

November 10, 2021

Executive Board Communication

Agenda Item C-1

**TO: MERA Executive Board**  
**FROM: Andrew LeBlanc – Operations Officer**  
**SUBJECT: MERA Systems Operations Update**

1. **September Operations Report**

- a. On September 7 @ 0730, the East Simulcast network went down for 13 seconds. The network rolled over to the redundant controller. Motorola System engineering was engaged and has been unable to find what caused the momentary system outage. There have been on equipment alarms, and the system has been stable.
- b. Power Supply failure – Prime Site - West Alternate Central Site Controller - Power supply replaced by Spare.
- c. East Simulcast channel 6 comparator control module failure - Prime Site - The Control module locked and was replaced with a spare
- d. Power Amplifier failure - Big Rock Channel 2 - Power Amplifier was replaced with a spare
- e. Intermittent audio issues - Marin County Sheriff Office - Comm Center, San Rafael PD, and Novato PD. The audio issues look to have been caused by radio frequency interference. DPW is working to track the problem which appears to be affecting the service area around Big Rock. No reports of interference since 09/23/2021

2. **October Operations Report**

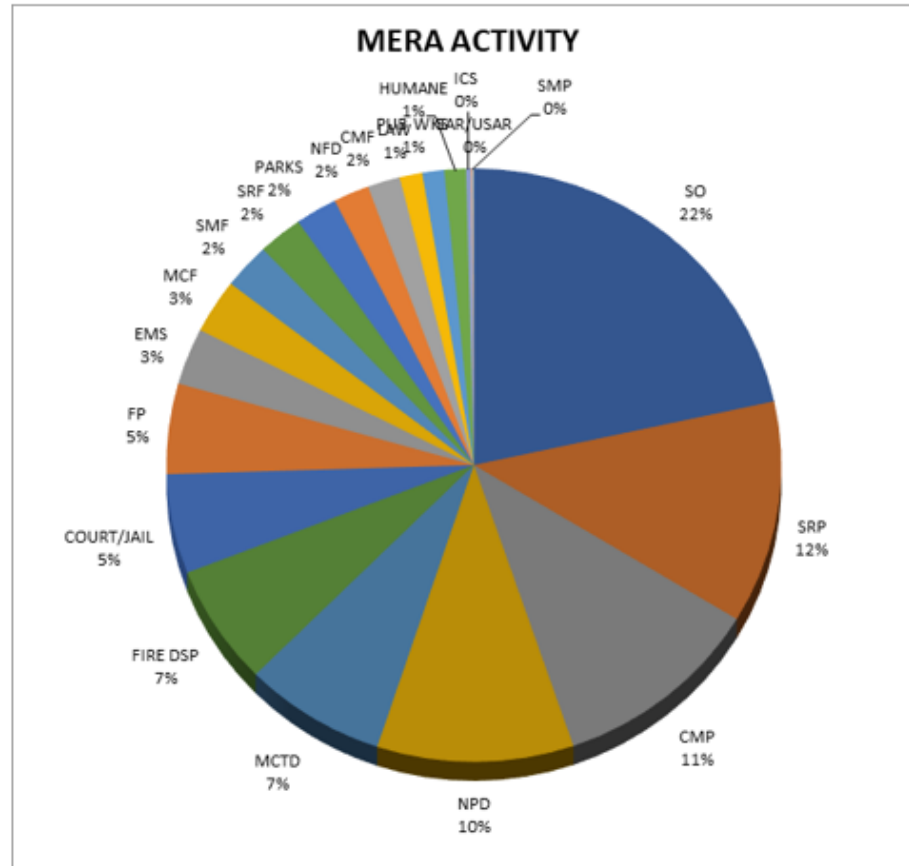
- a. Mill Valley Public Safety Building transmitter failed, hot standby took over, a spare was used to replace fault board.
- b. San Rafael Police Department primary talk group SRPD was unusable for nearly 12 hours where Dispatchers could not receive or transmit to field units; however, field units could still talk to other field units. Channel banks were reset at the Master site, this restored operation
- c. During the storm on 10/24 there were several microwave fades and connectivity restored after the weather cleared. Sonoma and Bay Hill lost connectivity several times during the storm, much of the day trunking went in and out. San Pedro, Tiburon, and Mt Barnabe also lost power for >24 hours and were on generator

