To: **Bay Area UASI Approval Authority**

From: **Corey Reynolds, UASI Regional Project Manager**

Date: **November 10, 2016**

Re: **Item 7: Regional Mutualink Investments**

Recommendation:

None – discussion only

Action or Discussion Items:

Discussion

Discussion/Description:

Background

In August 2015, the Approval Authority directed the Management Team to provide further information on the Mutualink system in the region to determine how it could be more effectively utilized. Mutualink is an Internet Protocol (IP)-based multimedia overlay network and is designed to leverage the sharing of existing, disparate radio, video, telephone, and IP-sensory equipment and next-generation communication technology.

A status of the Mutualink system implementation in the Bay Area was presented at the October 2015 and since, the Management Team conducted a two-phased approach to support public safety and emergency management agencies in using the system efficiently. The Management Team reported out on Phase 1 in May 2016 and this report provides an update on the closeout of Phase 2.

Status

Phase 2 of this project involved assessing stakeholder interest in further buildout of the Mutualink system, identifying challenges and best practices in its operation, scheduling training opportunities, and determining additional Mutualink equipment and service needs for FY17 project proposals.

Challenges identified by users in Phase 2 of this project include a lack of understanding of Mutualink's capabilities, a lack of training on system operations, technical difficulties logging into the Mutualink system, and limited opportunities for day-to-day use. As such, at this time, there are not any stakeholder requests for further Mutualink investment.

<u>Next Steps</u>

Over the next year, the Management Team will work closely with Bay Area stakeholders and the NCRIC to ensure Mutualink addresses the following:

1. Conduct Local Outreach:
   - Identify key users given significant turnover
   - Schedule individual visits with each Mutualink customer across the region to understand unique needs and address challenges through customized training
2. Make Technological Improvements:
   - Provide remote access so users do not have to be physically stationed at their Mutualink equipment to use it
   - Continue to explore integrating Mutualink with other systems in use across the region, including CalCOP
   - Continue the migration from legacy Mutualink infrastructure to cloud-based Edge licenses
   - Address difficulty with logging into the Mutualink system using VPN
3. Operationalize the Technology:
   - Provide resources for users to integrate Mutualink into day-to-day operations as needed
   - Perform regular drills and system calls
   - Better integrate Mutualink into local and regional exercises

The Management Team will report out on progress in August 2017 and deliver recommendations on further Mutualink investment and buildout in anticipation of FY18 project proposals.