

MERA System Operations Update

MERA System Maintenance

In July 2021, the Telecommunications Division provided the following support to MERA

1. **Next-Gen** - Continued efforts with Federal Engineering in support of MERA and the NextGen network implementation by helping support the programming of the AFG radios
2. **Mt Barnabe** – The Nextgen contractor was completing NextGen site preparations at Mt Barnabe. A piece of metal went into the La Marche power supply, caused a voltage spike which was then passed through via low voltage cabling into the Channel Bank. This voltage spike caused the Tensor Modem failure, leading to a 24-hour outage at MCFD Woodacre, Pt. Reyes, and Mt. Barnabe.
3. **Bay Hill** – On 07-08-2021, the Bay Hill Microwave lost network connectivity due to a microwave link failure.

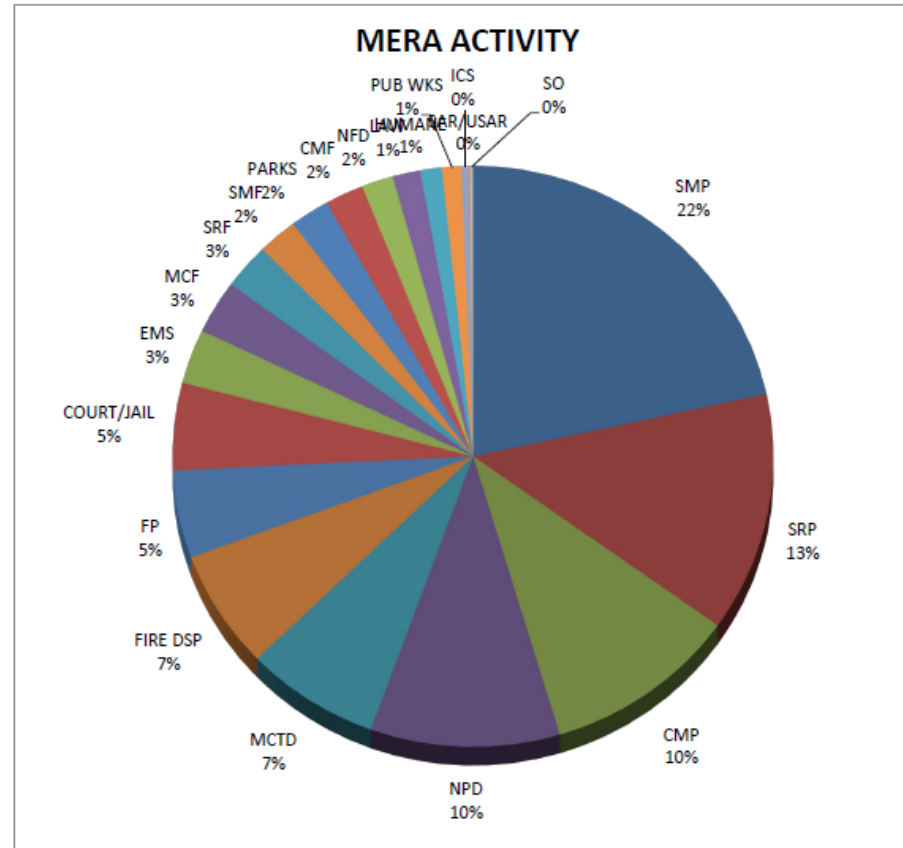
In August 2021, the Telecommunications Division provided the following support to MERA

1. **Fire Station Alerting** - Replaced the Primary Fire Station Alerting Server
2. **Bay Hill** – Implemented additional microwave redundancy by utilizing Sonoma County Microwave Ring Network,
3. **Gold elite consoles** – intermittent audio degradation – The Gold Elite Consoles, which support dispatch at Novato PD, San Rafael PD, Woodacre, and Fairfax, have experienced audio degradation, which is currently under monitor