# 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
<b>TOTAL:</b>	<b>220,607</b>	<b>627:41:51</b>	<b>0:00:01</b>

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



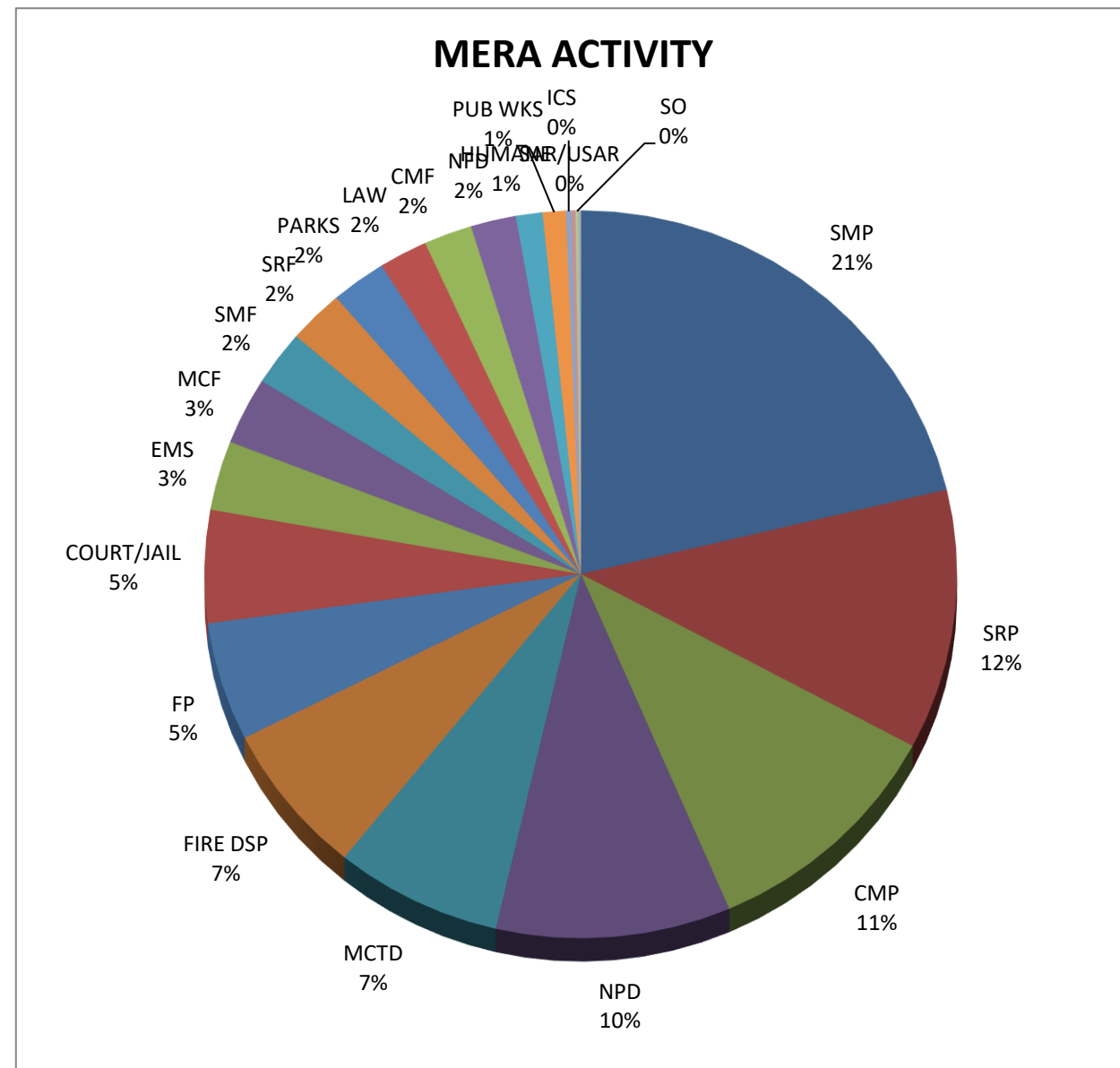
# MERA SYSTEM OPERATION

September

2021

Agency Grouping	Radio Calls	Call Time	Busy Time
SMP	44,206	134:18:55	0:00:00
SRP	24,567	72:58:37	0:00:00
CMP	21,137	67:49:31	0:00:00
NPD	21,991	63:38:57	0:00:00
MCTD	15,239	45:18:33	0:00:00
FIRE DSP	17,242	42:41:54	0:00:00
FP	11,930	33:12:25	0:00:00
COURT/JAIL	14,904	31:35:53	0:00:00
EMS	2,824	19:28:04	0:00:00
MCF	6,025	18:52:25	0:00:00
SMF	5,896	15:24:18	0:00:03
SRF	6,367	15:08:22	0:00:00
PARKS	5,031	14:58:56	0:00:00
LAW	5,029	13:12:01	0:00:00
CMF	5,228	13:06:49	0:00:00
NFD	4,843	12:15:54	0:00:00
HUMANE	2,473	7:13:17	0:00:00
PUB WKS	2,427	6:17:03	0:00:00
ICS	682	1:31:40	0:00:00
SAR/USAR	369	0:59:32	0:00:00
SO	362	0:55:57	0:00:00
FIRE MSC	90	0:16:15	0:00:00
MUT AID	96	0:13:34	0:00:00
OTHER	29	0:05:39	0:00:00
<b>TOTAL:</b>	<b>218,987</b>	<b>631:34:31</b>	<b>0:00:03</b>

