



**PUBLIC SAFETY  
NETWORK**  
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# **Public Safety Network Appendix 11. Reporting**



**Contents**

- 1. Reporting ..... 3
- 2. Health and Safety Reporting..... 3
- 3. Financial Reporting ..... 3
- 4. Build Reporting ..... 3
  - 4.1 LMR ..... 3
  - 4.2 Cellular..... 4
  - 4.3 MC Platform..... 4
  - 4.4 Personal Alerting ..... 5
  - 4.5 Aggregation ..... 5
- 5. Service Performance Reporting..... 5
  - 5.1 Daily Reporting ..... 5
  - 5.2 Weekly Reporting ..... 5
  - 5.3 Monthly reporting..... 5
  - 5.4 Quarterly Reporting ..... 7
  - 5.5 Other/On Demand Reporting..... 7

## 1. Reporting

You should provide us with the information and reports set out in this Appendix. The required reports are to cover:

- Health and safety performance (section 2);
- Financial Reporting (section 3);
- Build reporting, including reporting against contractual milestones (section 4); and
- Service performance reporting, including network performance and service management KPIs (section 5).

Except where noted otherwise, reports are to be provided in time for the agreed monthly meeting, and in any case not later than 10 business days after the end of the month, with summary reports provided for the executive group meetings.

For each Service that You have agreed to offer, we expect that the above reporting can be provided to any participating agency on the basis set out below.

## 2. Health and Safety Reporting

Health and safety reporting to include items such as:

- total reportable injuries and frequency rate;
- serious harm injuries (i.e. notifiable events, including notifiable injuries and notifiable incidents);
- restricted work injuries;
- medical treatment injuries;
- first aid injuries;
- injuries to members of the public;
- lost time injuries and frequency;
- number of hours worked;
- safety near misses (or notifiable incidents);
- number of safety audits/inspections undertaken per month and results; and
- the results of investigations undertaken into serious incidents, including serious harm.

## 3. Financial Reporting

Financial reporting is to include items such as:

- Project financial reports, including actual, forecast, and committed expenditure against plan: and
- Audited financial accounts to be provided annually, within 14 days of becoming available.

## 4. Build Reporting

Build reporting is to be against agreed project milestones, and to include progress towards meeting those milestones and any key activities that need to be undertaken against those milestones.

### 4.1 LMR

LMR Build reporting to include items such as the progress towards completing individual sites, and the key steps to completing a site, and completing the core. For example:

LMR Build Report for each site, including items such as:

- Site Name;
- Priority Group (this is the region that the site is part of);
- Land Acquisition (date and progress);
- Right to build achieved (Lease and planning permission obtained);
- Power Supply;
- Backhaul order and commissioning dates;
- Civil start;
- Practically complete; and
- Commissioned and tested.

LMR Core Network Build Report for each site, including items such as:

- Site Name;
- Priority Group;
- Installation Complete;
- Backhaul order and commissioned; and
- Site commissioned.

Solution delivery reporting on major delivery milestones, including items such as:

- Lab demonstration of the end-to-end solution, including Push-to-talk (PTT) services working with the Cellular network;
- Core integrated to cellular;
- Commission Cellular to LMR, and Cellular to LMR PTT over MNO and RCG networks;
- Integration with Voice Console;
- Integration to network Management Systems (network visibility, services available on a service catalogue, provisioning, reporting, MACs); and
- Aggregated coverage report.

## 4.2 Cellular

The cellular network reporting is to include items such as the progress towards completing delivering the required infrastructure, integrating that infrastructure, and providing the services. For example:

- Project mobilisation;
- Lab testing, demonstrating the integration of the Cellular Services to the LMR platform, the RCG network, and the services (Prioritisation, Pre-emption, QoS, Mission Critical Video, Mission Critical Messaging);
- Progress toward upgrading networks to support new services;
- Progress towards testing of any PSN services;
- Integration with Eligible Agencies; and
- Integration with network management systems (network visibility, services available on a service catalogue, provisioning, reporting, MACs).

## 4.3 MC Platform

The MC Platform reporting is to include items such as the progress towards completing delivering the required infrastructure, integrating that infrastructure, and providing the services. For example:

- Project mobilisation;
- Provisioning of Mission Critical PTT services between the Cellular-LMR, and LMR-Cellular networks: and
- Integration with Voice consoles.