MERA Operations Report – July Usage

July	2021		
Agency Grouping	Radio Calls	Call Time	Busy Time
SMP	45,868	138:20:04	0:00:02
SRP	28,838	85:36:06	0:00:00
CMP	21,617	67:15:42	0:00:00
NPD	23,188	65:21:29	0:00:01
MCTD	15,543	46:21:55	0:00:00
FIRE DSP	17,188	42:26:36	0:00:00
FP	11,115	31:17:13	0:00:00
COURT/JAIL	15,138	31:09:00	0:00:01
EMS	2,847	19:25:11	0:00:00
MCF	6,428	19:07:36	0:00:00
SRF	6,875	16:19:33	0:00:00
SMF	5,875	13:44:05	0:00:00
PARKS	4,799	13:38:17	0:00:00
CMF	5,365	13:22:23	0:00:00
NFD	4,297	10:54:21	0:00:00
LAW	3,913	9:35:06	0:00:00
HUMANE	2,733	7:24:32	0:00:00
PUB WKS	2,536	6:46:11	0:00:11
ICS	1,039	2:10:41	0:00:00
SAR/USAR	340	0:50:01	0:00:00
SO	215	0:33:53	0:00:00
FIRE MSC	74	0:13:48	0:00:00
MUT AID	88	0:11:54	0:00:00
OTHER	0	0:00:00	0:00:00
TOTAL:	225,919	642:05:37	0:00:15

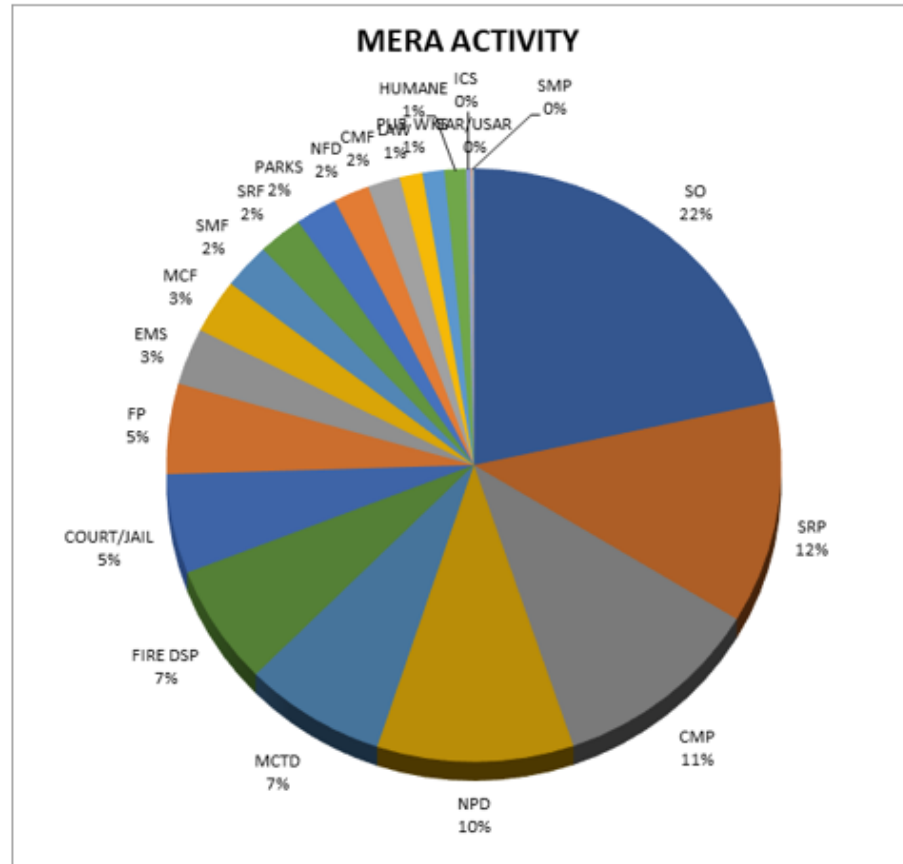
Category	Radio Calls	Call Time	Busy Time
LAW TOTAL:	149,892	429:08:33	0:00:04
FIRE TOTAL:	49,289	136:23:34	0:00:00
PUBLIC WORKS TOTAL:	23,917	68:57:04	0:00:11
NON-MERA TOTAL:	2,821	7:36:26	0:00:00
TOTAL:	225,919	642:05:37	0:00:15



