

Title: Reporting Network Performance

Index: 206-D

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Owner: Operations Working Group (OWG)

1. Purpose

- a. The purpose of this procedure is to inform PCWIN members and participants of the radio system's use and efficacy

2. Background

- a. As participants in a regional radio network, dependent on its proper function, and responsible for its maintenance; it is important to have a firm understanding of how the system is being used and how faults and failures are being addressed

3. Procedure Statement

- a. A monthly report will be produced for the Executive Committee containing at least the following items:
 - i. Radio System
 1. Percentage of network up time
 2. Number of PTTs in the month
 3. Number of PTT denials
 4. Percentage of PTT requests that were denied
 5. Number of Emergency Activations
 6. Description of any service interruptions and the impact to operations
 7. Description of any major service or configuration changes made during the month
 8. Number of PTT on customer requested talk groups
 9. Description of any service problems
 - ii. Backhaul Network
 1. Percentage of network up time
 2. Report of any link failures
 3. Description of any service interruptions and the impact to operations
 4. Description of any major service or configuration changes made during the month
 5. Number of equipment malfunctions by site
 - iii. Service Response
 1. Number of calls for service (CoT & Pima County)
 - a. By Site
 - b. By Agency

2. Number of SLA response times met (CoT & Pima County)
3. Number of SLA response times not met with reason (CoT & Pima County)
- b. PCWIN Network Managing Member (Pima County IT Wireless Services) will routinely brief the Executive Director on the 800MHZ radio system's health and usage. Each month a formal report will be prepared for the Executive Director to brief during the Executive Committee sessions
- c. PCWIN Network Managing Member will furnish a report in a timely manner upon request from a PCWIN member agency.

4. Applies to

- a. All PCWIN members and participants

5. Supporting Rules

- a. Service Level Agreements

6. Conditions for Exemption or Waiver

- a. None