

Oct 25, 2023

Governing Board Communication

Agenda Item C-1

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

SUBJECT: MERA System Operations Update October 2023

MERA October System Maintenance Report (Prior Month September Reporting)

The Radio Communications division provided the following support to MERA:

Prime Site - Channel outage due to routine quarterly maintenance. Replaced and reprogrammed equipment spare board to correct discrepancy.

- o During quarterly maintenance, it's common practice to perform ongoing preventative maintenance, re-align equipment, and re-record metrics etc. However, these tasks are becoming more alarming, as any slight tinkering with this unwarranted, obsolete, and scarcely available equipment could cause major vulnerabilities via unforeseen outages, etc.
- o Recently, we've noticed more channel losses on the MERA East simulcast i.e., 1 of 11 channel degradations while performing routine quarterly maintenance validation checks, etc. These degradations are serious as they could potentially result in bunking sounds via the first responders and dispatchers radio equipment. When this happens, you must wait until a new channel is available to properly communicate.
- o Normally troubleshooting of these vulnerabilities can often last the entire day; furthermore, there's no guarantee that these corrective measures at these various sites will fix the ongoing problems. Additionally, availability of spare parts, and/or how long it will take to fix unforeseen issues can be concerning as well.
- o Obviously, replacing and reprogramming the deficient card worked this time; however, moving forward it may deem wiser to leave the equipment alone until we transition into the Next Gen network.

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Mount Barnabe - Mount Tam Microwave Signal Loss - Sporadic or intermittent signal loss (continuous - still monitoring to determine root cause).

- o Mount Barnabe - Mount Tam microwave signal degradation hasn't been an ongoing issue lately. Again, sometimes it's probably best to completely leave this equipment alone and wait for it to completely fail, given its age and frangibility.
- o Per last month's reporting, the Radio Communications Division technicians continue to monitor these logs, alarms, and charts to isolate or determine which radio is causing the outages.
- o Isolation of this equipment is the preferred choice, then replacing the degraded parts with spares may often deem the most feasible option.
- o Again, there is redundancy within the network via loop protection on the microwaves. Ideally, if there is a complete radio transmissions failure, loop protection will automatically kick in and reroute radio traffic to the other direction.
- o Rerouting of radio transmission are often seamless for the subscribers and dispatchers during most of these outages.

