



Office of the Independent Budget Analyst

**Public Safety Concerns With Sprint
Solutions, Inc. Communication
Services**

**Presentation for the
Budget and Finance Committee
October 30, 2013**



Background

- At the October 2, 2013 B&FC, the first one-year extension to the City's wireless services contract was heard.
- SD POA and SDPD outlined concerns with Sprint Solutions, Inc. communication services
- Month-to-month contract was approved by City Council on October 28, 2013
- The Office of the IBA was asked to follow up on issues brought forward



Background

- Determine how Sprint is proposing to address the areas of poor connectivity in both the Police Department's Northern Division and the City's border with Tijuana, Mexico.
- Is Fire-Rescue experiencing any of the same concerns as the Police Department?
- When would these solutions be implemented (provide specific benchmarks)?
- What accountability can the City of San Diego hold Sprint to for implementing these solutions?



Background

- Can Sprint increase their communication to the both public safety departments in timing and location of outages due to network upgrades?
- What is the cost associated with the additional phones carried by Officers to allow for connectivity in areas that are not being properly covered by Sprint?



Poor Connectivity - North

- Experiencing connectivity concerns immediately surrounding the Northern Division, located at 4275 Eastgate Mall in La Jolla
- Sprint will install new tower equipment adjacent to the station to enhance both voice and data services for the area
- Construction start date: October 18, 2013
3G on-air: November 9, 2013
4G on air: November 16, 2013
(projected)



