

Title: **Maintenance Provider Measures of Effectiveness**

Index: 206-E

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1. Purpose

- a. To define PCWIN maintenance services, measures of effectiveness, and reporting procedures.

2. Background

- a. The PCWIN Radio Network System is a digital trunked, wide-area network (WAN) shared system between the Pima County, the City of Tucson (COT) and other local government agencies. The fundamental objective of the PCWIN Communications System, hereafter referred to as the “System,” is to provide reliable and secure interoperable communications for first responders especially during emergencies, critical situations and multi-agency exercises. The System consists of multiple simulcast and standalone sites and thousands of subscriber radios operating throughout Pima County.
- b. PCWIN Wireless Services and City of Tucson Communications Maintenance are the only two Board approved maintenance providers authorized to work on PCWIN equipment. Maintenance responsibilities are divided as described below:
 - i. PCWIN Wireless Services – Serves as the Network Managing Member and is responsible to the PCWIN Board of Directors for the overall operation of the PCWIN network to include microwave, SONET, radio infrastructure, and provides subscriber maintenance to supported agencies.
 - ii. City of Tucson Communications Maintenance – Shares network backhaul maintenance responsibilities and provides subscriber maintenance services to supported agencies.

3. Procedure

- a. PCWIN Maintenance Providers (PCWIN Wireless Services and COT Communications Maintenance) are responsible for monitoring and reporting on infrastructure and subscriber maintenance issues and maintenance effectiveness. The reports listed in Appendix B will be completed and provided to the PCWIN

Director on a monthly basis. The PCWIN Director will include this information in the monthly and quarterly PCWIN Director Updates provided to the PCWIN Executive Committee (EC) and PCWIN Board of Directors (BOD). At the discretion of the PCWIN Director, the Managers of PCWIN Wireless Services and COT Communications Maintenance may be requested to attend the EC and BOD to provide their respective updates.

- b. Maintenance Providers will strive to ensure the service levels in Appendix A are met.
- c. As a minimum, Maintenance Providers will provide monthly reports from CommSHOP, where applicable, on the following topics:
 - i. Master Site activity (maintenance, outages, upgrades, etc.)
 - ii. RF Site Equipment activity (maintenance, outages, upgrades of simulcast, standalone, and DVRS sites)
 - iii. Logging Recorder activity (service calls, maintenance, outages, upgrades)
 - iv. Dispatch Equipment (maintenance, outages, upgrades)
 - v. Management Tools including MOSCAD, Provisioning Manager, Radio Control Manager (maintenance, outages, upgrades)
 - vi. Site Maintenance activity including site damage, grounding issues, etc.)

4. Applies to

- a. PCWIN Maintenance Providers

5. Supporting Rules

- a. None

6. Conditions for Exemption or Waiver

- a. None

Appendix A – Maintenance Provider Response Times and Definitions

PCWIN Maintenance Provider defined response times are shown below. Every effort will be made to meet the designated response times based on the severity levels.

| Severity Level | Remote Telephone Technical Support Response Times | On-Site Technical Response Time (If Required) | Problem Types |
|-------------------|---|--|--|
| Severity 1 | Within ½ hour from receipt of notification | Within 2 hour from receipt of notification | Major System failure of the Master Site Controller or loss of an entire repeater site. Site environment alarms (smoke, access, temp, AC Power, Logging Recorder) |
| | | | |
| Severity 2 | Within 2 hour from receipt of notification | Within 2 hours from receipt of notification | Significant system impairment multiple dispatch consoles down, Simulcast A, B or North Simulcast impaired, remote standalone site down |
| | | | |
| Severity 3 | Within next day | Within 24 hours from receipt of notification (if required) | Intermittent System issues – minor issues related to weather, redundant subsystems |
| Severity 4 | Within next business day | Within next business day notification (if required) | Minor issues with no significant impact to infrastructure or users |
| Severity 5 | As scheduled | As scheduled | Planned routine maintenance (Minimum 72 hour notification required) |

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|---|
| <ol style="list-style-type: none"> 1. Responses times may not apply in cases of inclement weather and/or subject to availability of specialty transportation 2. Response times are based on standard business hours 7:00 a.m. – 4:00 p.m. local time, Monday through Friday (excluding observed Federal holidays) |
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Appendix B – Maintenance Provider – Measures of Success

PCWIN Maintenance Providers measures of success will be defined by collecting and reporting the information below to the PCWIN Director on a monthly basis. At the PCWIN Director's discretion additional information may be requested and, Maintenance Providers may be required to provide maintenance updates to the PCWIN Executive Committee and Board of Directors.

- 1. Number Open CommSHOP Workorders**
- 2. Number of Closes/Resolved CommSHOP Workorders**
- 3. Average CommSHOP Workorder Completion Time (In Days)**
- 4. Number of CommSHOP Workorders by Supported Agency**
- 5. Number of Lost/Stolen Radios**
- 6. Number of Lost/Stolen Radios Recovered**
- 7. Master Site Activity**
 - a. Routine maintenance performed
 - b. Outages (what, root cause, resolution)
 - c. Upgrades
- 8. Simulcast & RF site Activity**
 - a. Routine maintenance performed
 - b. Outages (what, root cause, resolution)
 - c. Upgrades
- 9. NICE Logging Recorder Activity**
 - a. Routine maintenance performed
 - b. Outages (what, root cause, resolution)
 - c. Upgrades
- 10. Dispatch Equipment Activity by Site**
 - a. Routine maintenance performed
 - b. Outages (what, root cause, resolution)

 - c. Upgrades

11. Management Tools (MOSCAD, Provisioning Manager, Radio Control Manager)

- a. Routine maintenance performed
- b. Outages (what, root cause, resolution)
- c. Upgrades

12. Site Maintenance Actiivty

- a. Routine maintenance performed
- b. Site Damage