Category	Radio Calls	Call Time	Busy Time
<b>LAW TOTAL:</b>	<b>144,126</b>	<b>417:42:16</b>	<b>0:00:00</b>
<b>FIRE TOTAL:</b>	<b>48,884</b>	<b>138:13:33</b>	<b>0:00:03</b>
<b>PUBLIC WORKS TOTAL:</b>	<b>23,408</b>	<b>68:11:51</b>	<b>0:00:00</b>
<b>NON-MERA TOTAL:</b>	<b>2,569</b>	<b>7:26:51</b>	<b>0:00:00</b>
<b>-----</b>			<b>-----</b>
	<b>218,987</b>	<b>631:34:31</b>	<b>0:00:03</b>

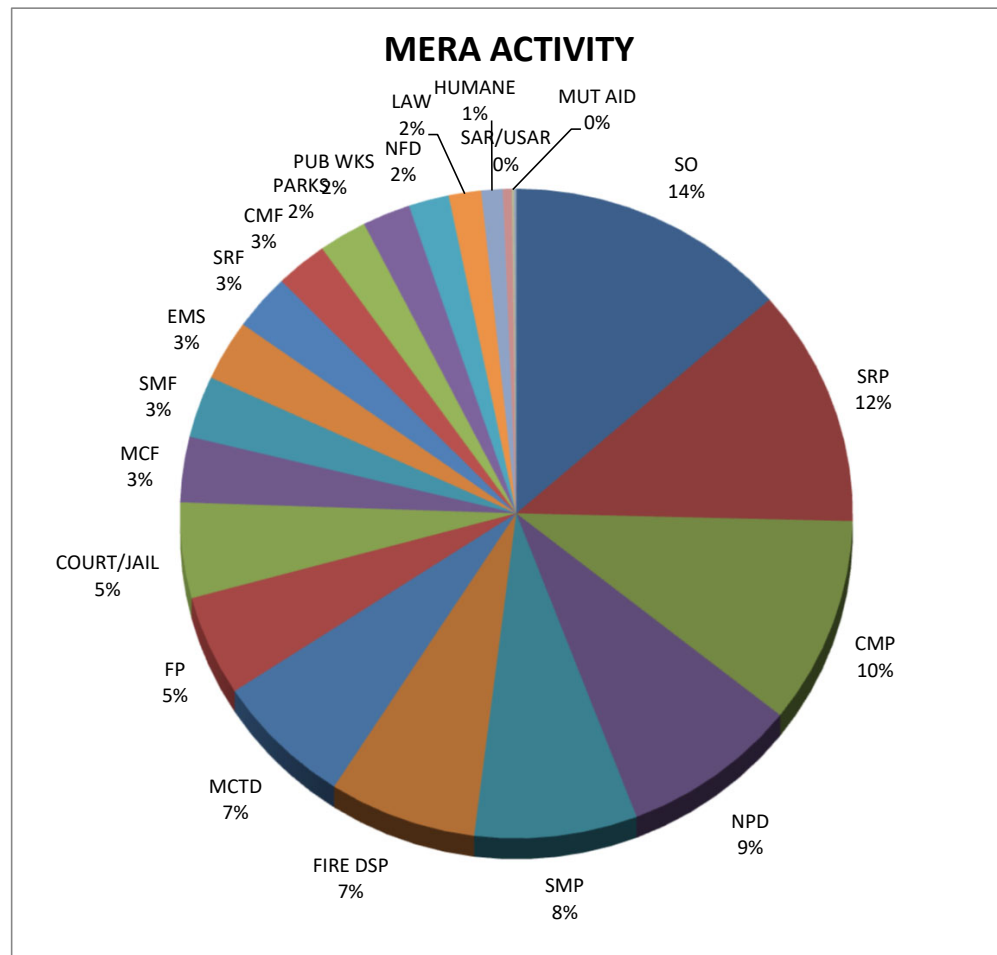


## MERA SYSTEM OPERATION

October 2021

<u>Agency Grouping</u>	<u>Radio Calls</u>	<u>Call Time</u>	<u>Busy Time</u>
SO	29,336	91:20:50	0:00:07
SRP	27,292	79:36:52	0:00:08
CMP	22,064	69:13:36	0:00:06
NPD	20,076	57:23:11	0:00:00
SMP	18,228	52:42:00	0:00:19
FIRE DSP	19,030	47:51:47	0:00:28
MCTD	15,176	45:01:33	0:00:00
FP	12,027	33:41:01	0:00:06
COURT/JAIL	15,314	31:58:05	0:00:03
MCF	6,798	21:56:43	0:00:09
SMF	7,716	20:41:14	0:00:21
EMS	2,922	20:21:10	0:00:00
SRF	7,591	18:51:56	0:00:01
CMF	6,448	16:52:48	0:00:05
PARKS	5,279	15:38:14	0:00:05
PUB WKS	5,368	15:33:31	0:00:34
NFD	5,067	13:06:10	0:00:01
LAW	4,100	10:29:59	0:00:00
HUMANE	2,565	6:54:27	0:00:00
SAR/USAR	994	2:58:03	0:00:00
MUT AID	184	0:32:57	0:00:00
FIRE MSC	89	0:23:04	0:00:00
ICS	139	0:18:27	0:00:00
OTHER	26	0:07:11	0:00:00
<b>TOTAL:</b>	<b>233,829</b>	<b>673:34:49</b>	<b>0:02:33</b>

<u>Category</u>	<u>Radio Calls</u>	<u>Call Time</u>	<u>Busy Time</u>
<b>LAW TOTAL:</b>	<b>148,437</b>	<b>426:25:34</b>	<b>0:00:49</b>
<b>FIRE TOTAL:</b>	<b>56,655</b>	<b>163:02:55</b>	<b>0:01:05</b>