## 4.4 Personal Alerting

Personal Alerting reporting is to include items such as the progress towards completing delivering the required infrastructure, integrating that infrastructure, and providing the services. For example:

- Project mobilisation;
- Services Provisioned; and
- Integration of solution elements into Eligible Agencies.

## 4.5 Aggregation

Aggregation reporting is to include items such as the progress towards completing delivering the required infrastructure, integrating that infrastructure, and providing the services. For example:

- Integration of LMR and Cellular networks; and
- Integration of solution elements into Eligible Agencies.

## 5. Service Performance Reporting

The purpose of Service Performance reporting is to measure the performance of the commissioned network and services against contracted Key Performance Indicators (KPI)s for parameters such as availability, data quality, ability to connect calls, congestion, and call quality. Service Management performance will also be measured, and this includes parameters such as time to answer a call.

### 5.1 Daily Reporting

The daily reporting will include items such as:

- 'Shift update';
- Incidents logged in the last 24 hours;
- Ongoing incident/problem updates;
- Daily tasks completed;
- Call log; and
- Anything of note in the next 24 hours (e.g. approved changes, commissioning).

### 5.2 Weekly Reporting

The weekly report will include items such as:

- Incidents;
- Problems, including updates;
- Requests, including updates;
- Changes that have occurred (and/or current status);
- Performance summary;
- Key service impacting Service Level Agreements (SLAs) e.g.
  - Availability;
  - Queues (A and B) and waits;
  - Failures (voice and data);
  - Collisions;
  - Lost devices; and
  - Emergency activations.

### 5.3 Monthly reporting

The monthly report will include items such as:

Appendix 11. Reporting

- Availability of the overall aggregated service(s);
- Availability of the MC Platform;
- Availability of the LMR core;
- Availability of the LMR network (and associated services);
- Availability of management systems, including device management and Transparent Network Management;
- Incidents – Summary;
- Problems – Summary and Description;
- Service Requests – Summary;
- Change Management – Summary and Description. Includes exception reporting of un-notified planned work;
- Failure rates and/or trends;
- Response and repair time for service outages;
- Quality of service for Cellular MC Data Services: latency, packet loss and jitter in line with each QCI;
- Priority (Attainability) - no requests for service were denied (when other users gained access);
- Pre-emption occurrences;
- Retainability – no drops in service (other than moving out of coverage);
- Service uptake tracking and utilisation; and
- Push-To-Talk performance, e.g.
  - Calls that exceed the maximum Late call entry time for MCPTT;
  - Calls that exceed the maximum Access Time for MCPTT;
  - Calls that exceed the maximum Mouth to Ear latency for MCPTT;
  - Calls that exceed the maximum queue-time for MCPTT;
  - Calls that exceed the maximum total count of queued calls for MCPTT;
  - Calls that exceed the maximum Late call entry time for LMR;
  - Calls that exceed the maximum Access Time for LMR;
  - Calls that exceed the maximum Mouth to Ear latency for LMR;
  - Calls that exceed the maximum Queue-time for LMR;
  - Calls that exceed the maximum Total count of queued calls for LMR;
  - Calls that fall below the minimum MOS-LQO of all voice calls within the same system;
  - Calls that fall below the minimum MOS-LQO of all voice calls interworking between 3GPP and non-3GPP systems; and
  - The measurement method for voice quality shall be ITU-T P.862 and P.863.

#### Reporting on voice quality within the LMR system:

- Messaging Performance, e.g.
  - % of messages successfully delivered;
  - % of messages successfully delivered within one second;
  - % of messages delivered later than one second.
- Network Health, e.g.
  - Link utilisation %; and
  - Platform utilisation %.
- Continual Improvement, e.g.
  - Trend analysis and forecasting;
  - Capacity;
  - Talk time (average, worst hour, etc);
  - Data usage;
  - Devices (i.e. stunned);
  - OTAR/OTAP;
  - Collisions;
  - Emergency activations; and

- Unit-to-unit calls.

## 5.4 Quarterly Reporting

The quarterly report will include items such as:

- SLA overview/Summary for the quarter;
- Continual Improvement and Transitional activities;
- Projects;
- Issues/risks; and
- Roadmap/Innovation.

## 5.5 Other/On Demand Reporting

From time-to-time, there may be additional 'ad hoc' reporting required, such as:

- Incident review (ICT);
- Specific usage device report; and
- Input into:
  - Independent report on an Emergency Services operational incident; and
  - Official Information Act request / Parliamentary Question.