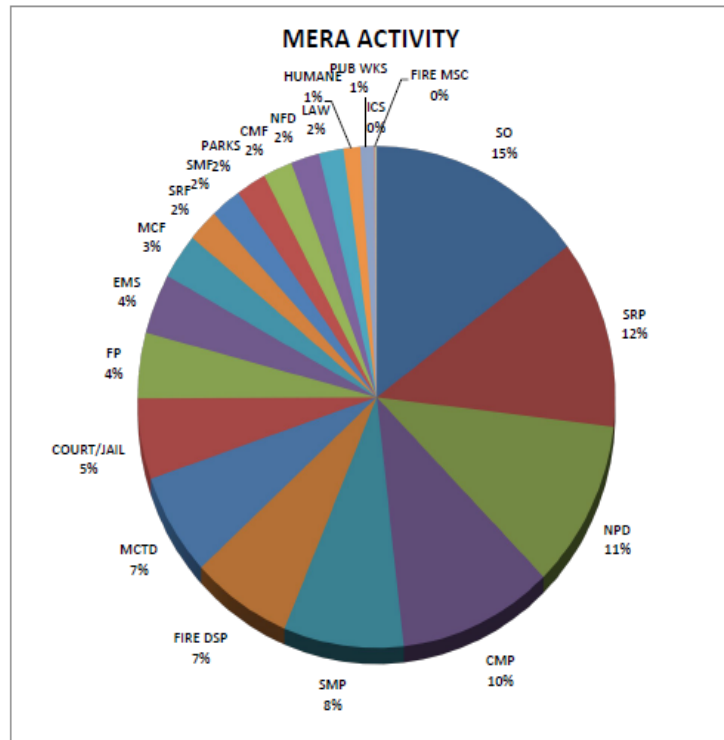


MERA SYSTEM OPERATION

September 2023

| Agency Grouping | Radio Calls | Call Time | Busy Time |
|-----------------|----------------|------------------|----------------|
| SO | 30,385 | 93:21:15 | 0:00:00 |
| SRP | 27,522 | 76:58:17 | 0:00:00 |
| NPD | 22,955 | 68:33:07 | 0:00:00 |
| CMP | 21,382 | 66:29:06 | 0:00:00 |
| SMP | 17,881 | 51:26:18 | 0:00:00 |
| FIRE DSP | 17,211 | 43:13:21 | 0:00:00 |
| MCTD | 13,743 | 41:49:06 | 0:00:00 |
| COURT/JAIL | 15,493 | 32:59:41 | 0:00:00 |
| FP | 9,974 | 26:39:49 | 0:00:00 |
| EMS | 3,587 | 24:33:56 | 0:00:00 |
| MCF | 6,377 | 18:38:04 | 0:00:00 |
| SRF | 5,280 | 13:16:21 | 0:00:00 |
| SMF | 4,899 | 13:13:32 | 0:00:00 |
| PARKS | 4,386 | 12:59:42 | 0:00:00 |
| CMF | 4,984 | 12:30:19 | 0:00:00 |
| NFD | 4,216 | 12:14:17 | 0:00:00 |
| LAW | 4,104 | 10:32:59 | 0:00:01 |
| HUMANE | 2,470 | 7:07:14 | 0:00:00 |
| PUB WKS | 2,545 | 5:47:53 | 0:00:01 |
| ICS | 249 | 0:32:06 | 0:00:00 |
| FIRE MSC | 114 | 0:24:28 | 0:00:00 |
| MUT AID | 64 | 0:06:50 | 0:00:00 |
| OTHER | 34 | 0:06:22 | 0:00:00 |
| SAR/USAR | 57 | 0:05:56 | 0:00:00 |
| TOTAL: | 219,912 | 633:39:59 | 0:00:02 |

| Category | Radio Calls | Call Time | Busy Time |
|---------------------|----------------|------------------|----------------|
| LAW TOTAL: | 149,696 | 427:00:32 | 0:00:01 |
| FIRE TOTAL: | 46,725 | 138:10:14 | 0:00:00 |
| PUBLIC WORKS TOTAL: | 20,957 | 61:15:09 | 0:00:01 |
| NON-MERA TOTAL: | 2,534 | 7:14:04 | 0:00:00 |
| TOTAL: | 219,912 | 633:39:59 | 0:00:02 |





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MERA SYSTEM OPERATION

Annual 2023

| Agency Grouping | Radio Calls | Call Time | Busy Time |
|-----------------|------------------|-------------------|----------------|
| SO | 310,244 | 942:51:09 | 0:00:00 |
| SRP | 225,332 | 634:36:51 | 0:00:03 |
| CMP | 178,135 | 553:15:44 | 0:00:00 |
| NPD | 174,178 | 509:18:16 | 0:00:00 |
| MCTD | 136,670 | 432:47:58 | 0:00:00 |
| FIRE DSP | 151,649 | 381:43:36 | 0:00:00 |
| COURT/JAIL | 144,028 | 307:08:38 | 0:00:00 |
| SMP | 96,036 | 284:24:33 | 0:00:02 |
| FP | 83,194 | 228:29:53 | 0:00:00 |
| EMS | 28,240 | 196:16:34 | 0:00:00 |
| MCF | 52,947 | 161:23:06 | 0:00:00 |
| LAW | 54,998 | 150:42:20 | 0:00:04 |
| PARKS | 43,222 | 127:11:28 | 0:00:00 |
| SRF | 53,544 | 125:31:37 | 0:00:00 |
| SMF | 44,950 | 112:44:02 | 0:00:00 |
| NFD | 39,000 | 101:57:27 | 0:00:01 |
| CMF | 40,465 | 99:10:55 | 0:00:02 |
| PUB WKS | 31,986 | 80:10:04 | 0:00:06 |
| HUMANE | 20,230 | 56:42:25 | 0:00:00 |
| ICS | 6,721 | 17:10:44 | 0:00:00 |
| SAR/USAR | 6,205 | 16:47:48 | 0:00:00 |
| FIRE MSC | 684 | 2:24:27 | 0:00:00 |
| MUT AID | 879 | 1:54:45 | 0:00:00 |
| OTHER | 331 | 1:00:40 | 0:00:00 |
| TOTAL: | 1,923,868 | 5525:45:00 | 0:00:18 |

| Category | Radio Calls | Call Time | Busy Time |
|----------------------------|------------------|-------------------|----------------|
| LAW TOTAL: | 1,266,145 | 3610:47:24 | 0:00:09 |
| FIRE TOTAL: | 417,684 | 1197:59:32 | 0:00:03 |
| PUBLIC WORKS TOTAL: | 218,930 | 658:20:54 | 0:00:06 |
| NON-MERA TOTAL: | 21,109 | 58:37:10 | 0:00:00 |
| TOTAL: | 1,923,868 | 5525:45:00 | 0:00:18 |

