

MARIN EMERGENCY RADIO AUTHORITY

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DATE: March 27, 2019
TO: MERA Governing Board
FROM: Ernest Klock, Operations Officer
SUBJECT: AGENDA ITEM C-2: MERA Legacy System Motorola Support

Recommended Action: Accept the Report

On April 16, 2018, Motorola provided an existing system support letter (attached) that detailed Motorola's commitment to ongoing support of the existing system during the Next Generation System extended deployment schedule - currently anticipating a year 2023 cutover to the Next Gen System. In that letter, Motorola offered to provide "an additional year of Technical Support with commercially reasonable efforts for the existing system" as well as a variety of resources for replacement equipment. The sunset of the referenced additional year of Technical Support is approaching on April 16, 2019 and I sent Motorola a request to extend the Technical Support on March 1, 2019. They have indicated that they will honor their commitment to support the existing system and I will update your Board upon receipt of the new existing system support letter when I receive it.

Equipment Spares

Work on securing a number of different controller boards and replacement equipment spares has been largely successful but will be an ongoing effort until the Next Gen System comes online. In order to confirm their compatibility with the existing system, the replacement boards need to be tested in place. This will occur with Motorola Service Technicians over the next few months. This service is being provided per the existing system support letter and I will update your Board regularly on the progress of this item.

Attachment: Motorola April 16, 2018 Existing System Support Letter

April 16, 2018

Ernest Klock
Assistant Director
County of Marin
Department of Public Works
3501 Civic Center Drive, Suite 304
San Rafael, CA 94903

RE: MERA Next Generation Radio Communications Contract – Existing System Support

Motorola has offered to investigate methods to support the existing MERA system during an extended deployment schedule. This investigation includes identifying potential sources of discontinued equipment to augment the existing Marin County spare equipment pool as well as extending the existing Motorola maintenance agreement. Of course, the best method to avoid support concerns is to quickly migrate to the new ASTRO 25 system.

Currently, the Marin County Communications group maintains the existing system with a Technical Support service agreement over the phone from Motorola. During the extended deployment schedule, Motorola will provide an additional year of Technical Support with commercially reasonable efforts for the existing system. The existing SmartZone system is beyond its support period so this extension is an exception to our normal support policy.

The other concern is the availability of replacement parts to supplement the existing spares managed by Marin County. MERA staff compiled a list of equipment/items that are critical to ensure continued operation of MERA's current T-band system through cutover to the Next Generation system. Motorola has investigated the availability of these parts from various sources, internally and externally.

The list includes equipment formerly manufactured by Motorola and other equipment which was sourced from Motorola third party suppliers. All of this equipment has been cancelled and is no longer available for sale as new product.

Motorola Manufactured Equipment

Motorola has been able to locate very limited sources of the following categories of equipment. In the event of a catastrophic failure of the existing MERA system and exhaustion of the current MERA spares, Motorola could use these refurbished components to help to restore the system while repairs are made to the damaged components. Since

these parts are also used to support a global customer base with similar circumstances, we will monitor their availability and update you if they become depleted.

System Component	Potential System Impact	Current Depot Support
6809 Central Site Controller Boards & Firmware: CSC, ACB, TSC, TIB, DCB boards	The prime site controllers are redundant so a failure of a single board should not impact service on the system allowing time to repair and restore the system.	Commercially reasonable efforts to repair these components are available through Motorola.
6809 Site Controller Boards & Firmware: RESC, IRB, RIB, RTIB boards	Loss of a card could affect either one site in a simulcast impacting coverage or a channel in the simulcast cell impacting capacity.	Commercially reasonable efforts to repair these components are available through Motorola.
6809 Central Site Controller Power supplies Model # CL1756 Model # CL1696	Loss of a remote site controller power supply could affect the system coverage. These solid state power supplies are very reliable and are not affected by the aging capacitor issues of older models.	Commercially reasonable efforts to repair these components are available through Motorola.
ASTRO Tac Comparator Controller board & Wireline board	Failures of these components could result in loss of a channel impacting system capacity.	Repairs supported until 12/31/2020
Gold Elite Power supplies	These power supplies are load sharing and loss of a single power supply typically does not affect the dispatch console system.	Repairs supported until 12/31/2018. Commercially reasonable efforts will be available after this date.
Embassy Switch components including MEGEG Boards	The Embassy switch serves as the centralized audio switch for radio sites and dispatch consoles. Failure modes in this device are complex and may affect system capacity and functionality depending on specific devices and configurations.	Repairs supported until 12/31/2018. Commercially reasonable efforts will be available after this date.
Quantar boards	Single channels may be affecting impacting system capacity.	Repairs supported until 12/31/2020.
Smart-X protocol converters	An entire site or simulcast could be impacted by a failure of this device which would affect system coverage.	Repairs supported until 12/31/2020.

