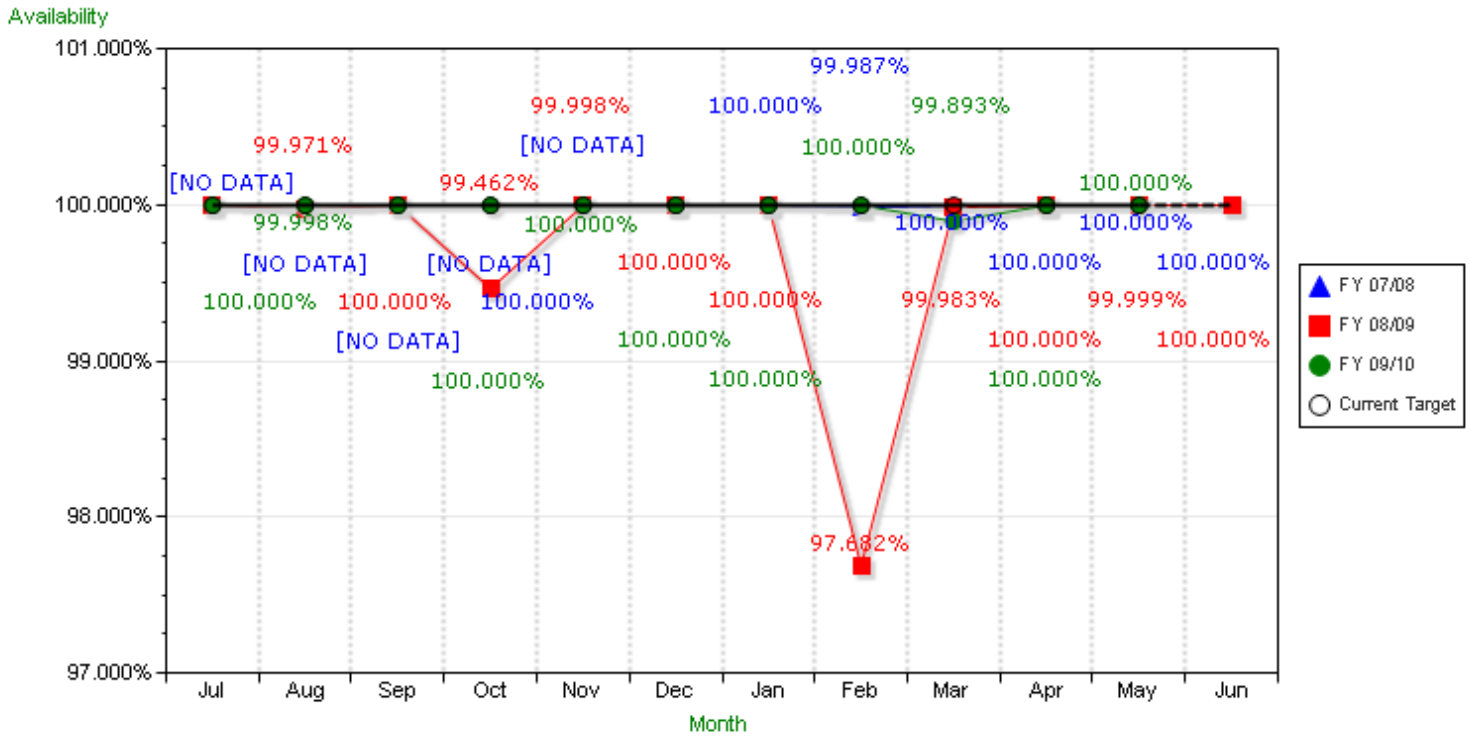


Metric: % of time the TOPAZ radio system is available to users.

## TOPAZ System Availability



### Performance Analysis

During the month of May 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 08-09	FY 09-10	FY 10-11
99.999%	99.999%	99.999%

Report Generated At 6/10/2010 2:03:47 PM