MERA Operations Report – August Usage

August	2021		
Agency Grouping	Radio Calls	Call Time	Busy Time
SO	44,749	135:15:40	0:00:01
SRP	26,025	76:09:43	0:00:00
CMP	21,934	69:29:25	0:00:00
NPD	23,091	64:52:43	0:00:00
MCTD	15,655	46:49:50	0:00:00
FIRE DSP	16,513	41:04:35	0:00:00
COURT/JAIL	16,241	34:00:16	0:00:00
FP	10,731	30:54:38	0:00:00
EMS	2,816	19:22:28	0:00:00
MCF	6,094	18:31:22	0:00:00
SMF	6,216	15:40:11	0:00:00
SRF	6,341	14:41:45	0:00:00
PARKS	4,923	13:52:16	0:00:00
NFD	4,511	11:48:31	0:00:00
CMF	4,439	10:45:16	0:00:00
LAW	3,528	7:26:36	0:00:00
PUB WKS	3,062	7:15:00	0:00:00
HUMANE	2,535	7:06:40	0:00:00
ICS	829	1:36:02	0:00:00
SAR/USAR	111	0:16:02	0:00:00
SMP	107	0:16:01	0:00:00
FIRE MSC	57	0:13:22	0:00:00
MUT AID	94	0:13:05	0:00:00
OTHER	5	0:00:24	0:00:00
TOTAL:	220,607	627:41:51	0:00:01

	Radio Calls	Call Time	Busy Time	Percent Usage
LAW TOTAL:	146,406	418:25:02	0:00:01	66.7
FIRE TOTAL:	47,098	132:23:32	0:00:00	21.1
PUBLIC WORKS TOTAL:	24,474	69:33:32	0:00:00	11.1
NON-MERA TOTAL:	2,629	7:19:45	0:00:00	1.2
	220,607	627:41:51	0:00:01	100.0



MERA Operations Report – Annual Usage

Annual	2021		
Agency Grouping	Radio Calls	Call Time	Busy Time
SRP	243,265	705:52:02	0:00:00
SO	234,822	703:26:07	0:00:08
CMP	188,401	585:28:17	0:00:00
NPD	202,483	574:55:04	0:00:03
SMP	168,341	502:21:42	0:00:04
FIRE DSP	145,403	358:50:56	0:00:08
MCTD	102,791	303:29:17	0:00:02
COURT/JAIL	131,127	270:52:20	0:00:02
FP	89,671	249:46:33	0:00:00
EMS	24,594	167:25:45	0:00:00
MCF	52,064	155:15:10	0:00:05
SRF	59,185	140:40:31	0:00:01
SMF	52,747	128:23:04	0:00:00
PARKS	42,046	122:23:20	0:00:04
LAW	44,123	115:58:14	0:00:00
CMF	44,097	109:36:54	0:00:00
NFD	40,992	104:18:50	0:00:01
PUB WKS	26,046	62:20:15	0:00:28
HUMANE	22,402	62:10:42	0:00:00
ICS	5,654	12:13:07	0:00:00
SAR/USAR	1,772	4:35:38	0:00:00
FIRE MSC	624	2:30:26	0:00:00
MUT AID	890	1:46:56	0:00:00
OTHER	258	0:41:22	0:00:00
TOTAL:	1,923,798	5445:22:32	0:01:06

Category	Radio Calls	Call Time	Busy Time	Percent Usage
LAW TOTAL:	1,302,233	3708:40:19	0:00:17	68.1
FIRE TOTAL:	421,478	1171:37:14	0:00:15	21.5
PUBLIC WORKS TOTAL:	176,795	501:07:21	0:00:34	9.2
NON-MERA TOTAL:	23,292	63:57:38	0:00:00	1.2
TOTAL:	1,923,798	5445:22:32	0:01:06	100.0

