



# **SmartZone Metric Report**

**R.A.D.I.O  
Charlotte/Mecklenburg P25**

**February 2011**



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February-2011

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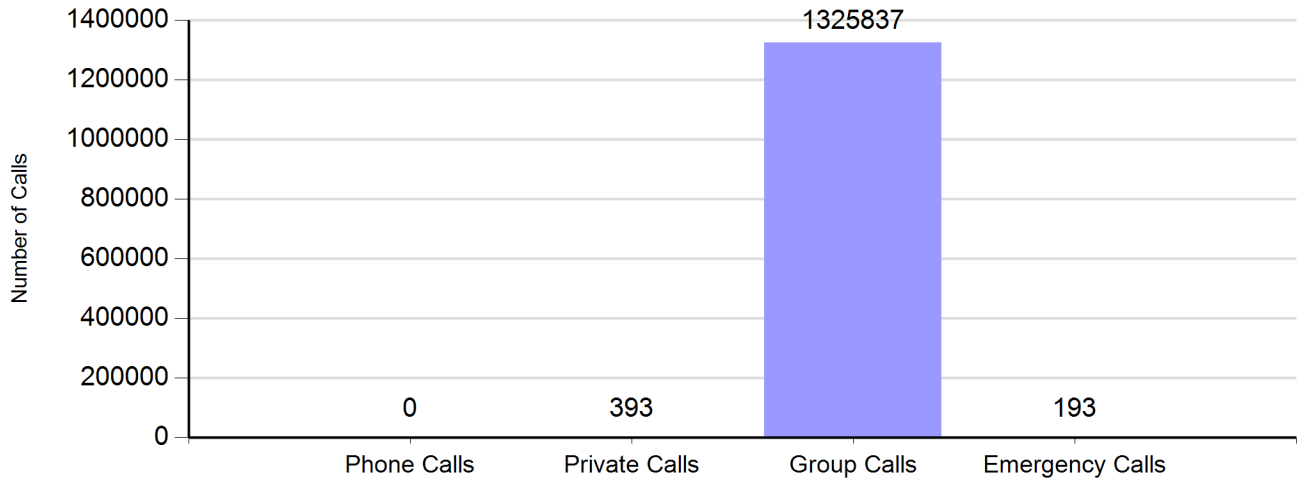
R.A.D.I.O Summary		
Charlotte/Mecklenburg P25 and SIMULCAST System		
February-2011		
Cases	79	
System Push To Talks	2,490,055	

Charlotte/Mecklenburg P2 Site		
Unplanned Nines	8.1	<b>Comments</b> Equals 99.9999991% Available
Nines without RFI	8.1	Equals 99.9999991% Available
P25 Calls	74,292	
No Site Resouce Count	0	

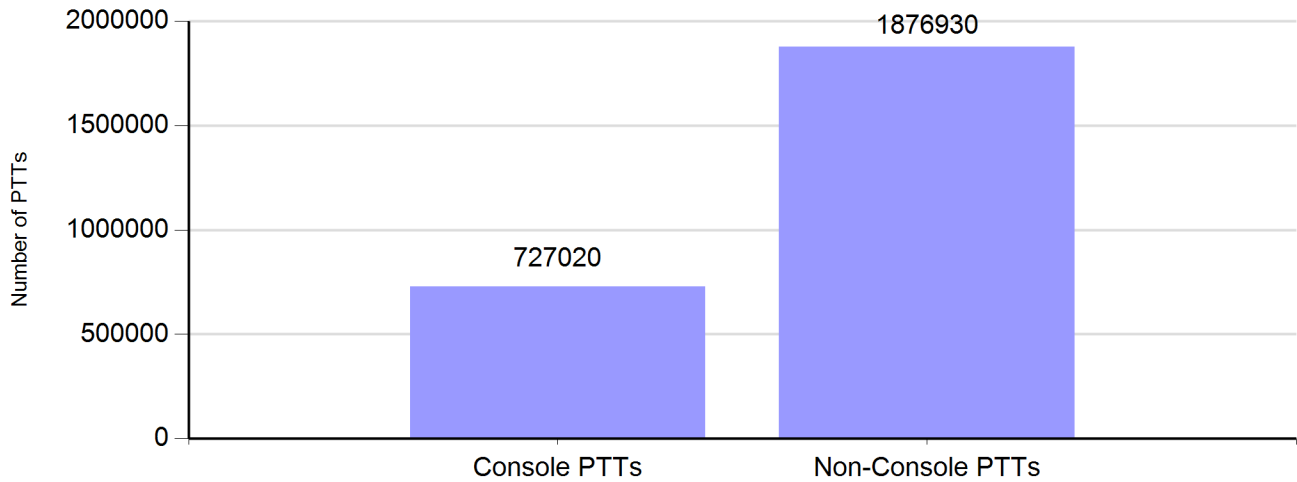
Charlotte/Mecklenburg SIMULCAST Site		
Unplanned Nines	4.5	<b>Comments</b> Equals 99.993% Available
Nines without RFI	4.9	Equals 99.996% Available
SIMULCAST Calls	1,353,061	
No Site Resouce Count	7	