Poor Connectivity - North



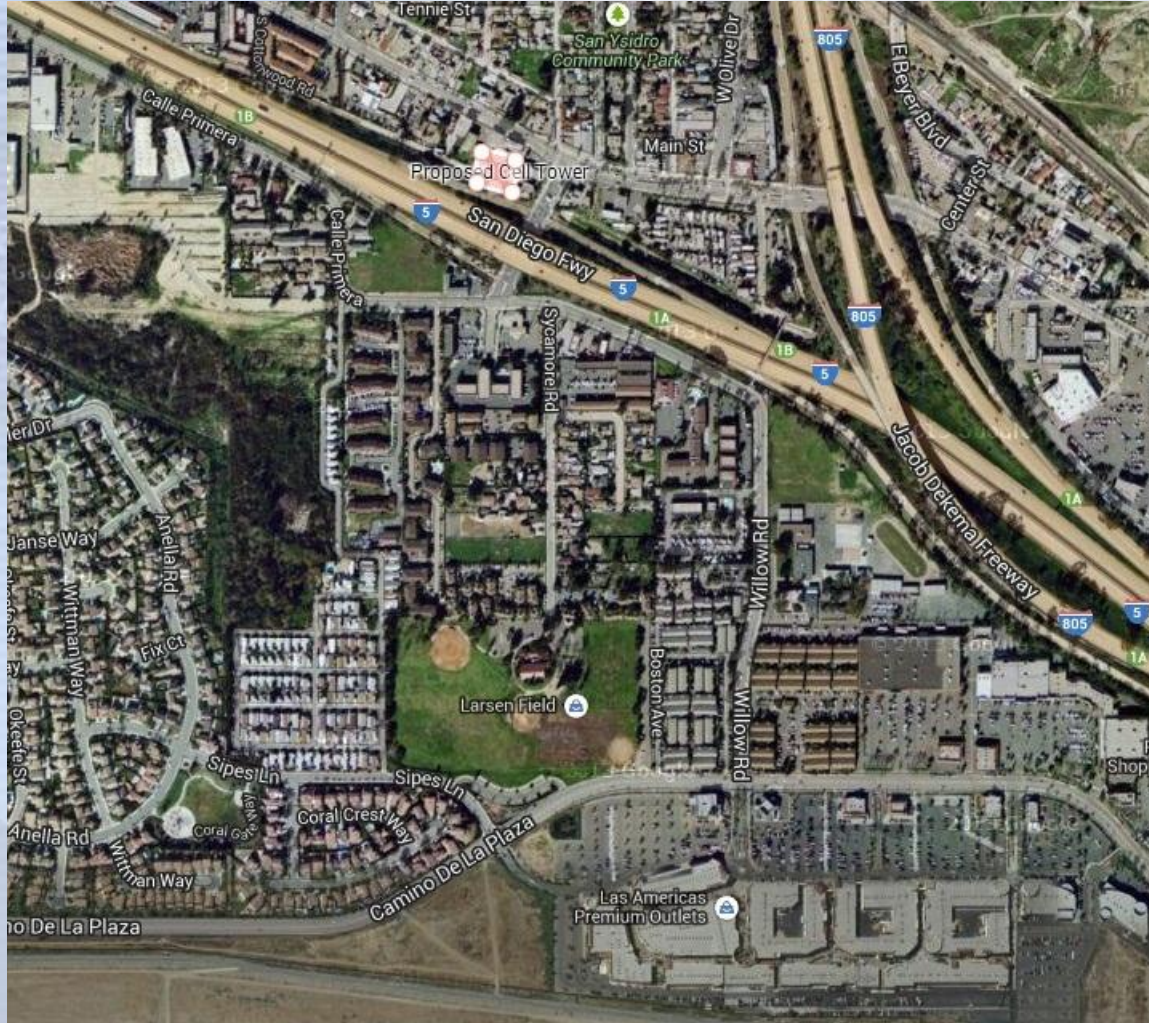


Poor Connectivity - South

- Experiencing connectivity concerns near City of San Diego & Tijuana, Mexico border area
- Sprint will install a new tower near the confluence of I-5 / I-805
- Construction start date: October 29, 2013
3G on-air: December 6, 2013
4G on air: December 10, 2013
(projected)
- This will be second tower, third is projected to be installed & on-line in late CY 2014



Poor Connectivity - South





Poor Connectivity - South

- SDPD is preparing a test pilot with Verizon Wireless in border area
- Sprint would be willing to release any portion or all of public safety wireless services from this contract and Verizon would be willing to accommodate this request
- San Diego Fire-Rescue Department informed working group that connectivity issues were also being experienced around border area – otherwise no significant concerns were being experienced.



Performance Measurements

- Statistics gathered before & after northern division solution implemented (new statistics for southern area)

% of Voice Devices Unable to Connect:	1.31%
% of Voice Devices Dropped After Connect:	0.61%
% of Data Devices Unable to Connect:	0.33%
% of Data Devices Dropped After Connect:	0.70%
- SDPD has provided Sprint with ESNs for their wireless devices so usage can be tracked to how many devices are connecting to this tower prior to and after the upgrade
- Police & Fire-Rescue report if their requirements are met



Sprint Accountability

- Month-to-month contract can be terminated with 30 day notice for convenience
- No penalty can be extracted from Sprint for failure to perform based on service levels determined in the RFP or provisions in the contract extension
- Sprint has agreed to release any and all portions of wireless services included in this contract
- SDPD MDCs currently will not operate on any other carrier outside Sprint



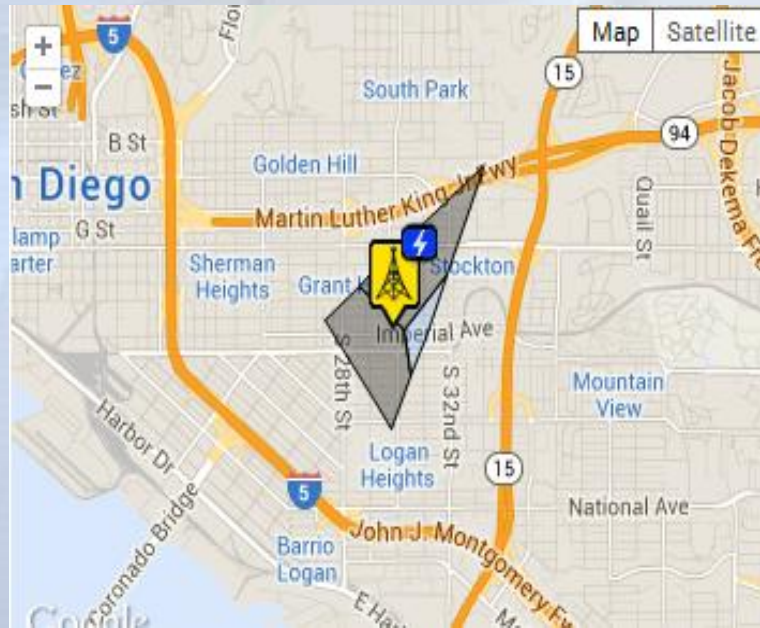
Communication of Outages

- Sprint is currently upgrading their network equipment City-wide to provide customers with enhanced data and communication services
- Sprint notifications of potential service interruptions due to these upgrades and general maintenance were not acceptable
- New notifications being provided to SDPD and Fire-Rescue with maps showing potential issues
- Network upgrades should be approximately 90% complete in six months



Communication of Outages (sample of notification)

Sprint CMC #244259 Intermittent Data Impairments on 10/18/2013... 1am to 6am





Devices With Other Carriers

- A number of Police Officers and other personnel that have Sprint issued device in addition to having an additional non Sprint device
- Devices are paid for with the newly implemented City stipend program & is subject to meet and confer issues as a benefit to City employees
- “Sprint is not able to assume liability for costs related to City personnel utilizing cellular devices on other networks.”



Additional Information

- NetMotion Mobility software payment from Sprint for increased connectivity to SDPD MDCs
- Sprint marketing partnership is currently not able to be collected based on current month-to-month agreement



Conclusion

- Based on the solutions identified by Sprint to address these concerns, it is our recommendation that the City continue with the month-to-month contract and allow Sprint to implement the enhanced data and voice communications equipment adjacent to the SDPD Northern Division station and near the Tijuana, Mexico border. Report back to B&FC in January with performance statistics from Sprint & Dept. of IT with SDPD and Fire-Rescue reporting on their experience.