Motorola still has the capability to program codeplugs and provide firmware for the 6809 controller boards.

Third Party Equipment with Potential Alternatives

Motorola has been so far been unable to locate any sources of the following parts. In the event of a failure of one of these components, substitution of an alternative which performs the same or similar function may be the best course. These alternatives could be incorporated into the new system.

Component	System Impact	Potential Alternatives
Vega 225M tone remote adapter	This would affect a deskset at a single location.	Equivalent adapters are available from other vendors such as GAI-Tronics.
La Marche power systems	The DC power systems have redundancy so loss of one component would likely not have an impact. Channels may need to be reduced or a microwave link may be lost. In either case the system would continue to operate though its capacity or coverage may be impacted.	Equivalent DC power systems from other vendors such as Eltek are available and could be implemented and reused for the new system.
All FSA boards and controllers	This could result in the loss of automatic alerting of a fire station. Voice communications could be used as a backup in the interim.	Repair of FSA 4000 is offered on a commercially reasonable basis. Portions of the new Fire Station Alerting (FSA) system could be implemented early with alternate interfaces reusing the existing system to serve the impacted stations. Alternate procedures may need to be implemented while the replacement is installed.
Efratom GPS controllers	Failure of one of these time frequency standards will cause decay in system audio as the frequency drifts.	Alternate time frequency standards compatible with the new system could be implemented as an interim solution.
Constellation and Tru-Point microwave	Failure of these components would like only affect a single link. Alternate routing in the backhaul should protect the system while an alternate is implemented.	Components to replace modules in these particular microwave assemblies are not readily available, however, complete replacement of a link with new equipment could resolve a failure.

Unique Third Party Equipment Components with no Alternative

Some of the items on the list are not available and do not have a current alternative. Motorola has also contacted other customers undergoing similar migrations. In particular, San Bernardino County and Sacramento County are replacing systems with similar components as

the MERA system. Since these are customer assets, Motorola can only assist in connecting MERA with these administrators. However, the administrators of these systems have expressed willingness to transfer their decommissioned assets to MERA to help support another public safety system. Their inventory may include some of these unique elements as well as items from the previous categories.

Component	Support Options
T Bar boards	Commercially reasonable efforts to repair these components are available through Motorola.
TeNsr/Zhone DSM II Board	DSM IIs are still available from Zhone for compatible models of the channel bank. Repairs are typically available for five years after cancellation of a product.
Fujitsu Multiplex	Motorola needs more detail on the particular multiplexer used in the system to determine specific support options.
Larus loop switch cards	Motorola has been unable to find support for these units.
Universal Simulcast Controller Interface (USCI) boards TRN7349A	Commercially reasonable efforts to repair these components are available through Motorola.

Refurbished equipment also is available for purchase through other sources such as Sunny Communications (<https://used-radios.com>).

In the event of an extensive failure of the existing MERA system beyond the ability of Marin County Communications to support on their own with their existing spares, Motorola has identified options for repair and support. Motorola will be available to assist with those restoration efforts when requested by Marin County.

If you have any additional questions, please contact me at 619-203-3795, or you can email me at Kent.Martin@MotorolaSolutions.com.

Sincerely,



Kent Martin
Regional Services Manager - California
Motorola Solutions, Inc.