# Zone Call Report

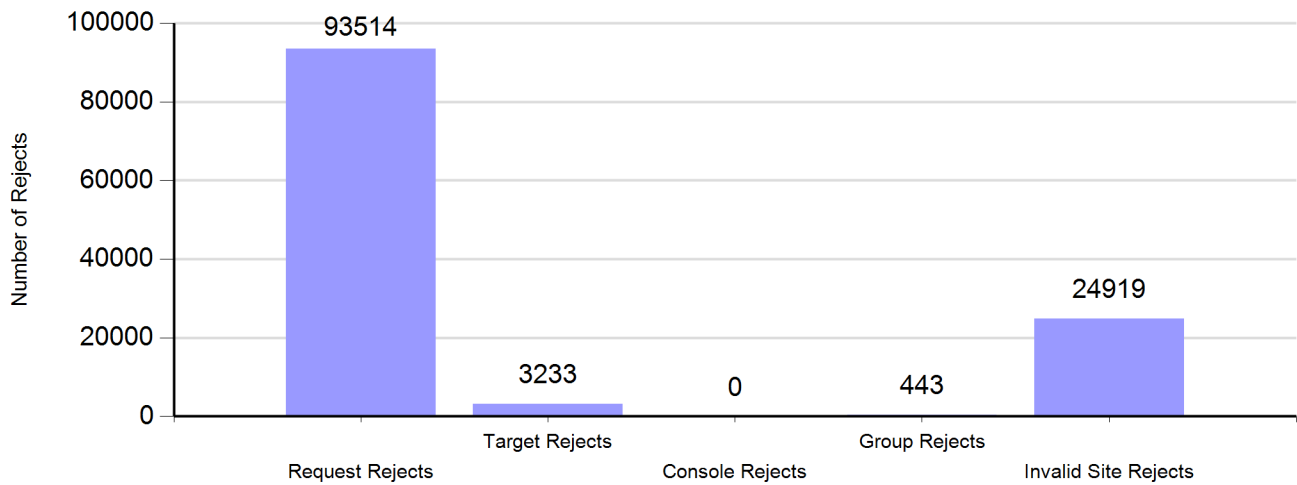
## Number of Calls by Type



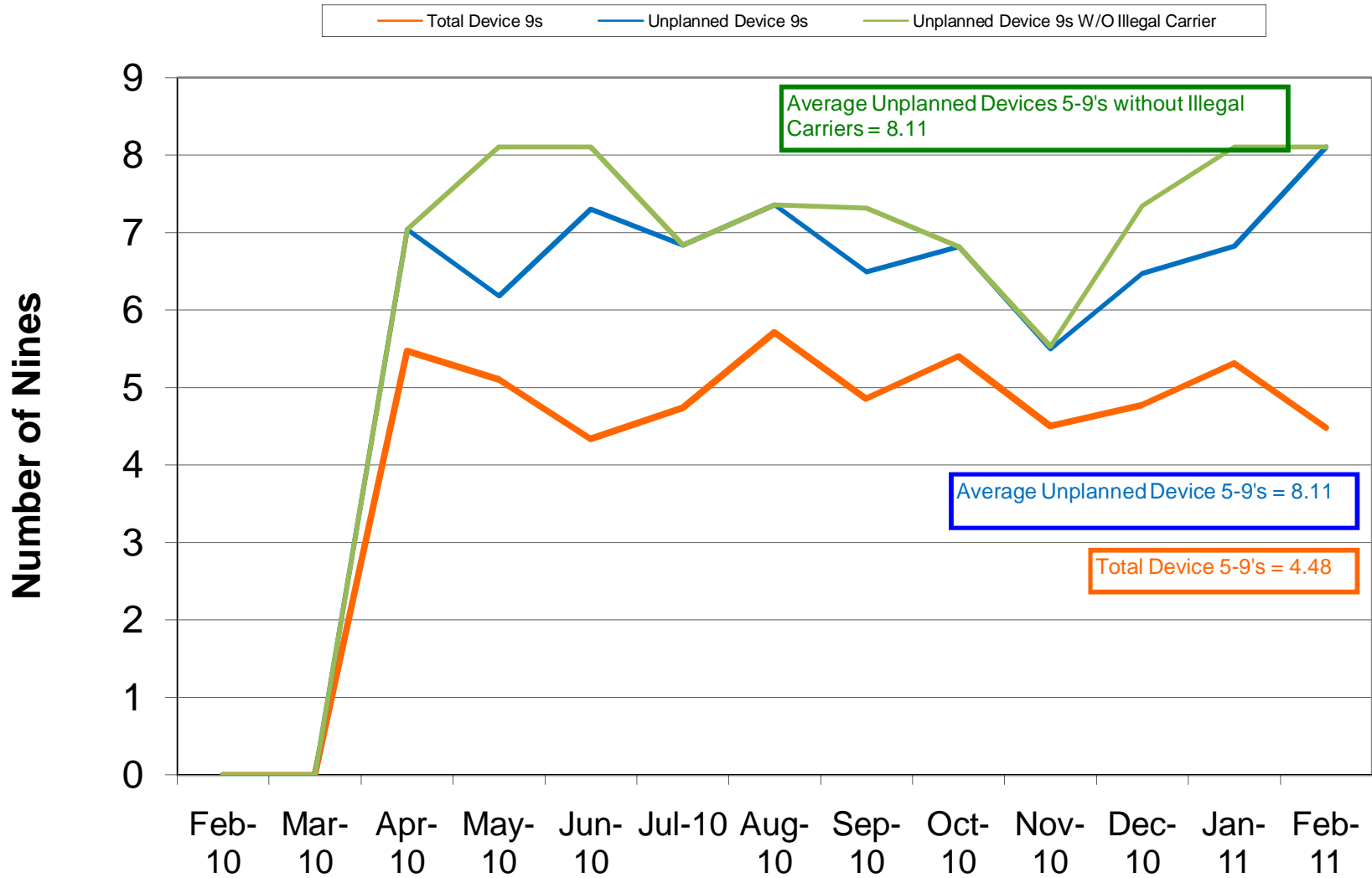
## Number of Zone PTTs



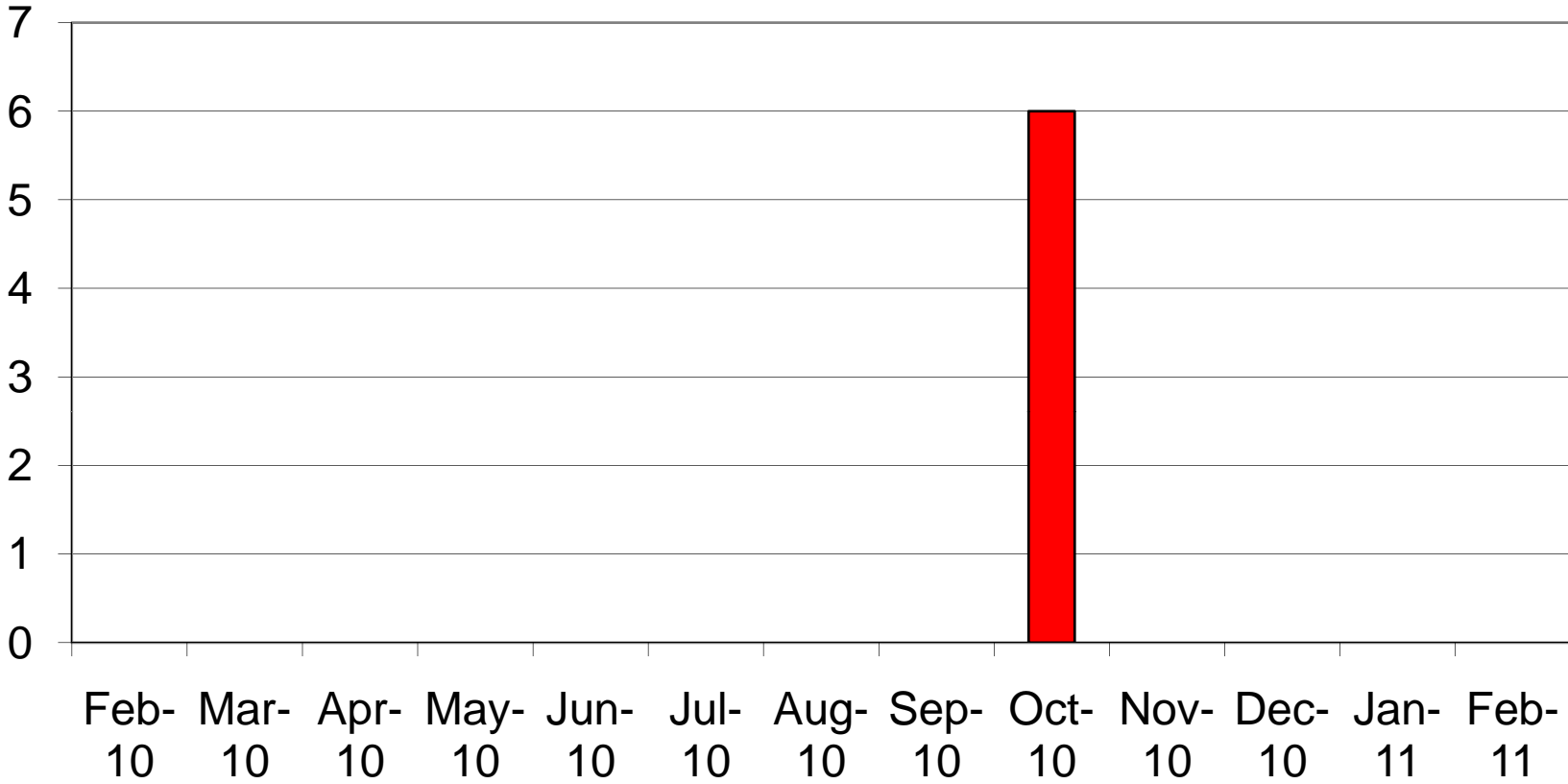
## Reasons for Reject



## Charlotte/Mecklenburg P25 5-9's Device Availability February 2011

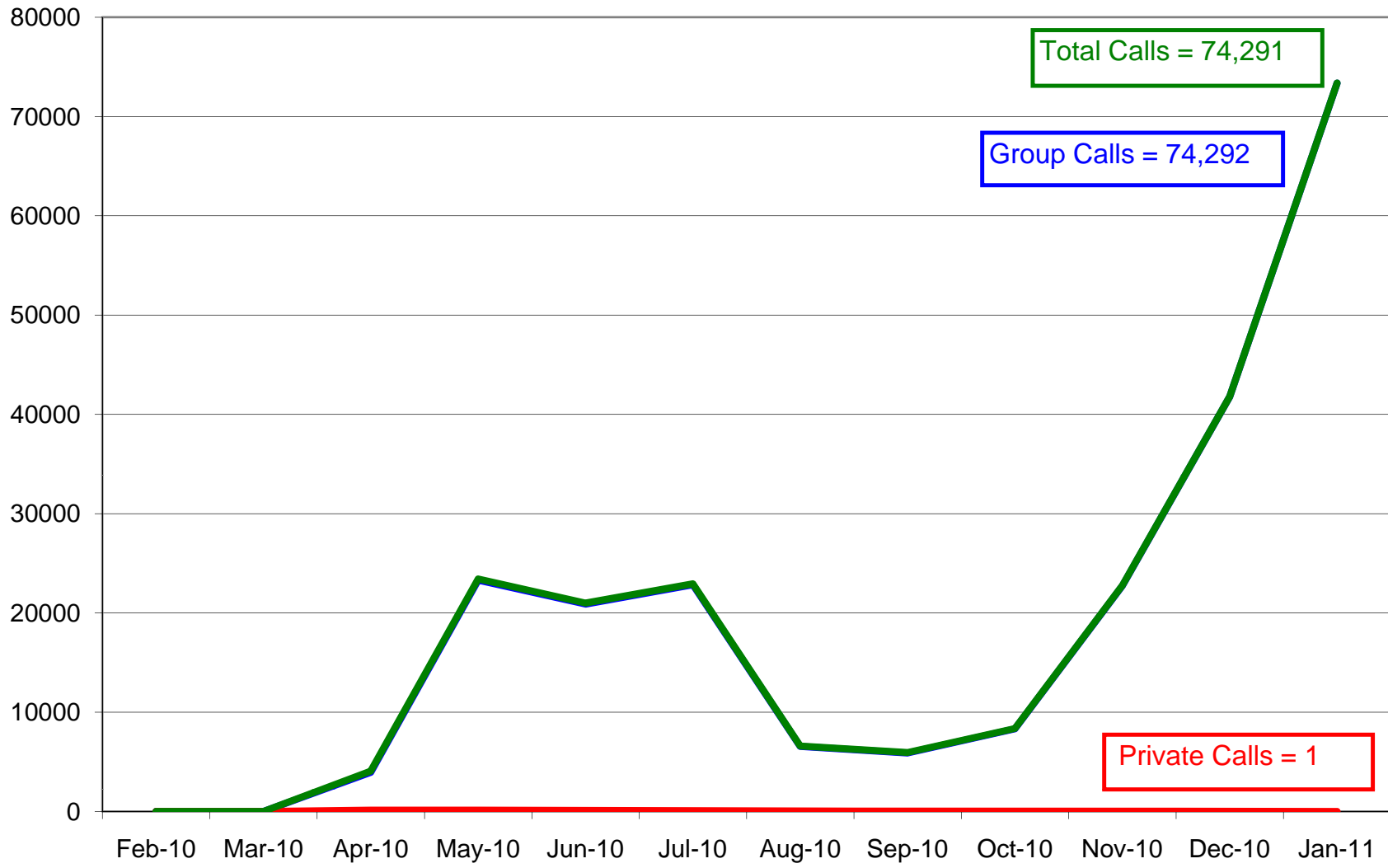


