

May 10, 2023

Governing Board Communication

Agenda Item C-1

TO: MERA Governing Board
FROM: Todd Williams - Operations Officer

SUBJECT: MERA System Operations Update April 2023

MERA April System Maintenance Report (Prior Month March Reporting)

December 2022, the Telecommunications Division provided the following support to MERA:

Forbes MERA Mountain Top Site- Intermittent to no signal coverage via channel 7 in the vicinity of the Ross and Fairfax areas effecting the East simulcast network (Issued solved via replacement of controller board.

- o On 3/17 Fairfax PD and multiple other local agencies experienced intermittent receive audio signal loss. Local users were asked to create/document via log recordings patterns of inoperability in efforts to narrow down root cause of signal degradation.
- o The following Friday night and Saturday these concerns escalated via more agencies i.e., Ross Valley, Fairfax, and surrounding areas experienced the same vulnerabilities.
- o A Radio Shop On Call Senior technician along with multiple other off duty technicians jump into action via collaborative efforts to determine or mitigate signal degradation by narrowing down root causes of deficiencies. It was determined that a failed channel 7 on the East simulcast MERA network was the cooperate of these vulnerabilities.
- o Upon disabling this failed channel 7, system checks were performed and confirmed no further issues or concerns for a temporary fix across the weekend. Overlapping redundant channel coverage did provide some ease of mind across the weekend until a more permanent fix could be implemented the following workday.
- o The following Monday investigation continued to narrow down the exact location of the vulnerabilities i.e., the Forbes Mountain top controller board (part was immediately replaced for a permanent solution).
- o More thorough system checks continued after replacing deficient parts with no further issues or concerns.



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Tiburon MERA Mountain Top Site- Intermittent to no signal coverage via channel 3 effecting Southern Marin Fire (Issued solved with replacement of controller board.

- o Oddly and more alarming 2 days later we experienced the same exact issues at the Tiburon MERA Mountain top site but now effecting the Southern Marin areas.
- o The exact trouble shooting procedures was performed again to mitigate and correct yet these new vulnerabilities the same positive results.
- o These where extremely rear occurrences as the Radio Shop had only experienced such failures once within the last decade.
- o Unfortunately, replacement parts remain in short demand prompting MERA Executive leadership to purchase the last 8 remaining spared controller boards in the entire vendor stockpile. Of course, these efforts gave the Radio Shop more peace of mind and a sense of security moving into an already delayed Next Gen overhaul.

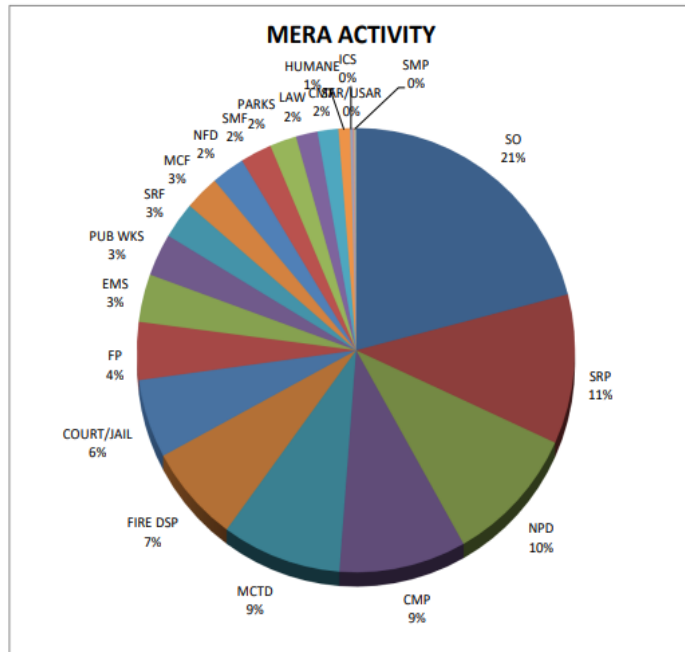


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MERA SYSTEM OPERATION

Agency Grouping	Radio Calls	Call Time	Busy Time
SO	43,248	131:32:45	0:00:00
SRP	24,293	68:23:19	0:00:00
NPD	21,948	62:56:03	0:00:00
CMP	18,833	58:51:38	0:00:00
MCTD	16,584	55:28:31	0:00:00
FIRE DSP	17,359	44:23:28	0:00:00
COURT/JAIL	16,647	35:57:30	0:00:00
FP	9,482	26:25:02	0:00:00
EMS	3,122	21:51:04	0:00:00
PUB WKS	7,298	19:22:21	0:00:01
SRF	6,936	16:40:41	0:00:00
MCF	5,078	16:00:09	0:00:00
NFD	5,443	15:28:04	0:00:00
SMF	5,793	14:32:27	0:00:00
PARKS	4,271	12:23:37	0:00:00
LAW	3,950	10:03:47	0:00:00
CMF	4,117	9:37:26	0:00:02
HUMANE	1,850	5:22:01	0:00:00
ICS	381	1:03:32	0:00:00
SAR/USAR	389	0:54:27	0:00:00
SMP	181	0:29:37	0:00:00
FIRE MSC	52	0:10:03	0:00:00
OTHER	33	0:06:17	0:00:00
MUT AID	37	0:03:08	0:00:00
TOTAL:	217,325	628:06:57	0:00:03

Category	Radio Calls	Call Time	Busy Time
LAW TOTAL:	138,582	394:39:41	0:00:00
FIRE TOTAL:	48,289	139:37:49	0:00:02
PUBLIC WORKS TOTAL:	28,567	88:24:18	0:00:01
NON-MERA TOTAL:	1,887	5:25:09	0:00:00
	217,325	628:06:57	0:00:03





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MERA SYSTEM OPERATION

Annual	2023		
Agency Grouping	Radio Calls	Call Time	Busy Time
SO	111,836	339:41:37	0:00:00
SRP	69,244	194:49:58	0:00:03
NPD	64,774	187:13:34	0:00:00
CMP	56,942	177:18:32	0:00:00
MCTD	45,316	148:00:09	0:00:00
FIRE DSP	50,809	128:58:53	0:00:00
COURT/JAIL	48,717	105:11:48	0:00:00
FP	27,302	75:10:35	0:00:00
EMS	9,126	63:46:10	0:00:00
MCF	16,681	53:14:26	0:00:00
PUB WKS	16,290	43:47:04	0:00:05
SRF	18,099	42:49:39	0:00:00
SMP	14,404	41:47:41	0:00:02
SMF	15,748	39:16:05	0:00:00
NFD	14,355	38:34:11	0:00:00
CMF	14,983	37:34:39	0:00:02
PARKS	12,490	37:03:26	0:00:00
LAW	10,644	26:12:55	0:00:00
HUMANE	4,999	13:58:04	0:00:00
SAR/USAR	2,050	5:30:20	0:00:00
ICS	1,234	2:55:36	0:00:00
MUT AID	304	0:46:12	0:00:00
FIRE MSC	194	0:42:55	0:00:00
OTHER	118	0:20:56	0:00:00
TOTAL:	626,659	1804:45:25	0:00:12

Category	Radio Calls	Call Time	Busy Time
LAW TOTAL:	403,863	1147:26:40	0:00:05
FIRE TOTAL:	142,045	410:27:18	0:00:02
PUBLIC WORKS TOTAL:	75,448	232:07:11	0:00:05
NON-MERA TOTAL:	5,303	14:44:16	0:00:00
TOTAL:	626,659	1804:45:25	0:00:12

