

My PSAP E911 Center Wireless Tandem 2 Performance Analysis Report

Overall, E-9-1-1 Network Performance for My PSAP E-9-1-1 Center Wireless Tandem 2 Trunk Group exceeds Performance Goals in most areas. However, the required trunks needed to handle peak traffic are 9 trunks out of 8 available trunks. The total trunks could be slightly increased on this trunk group.

From Date:

5/1/2005

To Date:

5/28/2005

Performance Overview



Good



Fair



Poor



Bad

Over All Performance

Performance Measurements	Contributors
Call Handling Efficiency	Ntwk,CPE
Resource Utilization	Ntwk/CPE
Resource Availability	Ntwk/CPE
Cost of Service	All



Call Handling Efficiency

99



Resource Availability

89



Resource Utilization

98



Cost of Service

96

Call Handling Efficiency (CHE)

Performance Measurements	Contributors
Completed Calls Ratio	Ntwk/CPE
Avg. Answer Time	CPE/User
Manual Transfer Completion	CPE/User/Ntwk
Wireless Call Performance	CPE/User/Ntwk
Network Abandon Calls Ratio	Ntwk/Caller
CPE Abandon Calls Ratio	CPE/User



Completed Call Ratio

82.11%



Wireless Call Performance

82.11%



Avg. Answer Time

04.86 Sec



Network Abandon Calls Ratio

9.92%



Manual Transfer Completion

0.0%



CPE Abandon Calls Ratio

0.0%

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 ■ Poor
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Resource Utilization

Performance Measurements	Contributors
Circuit Unitization	Ntwk
Busy Hour Performance	Ntwk
Max. Blocked Calls (BH)	Traffic
Avg. # of Calls Per Trunk	NtwkUser
Avg. Call Duration	User
% Bad Calls	Ntwk/CPE

■ Circuit Unitization	100. %	■ Avg. # of Calls Per Trunk Grp	36.87 /Hr
■ Busy Hour Performance	89.19 %	■ Avg. Call Duration	1.34 Min
■ Max. Blocked Calls (BH)	6	■ % Bad Calls	10.37 %

Resource Availability

Performance Measurements	Contributors
Circuit Availability	Ntwk/CPE
% Unused or Busy Trunks	NtwkCPE
% Trunks Tested	Ntwk
Percent All Trunks Busy	CPE/Ntwk
Trunk Load Balance Deviation	Network

■ Circuit Availability	100. %	■ Max.% of Trunks Busy at One Time	100. %
■ % Unused or Busy Trunks	0	■ Trunk Load Balance Deviation	36.19%
■ % Trunks Tested	00.00%		

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Cost of Service

Monthly Cost Per Trunk: \$1,000.00

■	Avg. Trunk Idle Time	90.56%	■	Avg per Call Circuit Cost	\$ 8.49
■	BH Avg Usage Per Trunk	3.16%			
■	# of Required Trunks	7.7			

Performance Measurements Contributors

Trunk Idle Times	User
BH Avg Usage Per Trunk	User
# of Required Trunks	Traffic
Avg per Call Circuit Cost	CPE/User/Ntwk