# Charlotte/ Mecklenburg P25 No Site Resources February 2011



### Charlotte/Mecklenburg P25 System Calls February 2011

— Group — Private — Total



Total Calls = 74,291

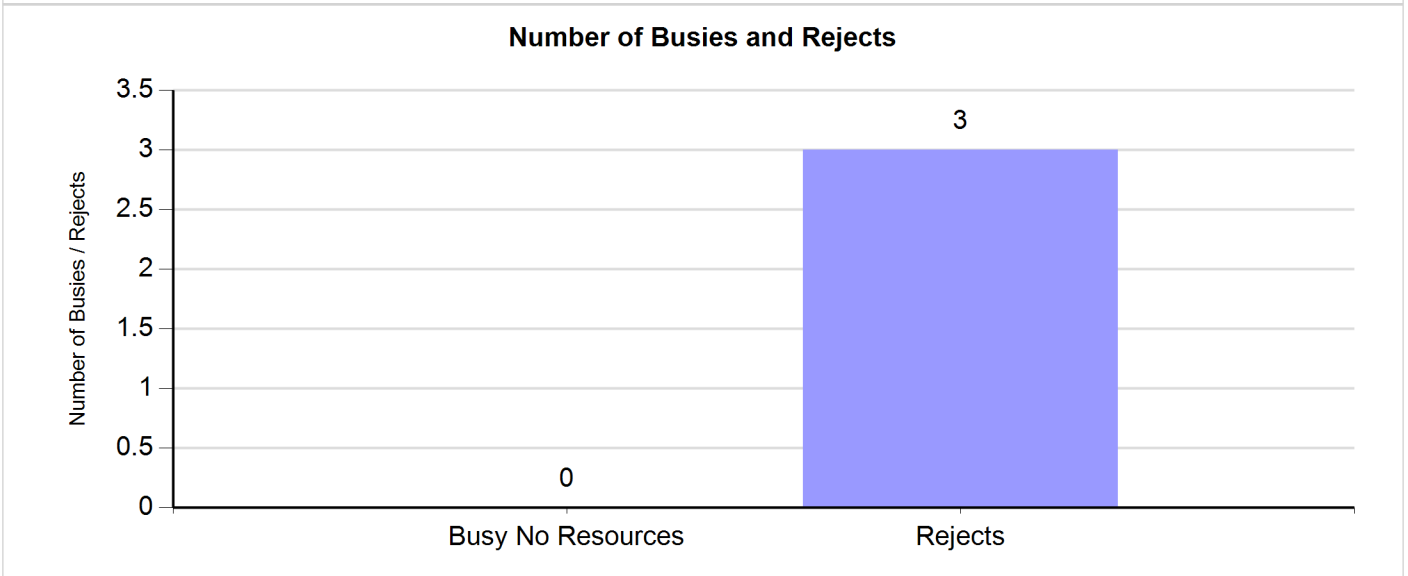
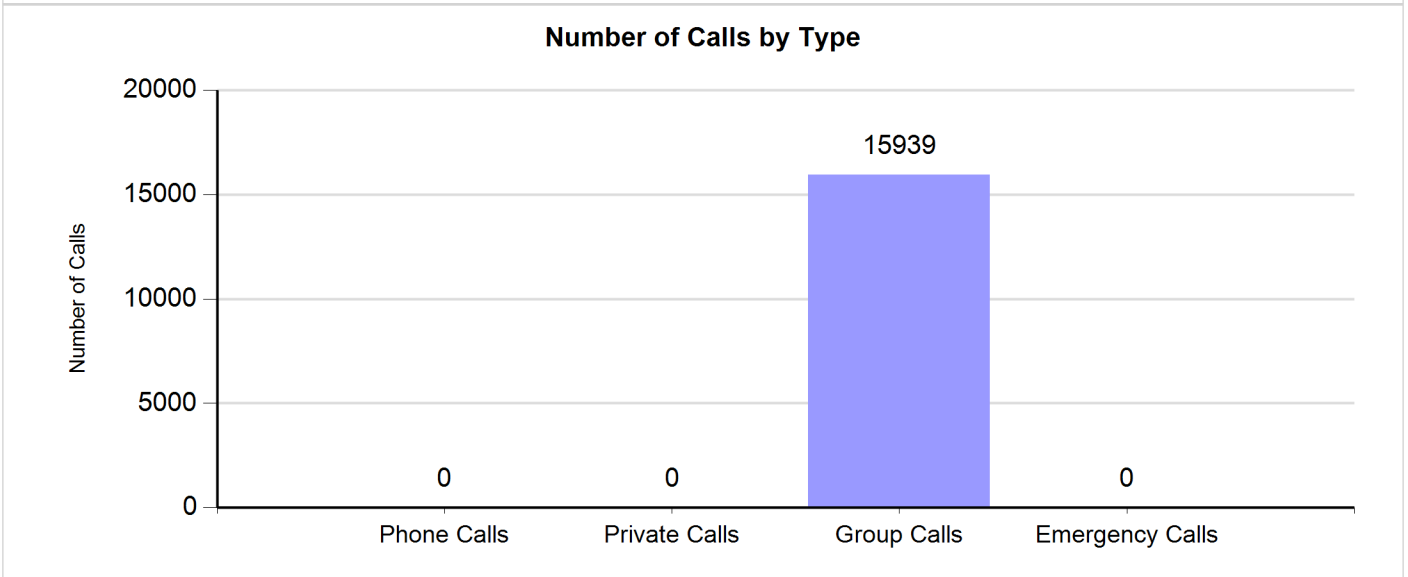
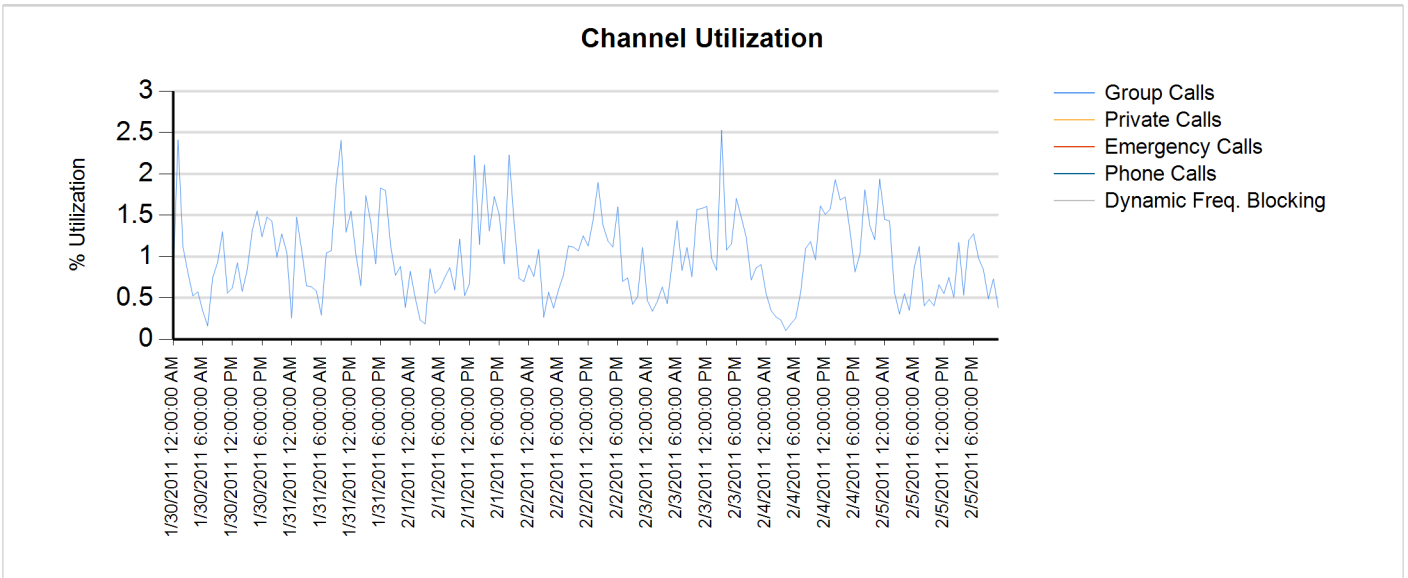
Group Calls = 74,292

