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Date: February 12, 2020  
To: Emergency Services Board  
From: Stephen Walker, Director  
Subject: Harris Radio Report

Our Harris Radio system is operating as expected.

1. However, we did have a minor system disruption. Recently our Dispatchers encountered an issue where they could not dispatch on the Main Fire channel. This was recognized very quickly, and the on-duty supervisor Brandy Guy took quick action to activate our contingency plan, ensuring continuous radio and paging service. Harris investigated this and discovered that the section of the disc on the server storing this data was at full capacity, which caused the malfunction. Harris cleaned up the disc and has made a programming change that will reduce the possibility of this happening in the future.
2. We also had a recent malfunction in the UPS (Uninterrupted Power Source – back up) at the Mechanicsville Tower site. The site went into bypass, routing the frequency to other tower sites. This was a seamless transition and is designed to be so. We did not have any loss in service and there was no impact to our First Responders. The negative impact here if this did not function as planned would have been a similar incident as what occurred at the California site during the air show.
3. On February 3, 2020 we had a planned maintenance event in our 911 backup center. We replaced the UPS in the backup center. In preparation we powered down all systems in the center and then did the replacement. When we powered up the center, the 911 phone system in the backup center and in our main center failed. We immediately activated our contingency plan for this and transferred 911 trunk lines to Charles County and placed some of our dispatchers in their center. Our dispatchers received calls and then contact our dispatchers in our center and dispatched calls as they came in. This contingency plan worked as expected.

This malfunction was caused by the software reverting to default setting at the start up of the system. The default setting directed data to be sent to the 911 phone server in the back up center and at the same time to the 911 server in the main center, which caused a conflict and failure.

The system was fully restored at 7:07 pm on February 3, 2020.

New projects:

- In school Bi Directional Antennae project: All BDA's have been physically installed in the buildings. They are currently running the data feed cables in every school. We anticipate these devices to be turned on within the next 30 days. Anticipated completion date is May 1, 2020.
- Marine Band VHF radio Communications. The equipment is being installed on the Fairgrounds Tower. We have received approval from the Coast Guard to use the selected frequencies. We will be sharing frequency data with Fireboard. Anticipated completion date is March 30, 2020.
- Radio Console replacement project: Our Harris radio consoles in the backup center have all been replaced. All our dispatchers have received training from Harris on the new consoles. The consoles in the main center are scheduled for replacement this week. Our personnel will be operating out of the backup center during this replacement. Anticipated completion date February 21, 2020.

*Steph E. Walker*