are the focus of the primary zones.

IV. Key Elements of the Motorola Gold Elite Program

- A. Working with talkgroups
 - 1. Selected Resources, pg. 5 of manual.
 - a. Instant Transmit Button
 - b. Selected Resources is White with Green Border. Operates with the Foot Pedal. Audio is from the Left Speaker.
 - c. Expand button – shows additional options, pg. 6 of manual.
 - 2. Unselected Resource is Blue with a Colored Border. Must use the Instant Transmit. Audio is from the Right Speaker.
 - 3. Transmit options, pg 7-8 of manual. There are 4 main transmits (CIE, Toolbar, Headset, Foot Pedal) and one instant transmit.
 - 4. Monitoring traffic. When you transmit you will see a red lightning bolt on the resource you transmitted on. When another dispatcher transmits, you will see a yellow lightning bolt. When a field unit transmits an image of a small speaker appears. If the traffic is from another folder on your screen, you will see that same small speaker appear on the folder tab. If you click the tab, and traffic is still taking place, the small speaker shows on the actual talkgroup or resource.
 - 5. System Activity Log, pg. 20 of manual.
 - a. Toolbar Icon
 - b. Activity Log Window — holds the last 50 transmissions on all talkgroups in all folders monitored – all are from field units only. None are from dispatch centers unless they happened to be transmitting off the control base station.

- C. Toolbar & Menu Item Features. Toolbar:
1. "All Mute" – Mutes all Audio Except Selected for 30 seconds, pg 13
 2. "Transmit" lightning bolt – considered a main transmit
 3. "End Emergency Tones" – Silences Emergency Tones, pg. 25.
 4. "Alert Tone" – Transmits one available Alert Tone on the Selected Resource, pg. 27 of manual.
 6. "Channel Marker" – Code 33 Marker (chases you, cuts off traffic), pg. 40 of manual.
 7. "PA System" – public address, pg. 41 of manual.
 8. "Cancel Page" – to cancel a call alert to a portable or mobile
 9. "Radio Check aka Standard Page" – looks like a pager – sends a silent check to a portable or mobile to see if it is on.
 10. "Aux IO Safety Switch" – pg 35 of manual, to override door opening if needed
 11. "Delete Single Stack Entry" – pg. 11. Must be selected on the entry in a particular stack of a resource.
 12. "Delete Entire Stack" – pg. 11. Must be selected on the resource, in the stack area.
 14. "Activity Log" – catches all field initiated traffic (including control base stations) for all resources showing in any folders on your Gold Elite Screen. Holds 50 entries. Page 20 of manual.
 15. "System Check Stethoscope or Resource Status" – page 19 of manual. used to run a check on the system

Other items available from the pull down menus at top of the screen:

16. "Clear System Error" – Removes the Error Indicator
 17. "Clear Status Line" – Removes Message in Status Line
 18. Menu Bar – Help
 - a. "Help" – Accesses on-line help
 - b. "Contents" – Lists all Help Topics
 - c. "Using Help" – How to Use Help
 - d. "About Centracom Elite" – Displays copyright and version
- D. Patching/Multi-Selecting Resources
1. Patching, pg. 32-33 of manual.
 - a. Up to 3 Patches
 - b. Patching allows all field units to hear each other
 2. Multi-Selecting, pg. 30 and 32 of manual.
 - a. Multi-Selects
 - b. Multi-selecting allows all field units to hear dispatch
 3. Transmit Button
 4. Edit Button
 5. Dispatch Icons for Patching/Multi-Selecting
 - a. "Patch Edit" – enables editing of the Members of a Patch Folder
 - b. "Patch Transmit" – transmits on all the members of a Patch Folder
 - c. "Multi-Select Edit" – enables editing of the Members of a Multi-Select Folder

- d. “Multi-Select Transmit” – transmits on all the members of a Multi-Select Folder
- E. Call Alert Page Feature, pg. 24 of manual.
 - 1. Allows any MERA radio to be paged from a console
 - 2. Only to be used when field unit is not responding
 - 3. Units are instructed to return to their home dispatch talkgroup. For FDs this will be their CTL x2 talkgroup.
 - 4. Features:
 - a. Radio List by Alias
 - b. Button to Switch to Numeric “Direct Entry” Keypad
 - c. Send Button
 - d. Close Window
- F. Emergency Activation and Activity Log Indications
- G. Auxios – door operations, pg. 34-36 of manual.
 - 1. Safety switch
 - 2. Sonalert on toolbar to silence any alarms.
- H. Select/Change IDEN, pg. 42 of manual
 - 1. Used to change transmitters/repeaters on conventional systems like CHP or USCG.

V. Fire

VI. MERA Control Station

- A. Power On/Off
- B. Volume Up/Down
- C. Switching Modes (Mode key, goes across the template)
- D. Switching Zones (#1 key goes up the Zones, #3 key goes down the zones)
- E. Home Key gets you back to the home talkgroup
- F. Call Alert (the #2 key)
- G. Transmitting with the handheld microphone
- H. DIM switch dims the display
- I. Use Control Station to put a talkgroup in your Activity Log by keying the mic on the talkgroup from the Control Station.
- J. Control Stations are to be used when in a “Failsoft” condition. It is recommended that you practice on them at least once a week.