Private Calls = 1

# Site Report

Zone: CHARLOT - Site: Matthews Prime

Sunday, January 30, 2011 12:00:00 AM - Saturday, February 05, 2011 11:59:59 PM



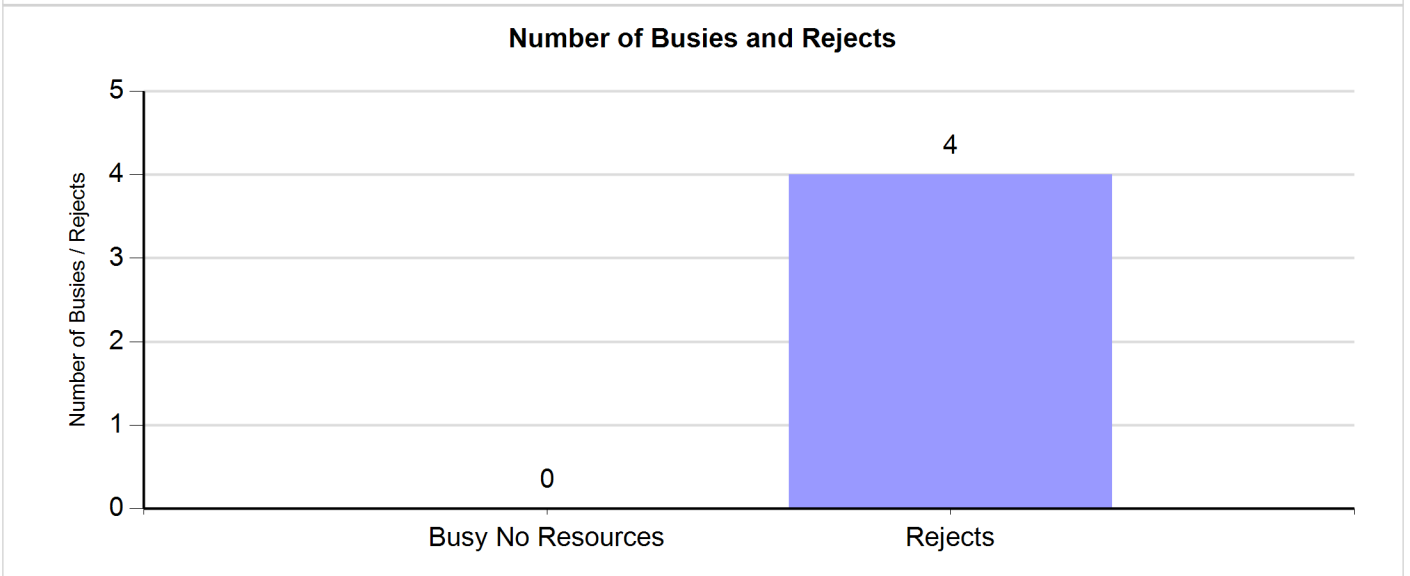
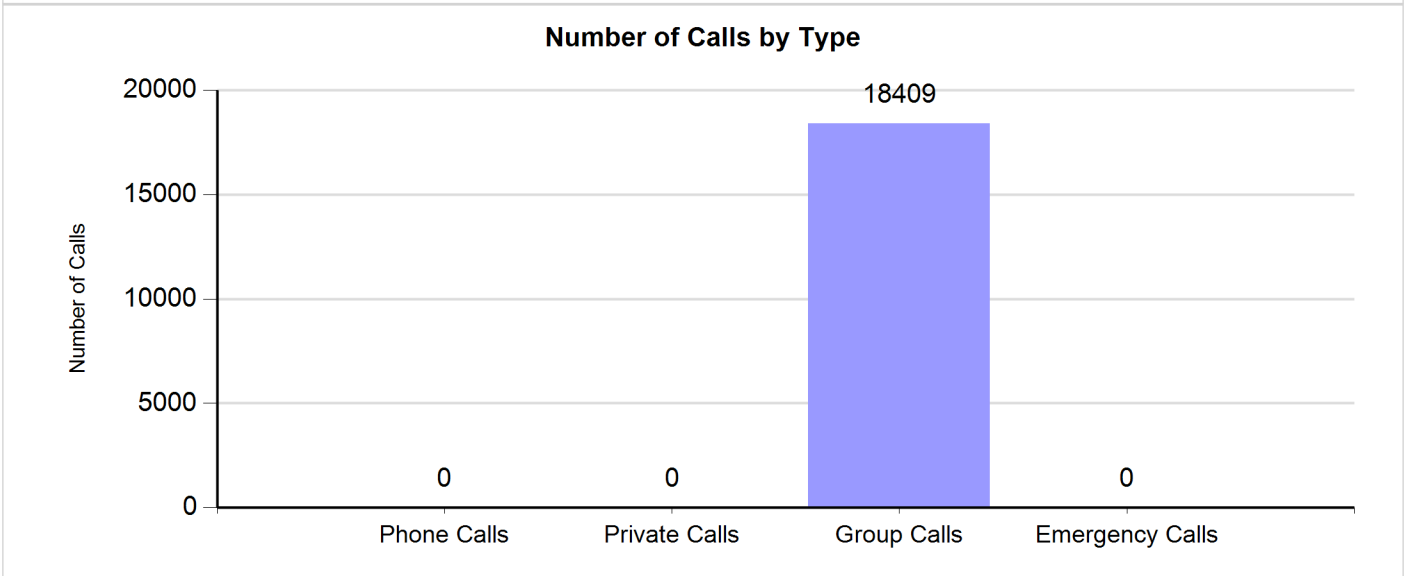
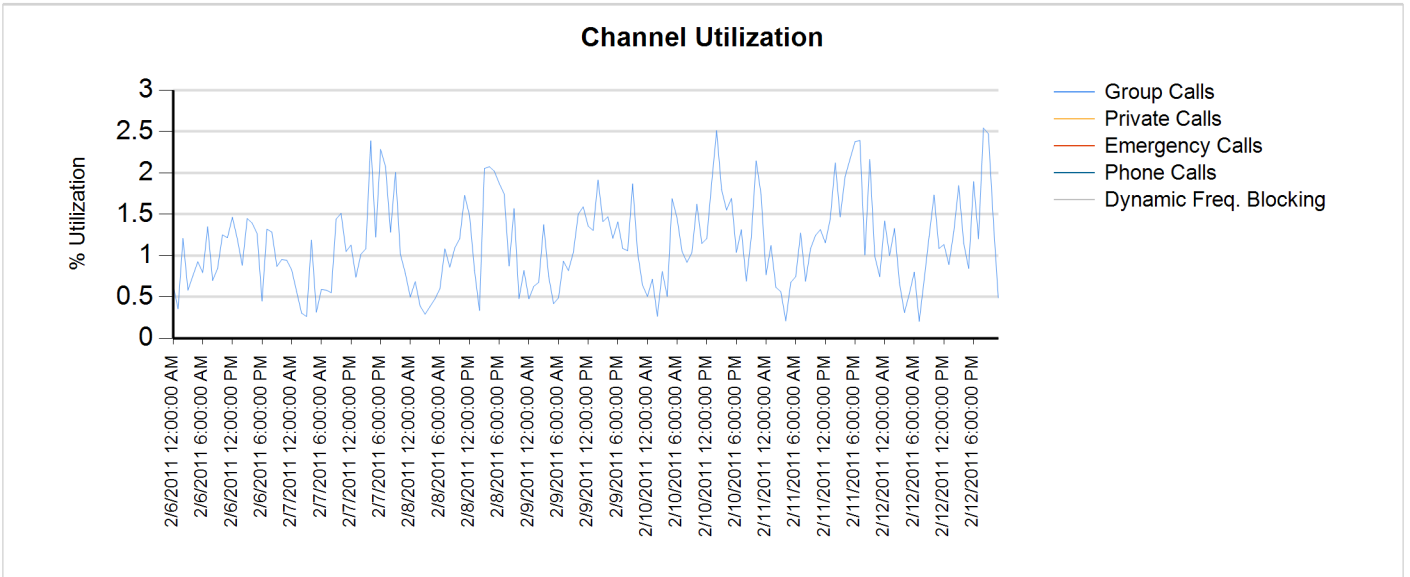




