



To: Bay Area UASI Approval Authority
From: Corey Reynolds, UASI Regional Project Manager
Date: May 12, 2016
Re: Item 9: Mutualink - Super Bowl 50 Proof-of-Concept

Recommendation:

None – discussion only

Action or Discussion Items:

Discussion

Discussion/Description:

Background

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 was presented at the October 2015 meeting, and the Approval Authority directed the management team to conduct a two-phased approach (see October 2015 Planned Phased Approach) by October 2016 to ensure public safety and emergency management agencies use the system efficiently. This report provides an update on Phase One of the Mutualink project.

Status

In December 2015, the Management Team convened a Focus Group of regional stakeholders who expressed interest in using Mutualink during Super Bowl 50 operations. In coordination with the NCRIC, this focus group validated project goals and identified regional testing objectives for a coordinated proof-of-concept of the Mutualink system during Super Bowl 50. Four County EOCs, five City EOCs, NCRIC, and PG&E engaged in this proof-of-concept.

To build capability leading up to Super Bowl 50, template Standard Operating Procedures were distributed and the Management Team coordinated vendor-provided training sessions. Following

the training, engaged agencies tested the Mutualink applications and video feeds throughout San Francisco, San Mateo County, and Santa Clara County. Additionally, as part of Phase One of the project, an updated inventory and assessment of Mutualink equipment was performed, and is attached as Appendix A.

During Super Bowl operations, stakeholders evaluated established Mutualink objectives, and reconvened in March for an after-action meeting. Focus Group members found value in its use as a situational awareness and common operating picture (SA/COP) tool. Regional training on the Mutualink system and coordination of equipment sharing between PG&E and Bay Area end users benefited first responder real time situational awareness capabilities. Some technical issues were uncovered, such as video distortion and complications with the use of small hand held screens. Overall, Mutualink’s performance during Super Bowl 50 operations was viewed as a success.

Next Steps

A subset of the Focus Group has agreed to work with the vendor to develop technical solutions. Additionally, Focus Group members would like to explore further integration with other SA/COP tools such as CalCOP and WebEOC/CalEOC. Focus Group participants expressed significant interest in the further development and use of the Mutualink system across the region. An After Action Report will be finalized by the end of May and will inform Phase Two of the project to identify best practices for Mutualink operations in the Bay Area. The Management Team will provide an update to the Approval Authority at the end of the year.

October 2015 Planned Phased Approach

Phase One
<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
Phase Two
<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 proposal