VII. Interoperability – Scenario-Based Training

- A. Comm Policy Chapter 5: System Failures
 - 1. Out of Range – It is possible to get an “OUT OF RANGE” indication on a portable or mobile radio, accompanied by a low, continuous tone when the user tries to transmit. Out of Range, while preventing communications, is not a system failure. It occurs for two reasons:
 - a) The radio is out of range of the repeater’s ability to transmit.
 - b) The talkgroup they have selected does not have access at the repeater site their radio is affiliated with. If this occurs, they can switch to a countywide talkgroup to contact someone anywhere on

the system, or switch to a conventional channel for someone nearby.

2. Site Trunking – this is where part of the MERA system goes down (either E Simulcast or W Simulcast). Units will be able to hear other units in the same Simulcast region but may not be able to hear units in another Simulcast region. This is a “Zone Controller” failure, not a tower failure. The transmitter site that a radio is affiliated with has lost the ability to communicate with the Zone controller. When in Site Trunking, portable and mobile radios will display “SITE TRUNKING” and they will only be able to communicate with other radios affiliated with that site. They may not be able to communicate with their dispatcher or other units if they are long distances away.
3. FailSoft – the MERA system goes down! Units hit “Home” on their portables and mobiles and may find themselves sharing a radio frequency with units from other agencies. Dispatchers will have to use the control stations (also hitting “home”). When Failsoft occurs, portables and mobile radios display “Failsoft” and receive a beep every 10 seconds. Dispatchers may receive circled red Xs on their talkgroup resources. When the problem is corrected, or when radios are able to affiliate with a repeater that is working properly, the portable and mobile radios will automatically leave the Failsoft condition.

B. Comm Policy Chapter 7: Dispatch Centers

1. Mandatory Monitored Talkgroups are:
 - a. Primary & Secondary of your agency (SMP, SMP3)
 - b. PD CLL, PD APB, BLUE CMD
 - c. 911
 - d. Command Talkgroup for your area (CA CMD)
2. Radio Paging
3. Patching
4. Multi-select
5. Emergency Button Activations

C. Comm Policy Chapter 10: Law Users

1. Agency Dispatch Talkgroups
2. Agency Tactical and Investigation Talkgroups
3. Agency Administration Talkgroups
4. Jail and Court Talkgroups
5. Emergency Button Activations will go to secondary Dispatch Talkgroup (SAP3, SRP3, NP3)
6. Encryption – All Agencies are Encryption capable.
7. BLUE CMD – Law Enforcement Mutual Aid Coordination
8. BLUE Tactical Takgroups, Blue 2, Blue 6-9
9. Jail Call (JL CLL)
10. Law Conventional Channels (CAR 1, CAR 2)

11. CLEMARS – UHF (Now called CALAW4 direct and repeat). CHP can use CALAW4 WHICH can then be patched into a MERA talkgroup.
12. SRT Talkgroups (SRT)
13. PD APB Talkgroup (PD APB)
14. Golden Gate National Recreation Area Talkgroups (GGNRA)
15. Sonoma County Sheriff's Channels (SCSO)
16. Pursuits.
 - a. Can stay on your primary. This is best for foot pursuits. You can patch other agencies into your talkgroup if needed. The Code 33 Channel Marker is not recommended for foot pursuits as it can cut off the first word or two of a transmission.
 - b. Can move to BLUE CMD or be patched to BLUE CMD. If BLUE CMD is in use, can use/patch to BLUE 8, 9, or 10. Let Comm know as they have to track patches in CAD and the talkgroup may already be assigned to another agency.
 - c. If pursuit leaves Marin, can remain on BLUE CMD or the PD Tac but it is a good idea to have one unit switch to CALAW 4 (old CLEMARS) to coordinate with out of county resources. If out of MERA coverage, can use CAR1, CAR2 or CALAW4 for units to keep in contact with each other.
 - d. If pursuit comes into Marin, does the agency have CALAW 4 (Old CLEMARS). This can be patched to BLUE CMD (or BLUE any Blue Tactical).
17. Road Blocks (777). Will be broadcast on PD APB, BLUE CMD (and possibly any BLUE Tactical). Once in place, field units either stay on BLUE CMD or switch to a designated talkgroup (Any BLUE Tactical). Updates are broadcast on PD APB and any designated talkgroup using multi-select. Using a designated talkgroup like BLUE Tacticals are an option for leaving BLUE CMD open for other issues or emergencies.
18. Mutual Aid Requests
19. Other Law Agencies Talkgroups
20. Other Agencies Talkgroups
21. Monitoring Expectations

VIII. Wrap-Up

- A. Questions & Answers from any of the course instruction
- B. Resources for further training are on CD provided