# Site Report

Zone: CHARLOT - Site: Matthews Prime

Sunday, February 06, 2011 12:00:00 AM - Saturday, February 12, 2011 11:59:59 PM

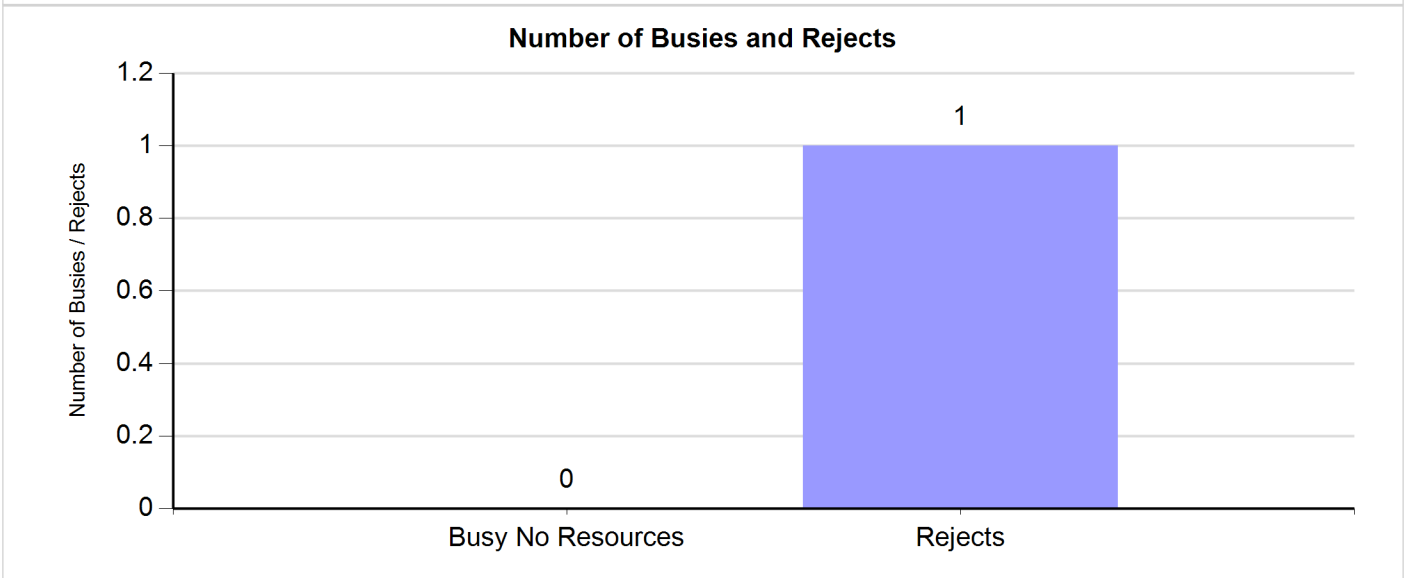
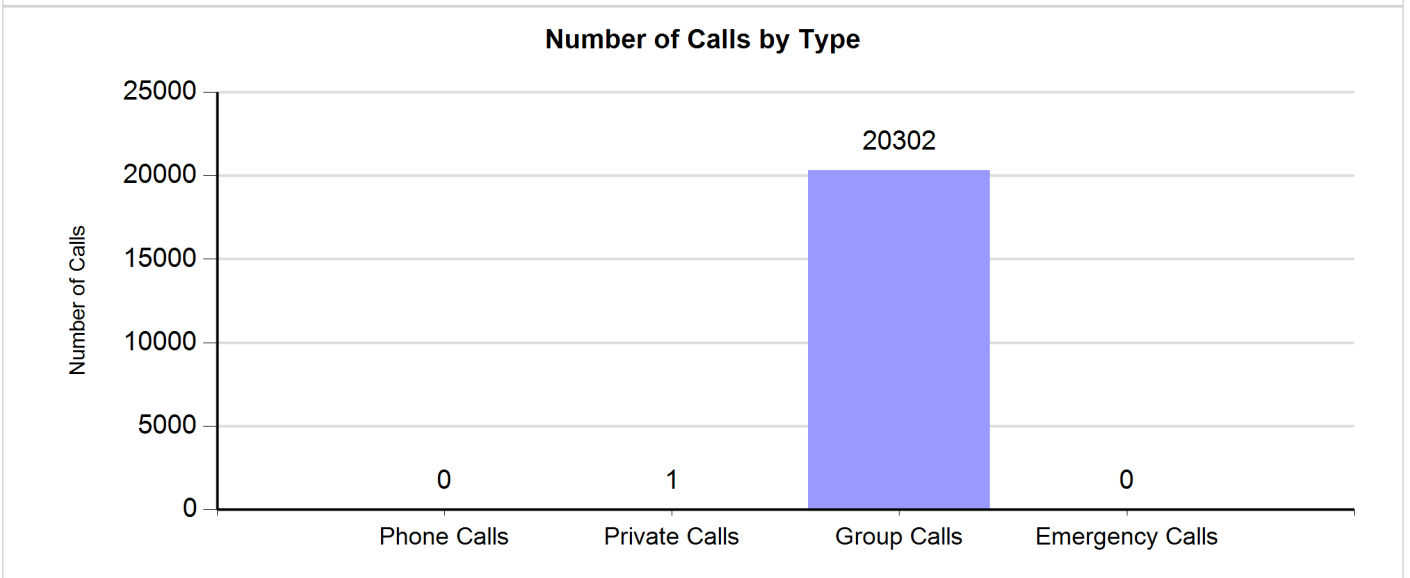
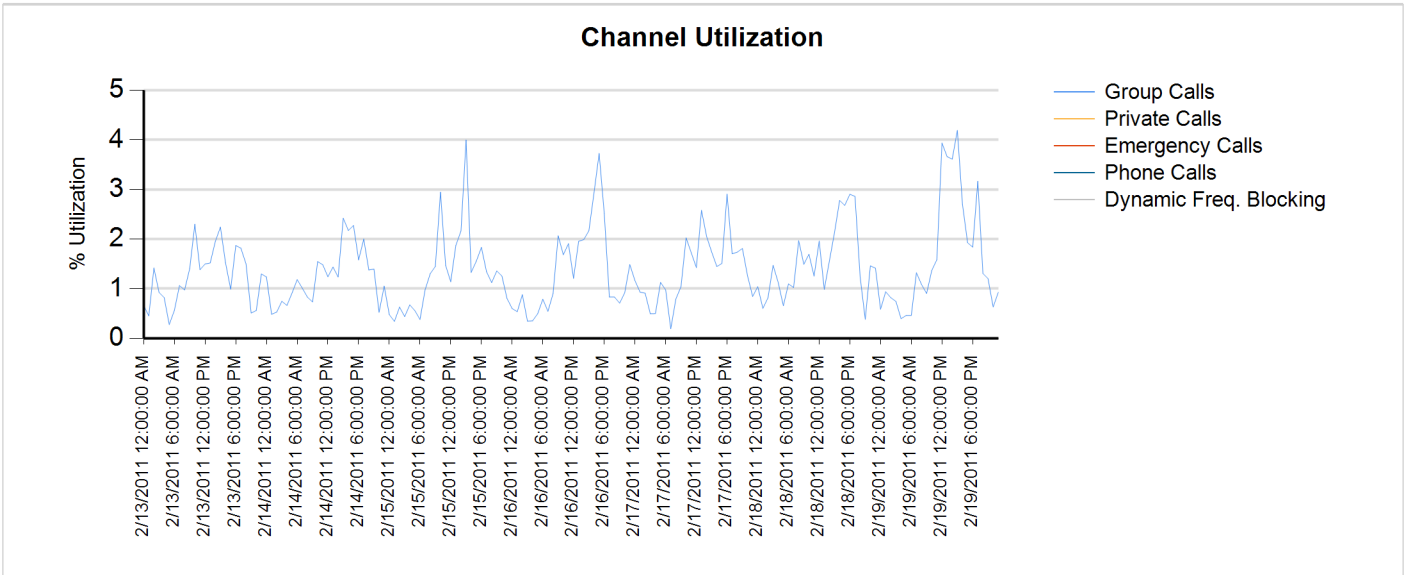