<b>PUBLIC WORKS TOTAL:</b>	<b>25,988</b>	<b>76:38:56</b>	<b>0:00:39</b>
<b>NON-MERA TOTAL:</b>	<b>2,749</b>	<b>7:27:24</b>	<b>0:00:00</b>
<b>TOTAL:</b>	<b>233,829</b>	<b>673:34:49</b>	<b>0:02:33</b>



## MERA SYSTEM OPERATION

Annual 2021

Agency Grouping	Radio Calls	Call Time	Busy Time
SRP	295,124	858:27:31	0:00:08
SO	264,520	795:42:54	0:00:15
CMP	231,602	722:31:24	0:00:06
NPD	244,550	695:57:12	0:00:03
SMP	230,775	689:22:37	0:00:23
FIRE DSP	181,675	449:24:37	0:00:36
MCTD	133,206	393:49:23	0:00:02
COURT/JAIL	161,345	334:26:18	0:00:05
FP	113,628	316:39:59	0:00:06
EMS	30,340	207:14:59	0:00:00
MCF	64,887	196:04:18	0:00:14
SRF	73,143	174:40:49	0:00:02
SMF	66,359	164:28:36	0:00:24
PARKS	52,356	153:00:30	0:00:09
LAW	53,252	139:40:14	0:00:00
CMF	55,773	139:36:31	0:00:05
NFD	50,902	129:40:54	0:00:02
PUB WKS	33,841	84:10:49	0:01:02
HUMANE	27,440	76:18:26	0:00:00
ICS	6,475	14:03:14	0:00:00
SAR/USAR	3,135	8:33:13	0:00:00
FIRE MSC	803	3:09:45	0:00:00
MUT AID	1,170	2:33:27	0:00:00
OTHER	313	0:54:12	0:00:00
<b>TOTAL:</b>	<b>2,376,614</b>	<b>6750:31:52</b>	<b>0:03:42</b>

Category	Radio Calls	Call Time	Busy Time
<b>LAW TOTAL:</b>	<b>1,594,796</b>	<b>4552:48:09</b>	<b>0:01:06</b>
<b>FIRE TOTAL:</b>	<b>527,017</b>	<b>1472:53:42</b>	<b>0:01:23</b>
<b>PUBLIC WORKS TOTAL:</b>	<b>226,191</b>	<b>645:58:08</b>	<b>0:01:13</b>
<b>NON-MERA TOTAL:</b>	<b>28,610</b>	<b>78:51:53</b>	<b>0:00:00</b>
<b>TOTAL:</b>	<b>2,376,614</b>	<b>6750:31:52</b>	<b>0:03:42</b>

