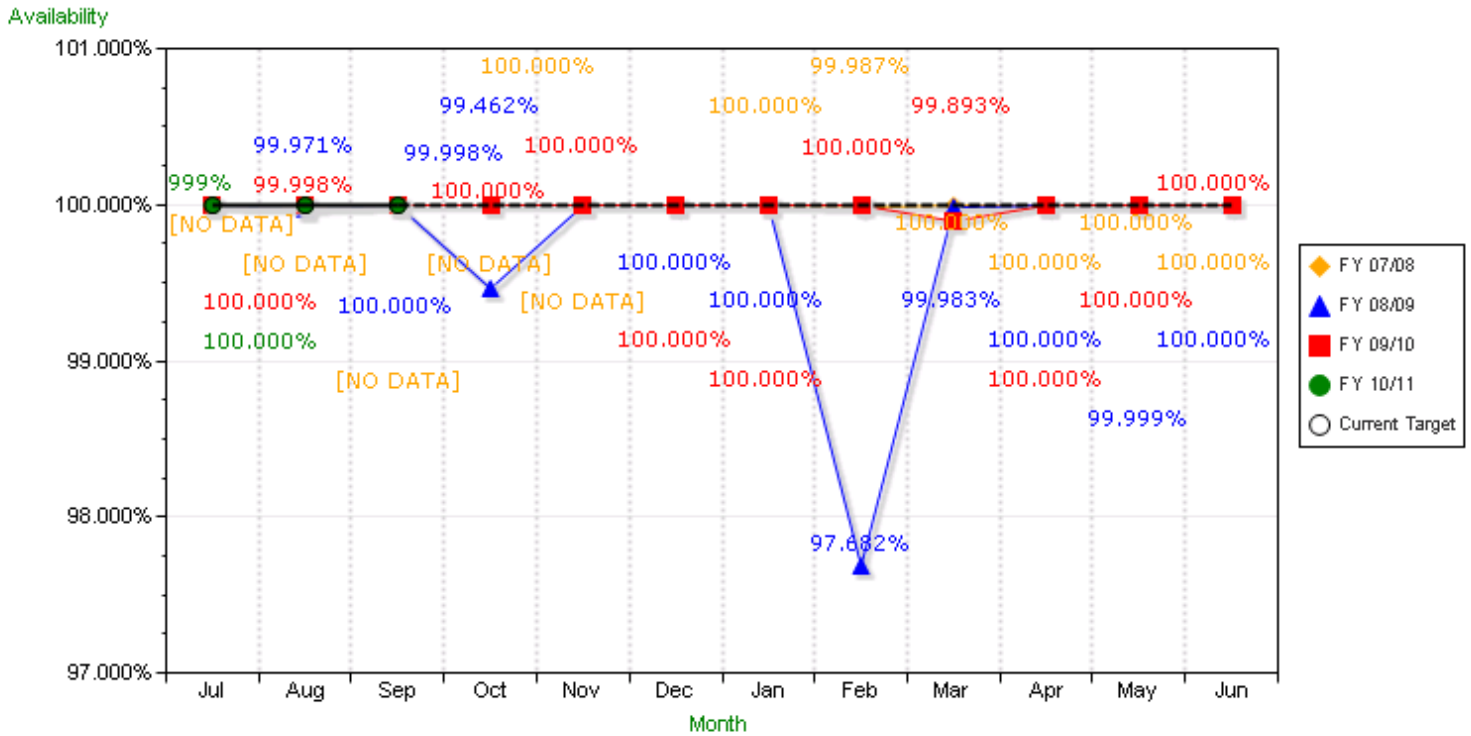


Metric: % of time the TOPAZ radio system is available to users.

## TOPAZ System Availability



### Performance Analysis

During the month of September there were no service affecting events.

### Description and Target

Measure of system "uptime" which is the cumulative time the TOPAZ trunked radio system is providing communications services to its users. The measure is determined by deducting unplanned outages from the total elapsed time and is represented by a percentage. The target is 99.999% (five 9s) availability (uptime).

### Benchmark Description and Values

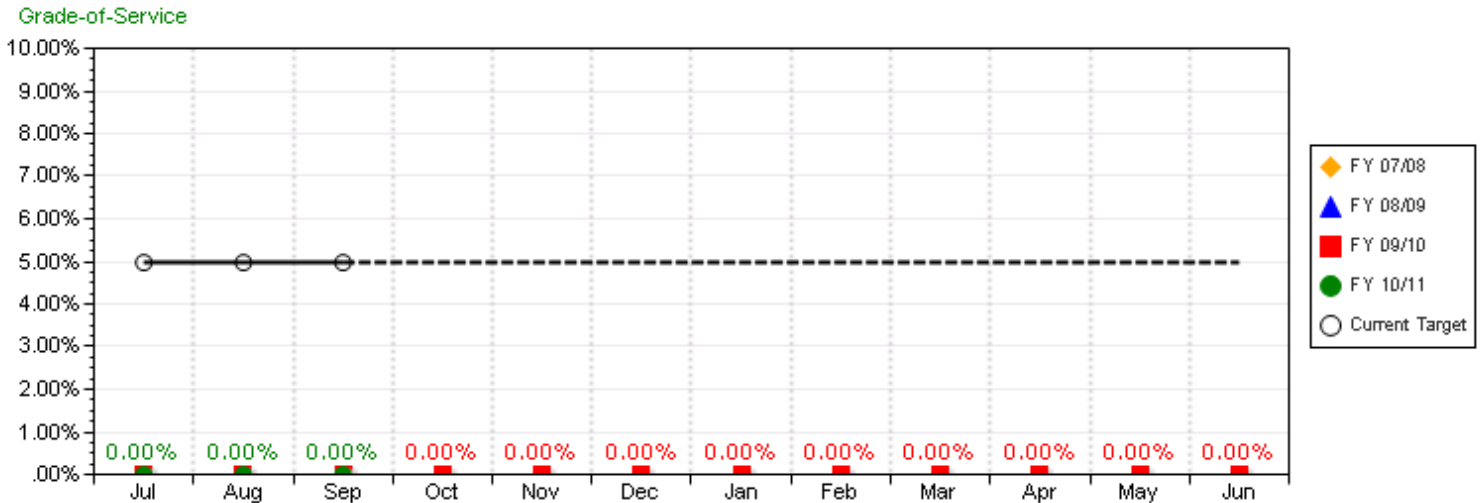
This is an industry standard.

FY 09-10	FY 10-11	FY 11-12
99.999%	99.999%	[NO DATA]

Report Generated At 11/4/2010 7:52:39 AM

**Metric: Measure of the TOPAZ radio system's ability to process a user's call request during the radio system's busiest usage hour (Grade of Service)**

## TOPAZ Grade-of-Service



### Performance Analysis

The radio system grade of service is 0.00% for the month of September. This indicates that no busies were encountered during the busiest hour of the month.

### Description and Target

Measure of the ratio of busies (call rejects due to lack of an available radio channel) to push-to-talks that the system encounters during the busiest hour of the reporting period. During 100 push-to-talks there should be less than 5 busies. The system has been designed for this level. The calculation is derived by looking at the busiest hour in a given month.

### Benchmark Description and Values

The target is from the original system design and is a standard in the industry.

FY 09-10	FY 10-11	FY 11-12
5.00%	5.00%	[NO DATA]

Report Generated At 11/4/2010 7:50:56 AM