# Site Report

Zone: CHARLOT - Site: Matthews Prime

Sunday, February 13, 2011 12:00:00 AM - Saturday, February 19, 2011 11:59:59 PM

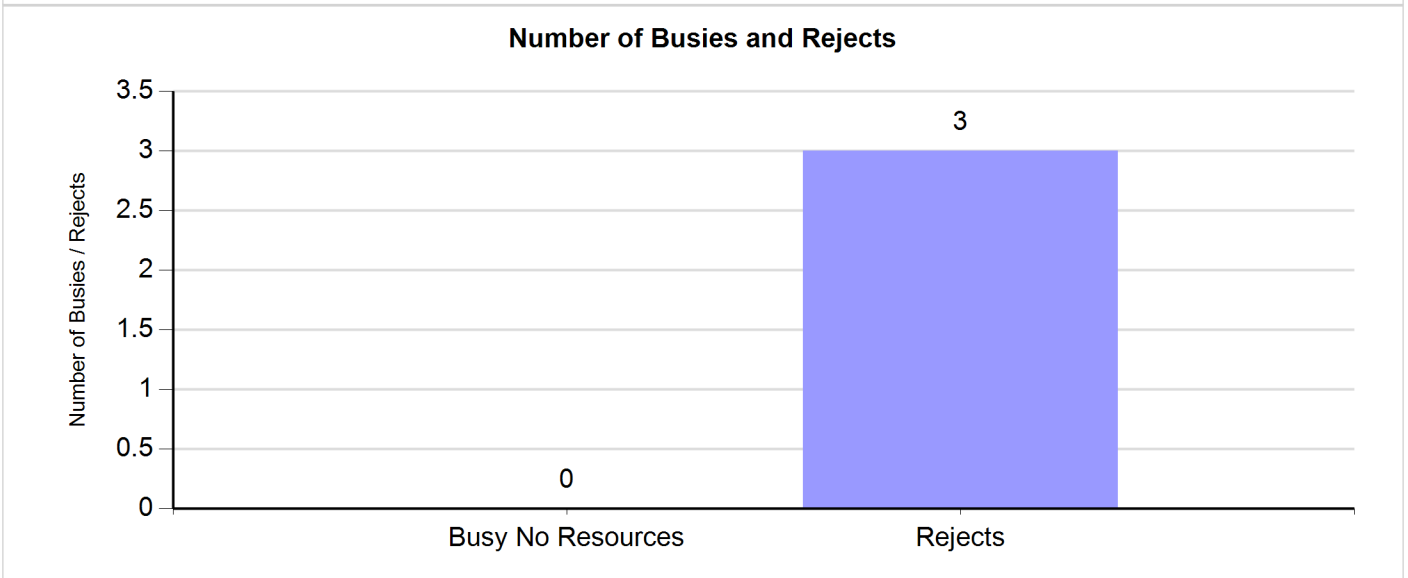
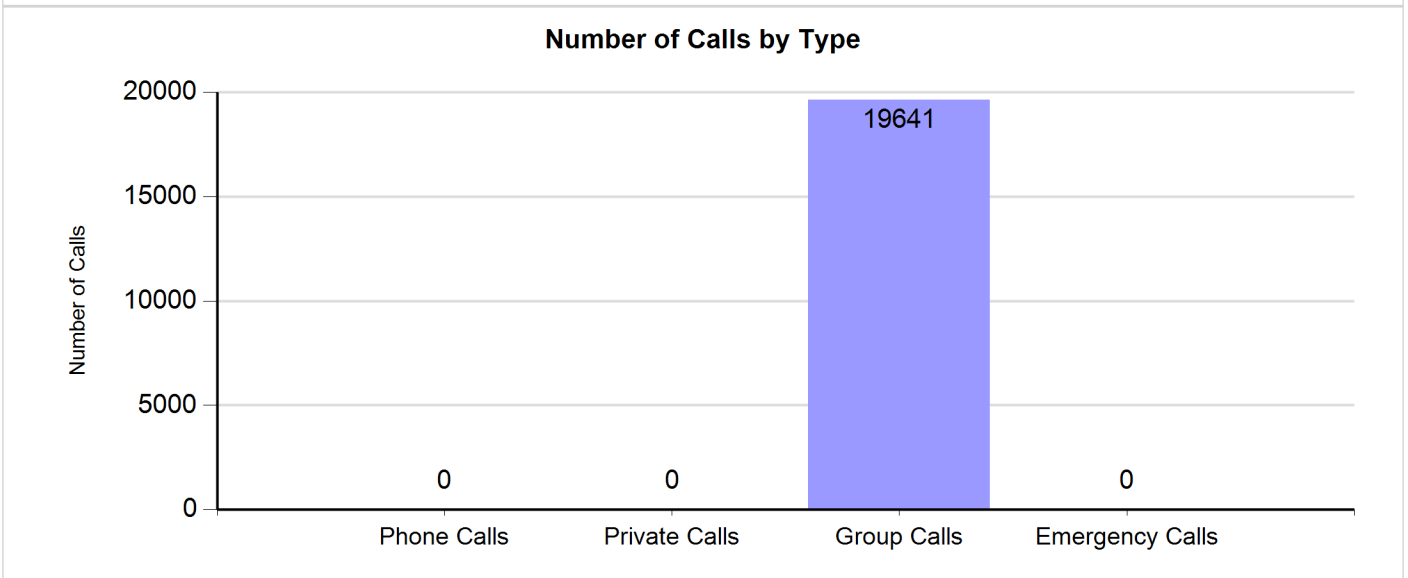
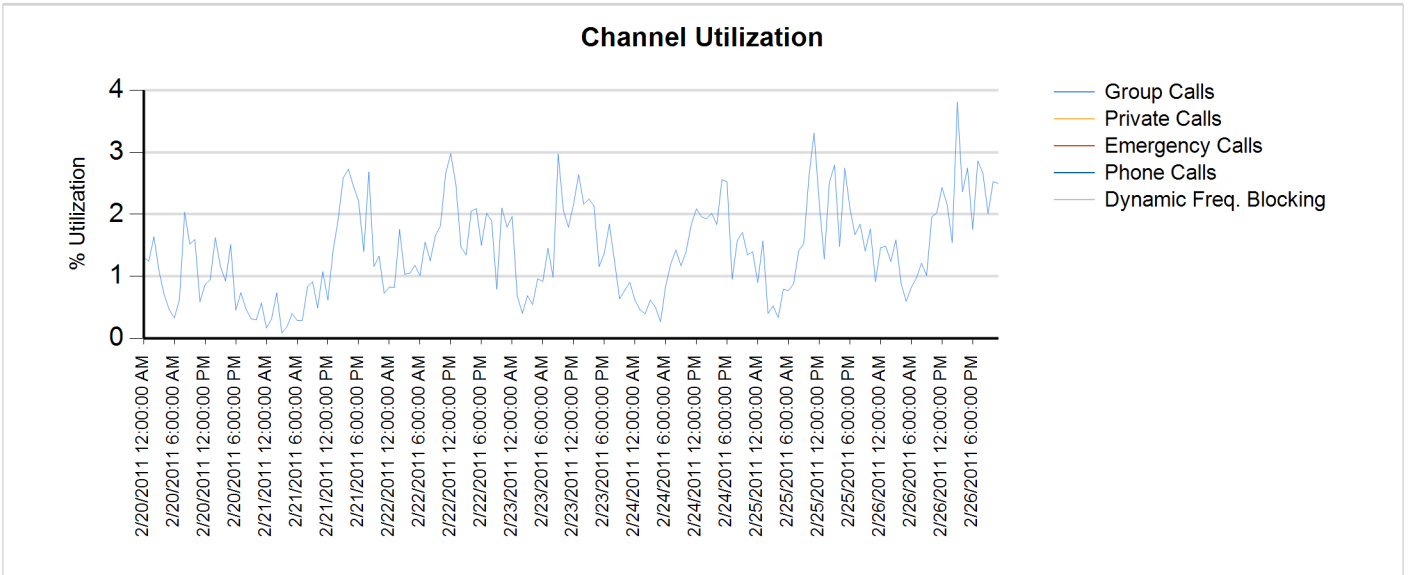




