



To: Bay Area UASI Approval Authority
From: Janell Myhre, UASI Regional Program Manager
Date: October 8, 2015
Re: Item 5: Mutualink Investments

Recommendation:

UASI Management Team to move forward with Recommendations.

Action or Discussion Items:

Discussion

Discussion/Description:

Purpose

In the August 2015 Approval Authority meeting, the Management Team was asked to provide further information on the Mutualink system in the region to determine how it could be effectively utilized within the Bay Area. Mutualink is an Internet Protocol (IP)-based multimedia overlay network and is designed to leverage the sharing of your existing radio, video, telephone, and IP-sensory equipment including disparate systems, as well as next-generation communication technology. A status of the Mutualink system implementation in the Bay Area is below, as well as recommended next steps to ensure public safety and emergency management agencies use the system efficiently.

Background

The Mutualink system history in the Bay Area was researched via personal interviews conducted with Bay Area county and city Emergency Managers, Mutualink vendors and the NCRIC staff. Written materials and vendor quotes were reviewed as provided by Bay Area stakeholders. There were no physical site visits or equipment tests.

The originally purchased Bay Area Mutualink equipment (legacy equipment) is stationary and considered an Inter-operability Work Station (IWS) complete with computers and monitors, accompanied with individual equipment components such as video, radio and telephone network interface controllers. The newer mobile Mutualink system consists of a virtual license called the

Edge platform which uses the Cloud through stationary and mobile technologies. The Edge enables the mobile sharing of radio, voice, data and text information.

Status of the Bay Area Mutualink system

The initial \$675,348 investment roll out of the Mutualink system in 2010 was distributed to different counties and agencies in the Bay Area with little to no training, policies or standard operating procedures. Currently, some jurisdictions are using the originally purchased equipment and others are using updated Mutualink products. Some equipment was installed in Department Operations Centers, some in Emergency Operations Centers. Some Mutualink equipment has been installed, uninstalled and then re-installed. Some equipment has not yet been unpacked.

Twenty two Mutualink IWS and eleven instances of the Edge platform are available for use in the Bay Area. A list of current Mutualink equipment locations is provided in Appendix A. The Edge technology can be used without the IWS and Mutualink equipment can be redistributed and/or exchanged for other equipment types.

Recommendations and Next Steps

After research and input from Bay Area stakeholders the Management Team recommends a phased approach to ensure the Mutualink equipment investment is used effectively.

<i>Phase One (Complete by March 30, 2016)</i>
<p>UASI Management Team will work with NCRIC to convene a Mutualink Focus Group with the following objectives:</p> <ul style="list-style-type: none">• Assess Mutualink equipment and usage<ul style="list-style-type: none">-Conduct site visits and usage assessment-Test and assess the Mutualink Edge applications• Conduct a Mutualink Tabletop exercise<ul style="list-style-type: none">- Establish objectives for Mutualink use in Super Bowl 50 in three counties- Utilize vendor provided training and standard operating procedures- Validate Mutualink product's effectiveness to support interoperable communication for public safety and emergency management agencies
<i>Phase Two (Complete by October 1, 2016)</i>
<p>Use outcomes from Phase One to develop a strategy for an effective Mutualink system roll out.</p> <ul style="list-style-type: none">• Assess Bay Area interest to further develop the system• Identify best practices for Mutualink operations in the Bay Area• Develop Bay Area Mutualink policies and standard operating procedures• Identify and schedule training opportunities• Determine additional Mutualink equipment needs and submit FY17 project proposals