



**To: Bay Area UASI Approval Authority**  
**From: Corey Reynolds, UASI Regional Project Manager**  
**Date: November 9, 2017**  
**Re: Item 9: Regional Mutualink Investments**

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**Staff Recommendations:**

No recommendation

**Action or Discussion Items:**

Discussion, Possible Action

**Discussion/Description:**

**Background**

Mutualink is an Internet Protocol (IP)-based multimedia overlay network that leverages the sharing of existing and disparate radio, video, telephone, and IP-sensory equipment and next-generation communication technology. Mutualink equipment was originally deployed in 2013 across three of the four UASI hubs – City of Oakland, Alameda County, City and County of San Francisco, San Mateo County, Santa Clara County, City of San Jose.

In August 2015, the Approval Authority directed the Management Team to determine how the Mutualink system could be more effectively utilized in the region. Since then, the Management Team worked closely with the NCRIC and representatives from each of the jurisdictions with Mutualink equipment to assess its usage and determine a path forward. The Management Team has supported public safety and emergency management agencies in using the system efficiently. This included virtual trainings, regular drills, and a proof-of-concept during Super Bowl 50, in which a series of technical and operational challenges were uncovered. The Management Team reported status updates on Mutualink utilization in the October 2015, May 2016, and November 2016 Approval Authority meetings.

### Current Status

Challenges with Mutualink equipment usage continues. Mutualink has not engaged effectively with local stakeholders and has not had a local liaison in the Bay Area for 15 months. This had led to a continued misunderstanding of Mutualink capabilities and a lack of trainings on system operations. Users report continued technical difficulties logging into and using the Mutualink system and limited opportunities for day-to-day use.

### Next Steps

The NCRIC will discontinue paying the annual subscription fee for Mutualink service given its lack of efficacy and utilization in the region. Local agencies with Mutualink equipment have been asked to return their equipment to the NCRIC.

A couple of agencies have indicated that they might like to keep the Mutualink equipment. The Management Team is assisting these agencies to develop an agreement directly with Mutualink and to address ongoing subscription and equipment fees.