# Site Report

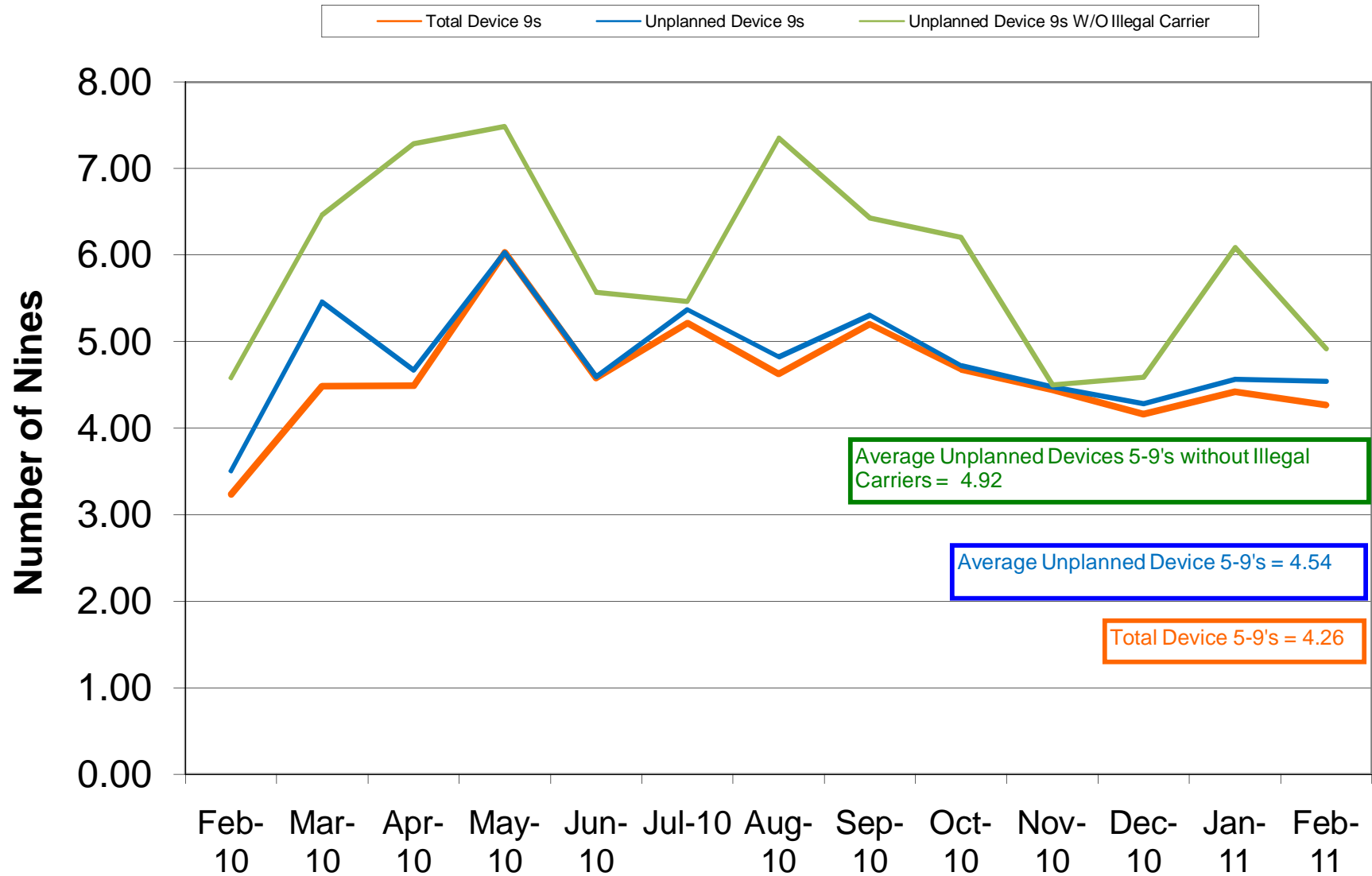
Zone: CHARLOT - Site: Matthews Prime

Sunday, February 20, 2011 12:00:00 AM - Saturday, February 26, 2011 11:59:59 PM





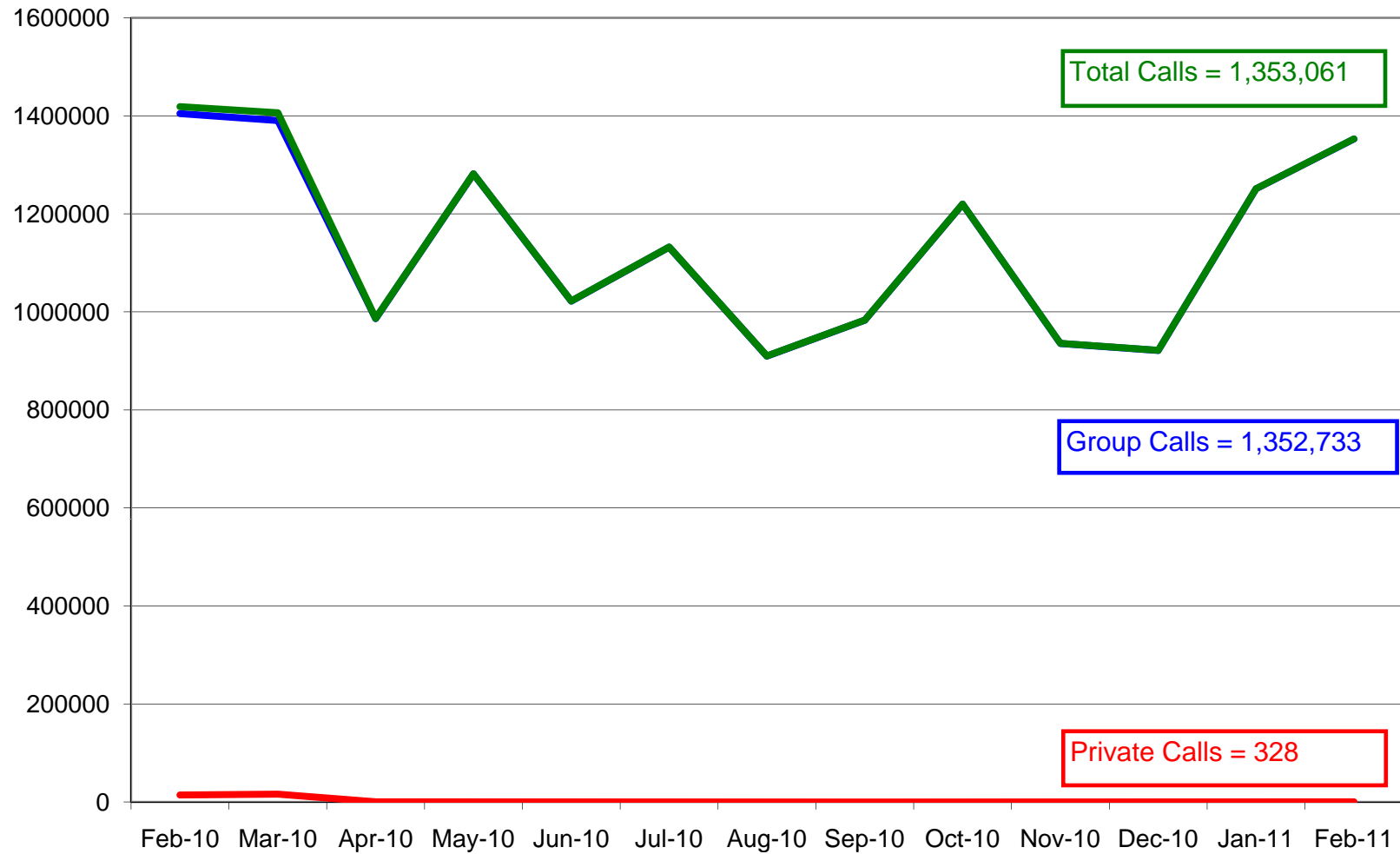
## Charlotte/Mecklenburg (SIMULCAST) 5-9's Device Availability February 2010





