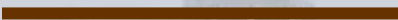




City of San Diego

# Department of IT



## Communications Division

*Status of contract with  
Sprint Solutions, Inc.*



THE CITY OF  
SAN DIEGO  
♦  
CALIFORNIA

Budget & Government  
Efficiency Briefing



# Background

- On October 28, 2013, City Council authorized execution of the amendment to the Agreement with Sprint Solutions, Inc.
- Department of Information Technology committed to monthly reporting to the Budget and Finance Committee on Sprint's progress against deliverables.



# Status of Issues

- Citywide Sprint upgrades to cell towers
  - 25 tower upgrades scheduled during Nov/Dec 2013
  - 45 tower upgrades completed during Nov/Dec 2013
  - System-wide transformation will address 178 towers by May 2014
- Chollas coverage issues identified and resolution in progress



# Voice Performance Metrics

- Citywide Voice Quality of Service Metrics – Police

- Block Rate: 1.21% / 0.97% / 0.84% (Sept / Oct / Nov & Dec)
- Drop Rate: 1.98% / 1.91% / 1.82% (Sept / Oct / Nov & Dec)

- Citywide Voice Quality of Service Metrics – Fire

- Block Rate: 1.17% / 1.92% / 8.99% (Sept / Oct / Nov & Dec)
- Drop Rate: 1.00% / 1.92% / 1.12% (Sept / Oct / Nov & Dec)



# Data Performance Metrics

## ● Northern Station Data Quality of Service Metrics – Police

- Block Rate: 2.01% / 1.11% (Pre-construction / Nov & Dec)
- Drop Rate: 3.86% / 1.42% (Pre-construction / Nov & Dec)

## ● Southern Station Data Quality of Service Metrics – Police

- Block Rate: 3.00% / 3.51% / 0.54% (Pre / Post / Nov & Dec)
- Drop Rate: 6.18% / 4.78% / 2.74% (Pre / Post / Nov & Dec)

## ● Southern Station Data Quality of Service Metrics – Fire

- Block Rate: 0.14% / 0.29% / 0.06% (Pre / Post / Nov & Dec)
- Drop Rate: 0.01% / 0.06% / 0.11% (Pre / Post / Nov & Dec)



# SDPD Update

- Data Modem Transformation update
- Cellular Services Transformation update



# Marketing Partnership

- Sprint has agreed to maintain the \$100,000 sponsorship level
- Fee to be paid monthly to coincide with current agreement





# Recommendation

- Report progress in March 2014 and consider recommending reinstatement of the annual agreement with Sprint