### Charlotte/Mecklenburg (SIMULCAST) Site Calls February 2011

Group Private Total

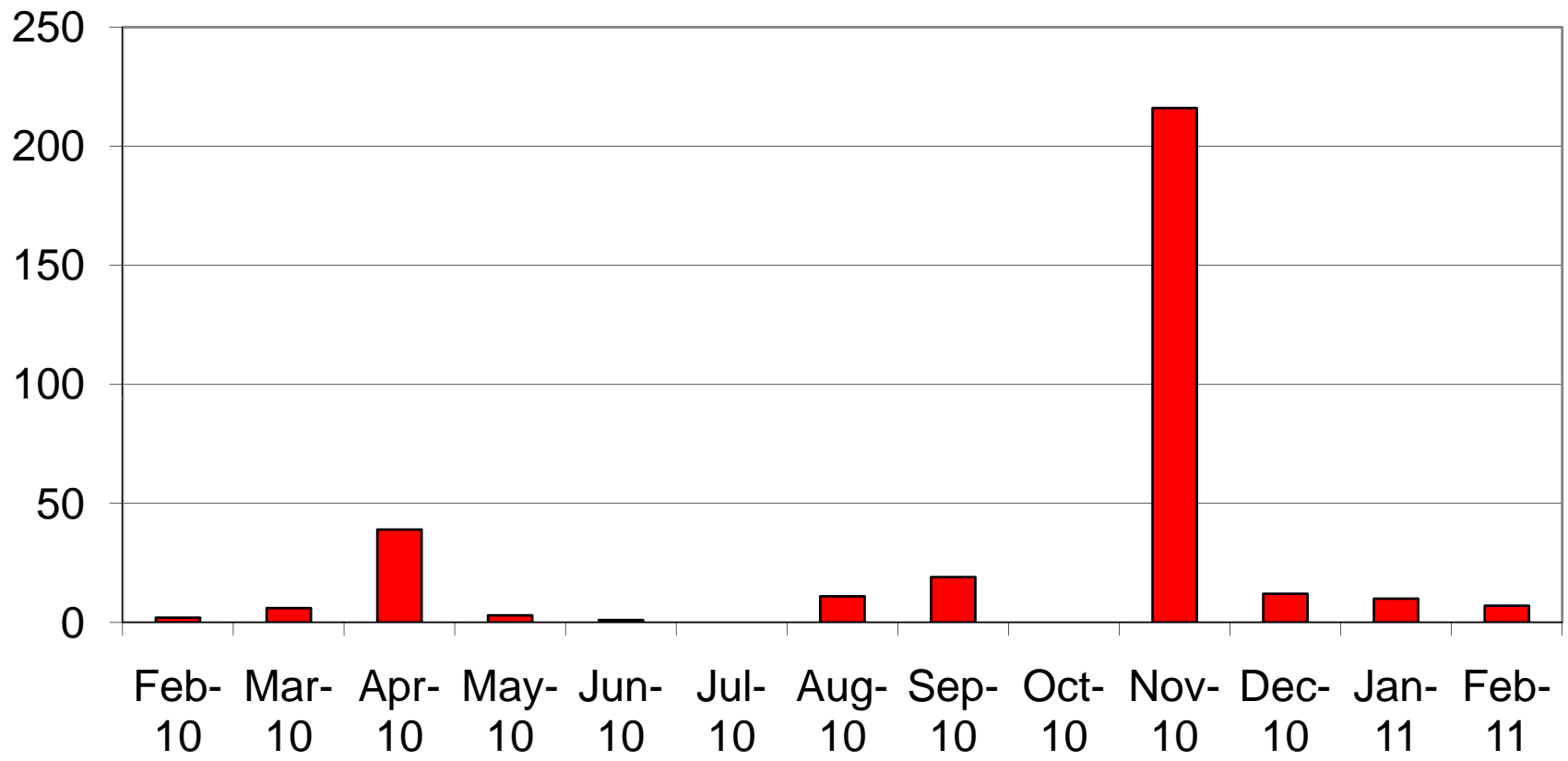


Total Calls = 1,353,061

Group Calls = 1,352,733

Private Calls = 328

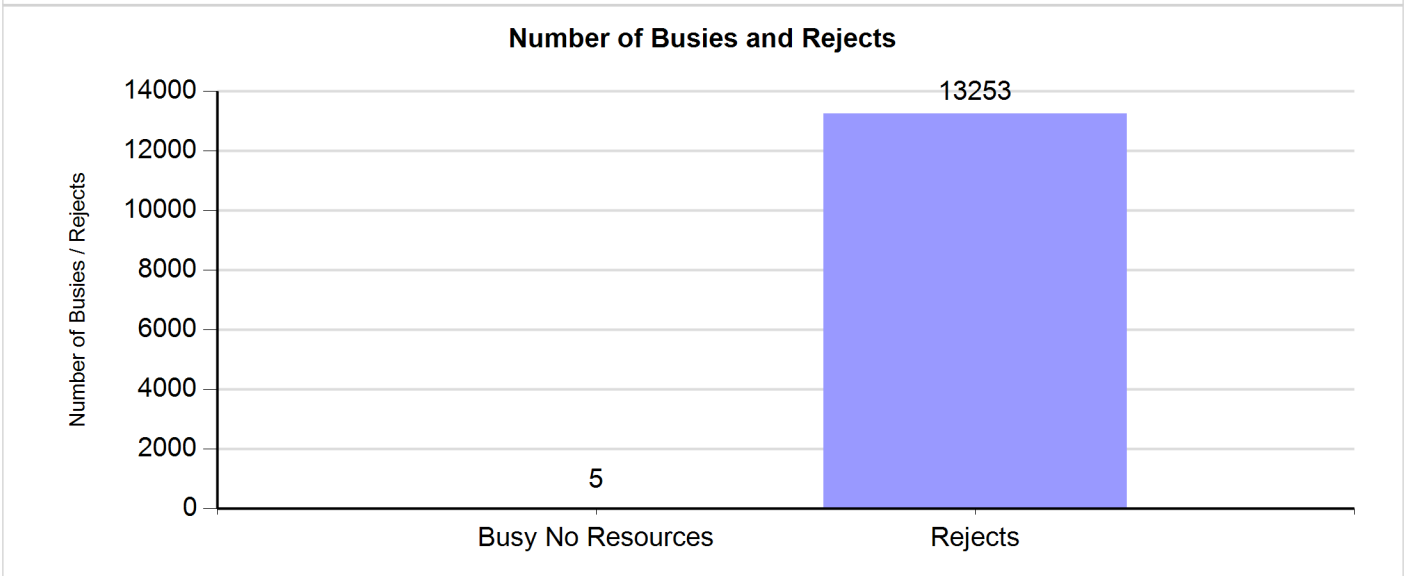
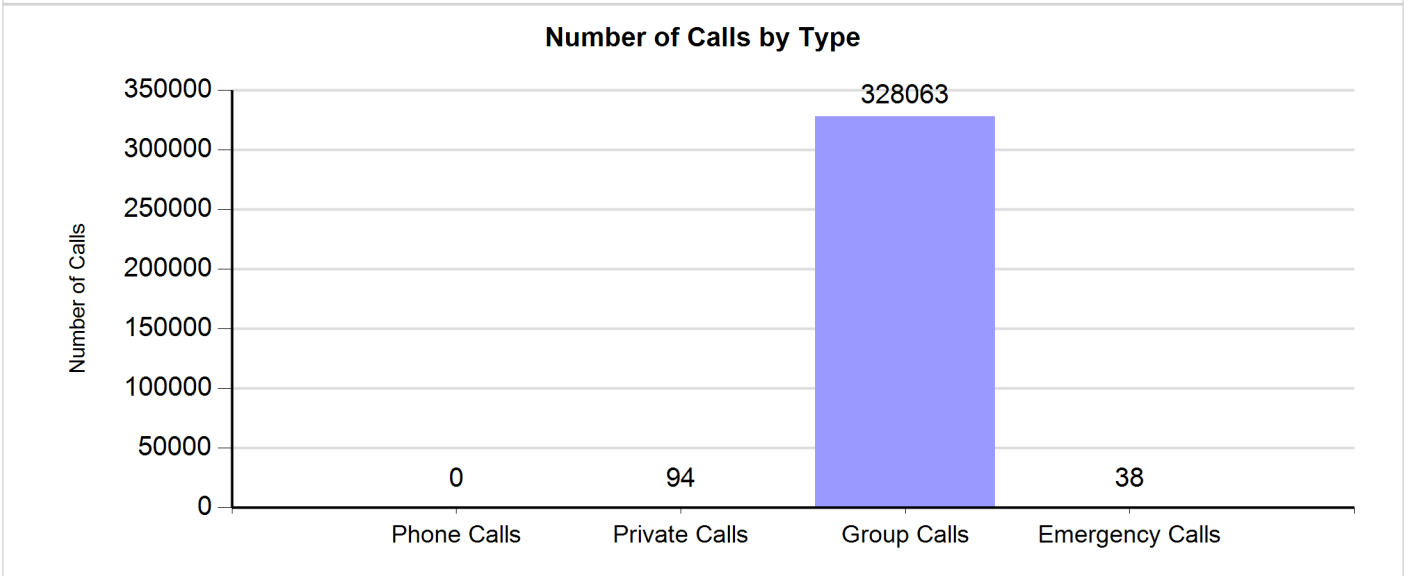
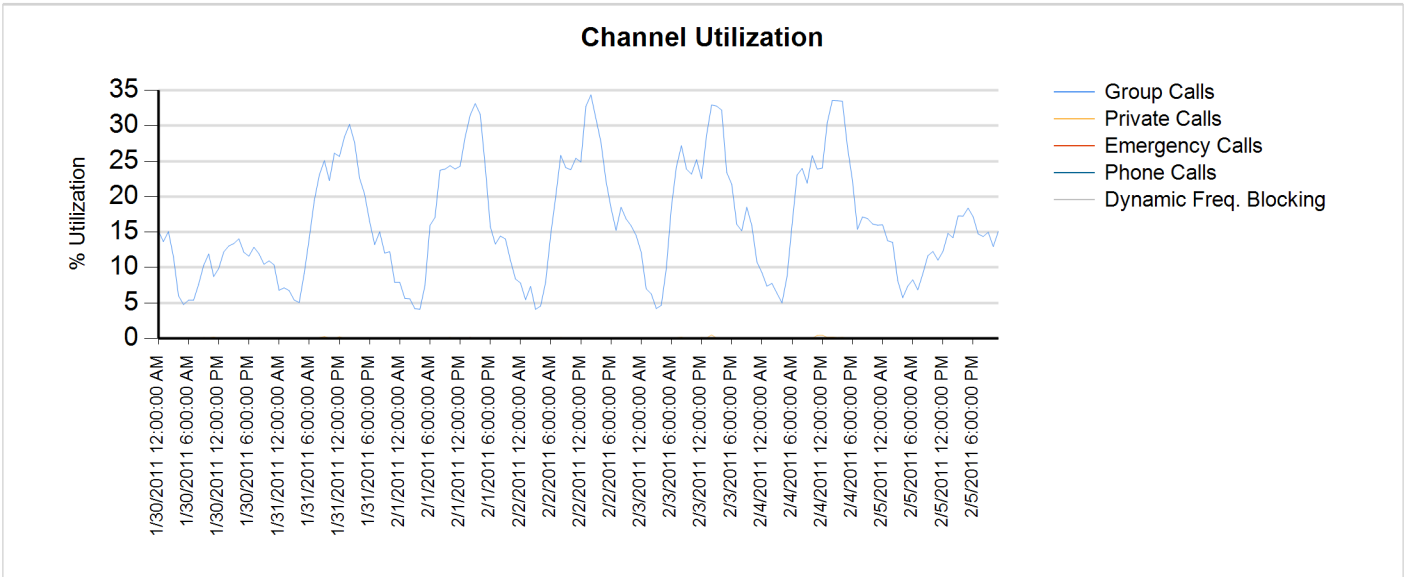
# Charlotte/ Mecklenburg (SIMULCAST) No Zone Resources February 2011



# Site Report

Zone: CHARLOT - Site: SIMULCAST

Sunday, January 30, 2011 12:00:00 AM - Saturday, February 05, 2011 11:59:59 PM

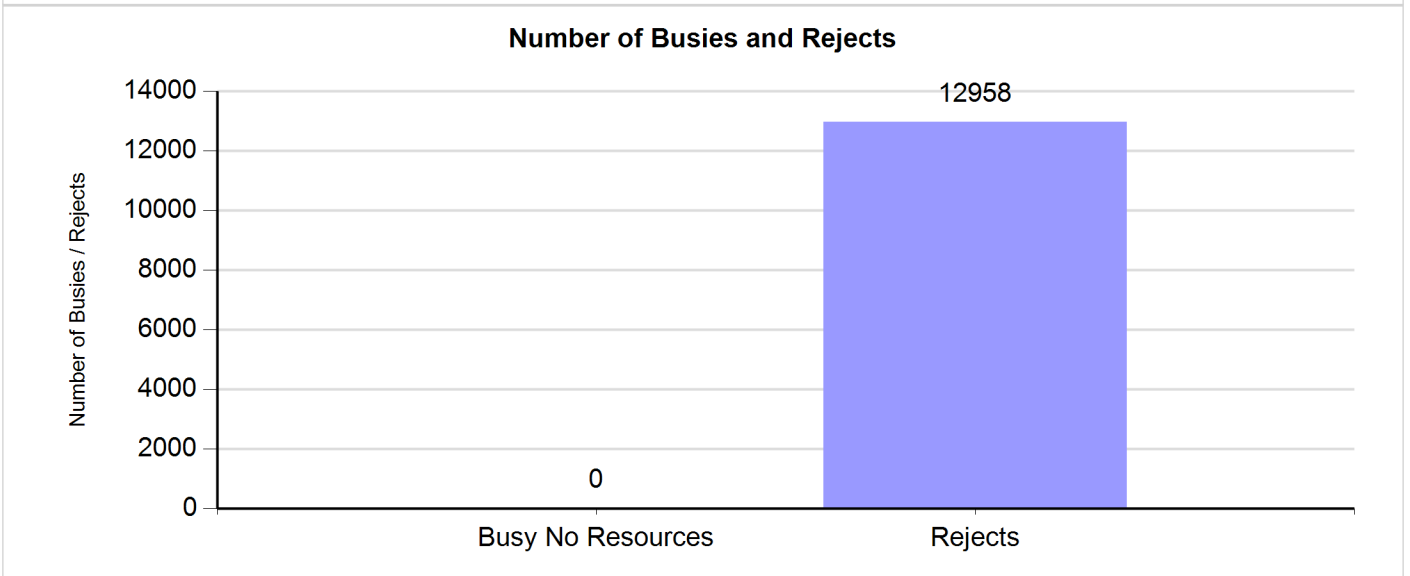
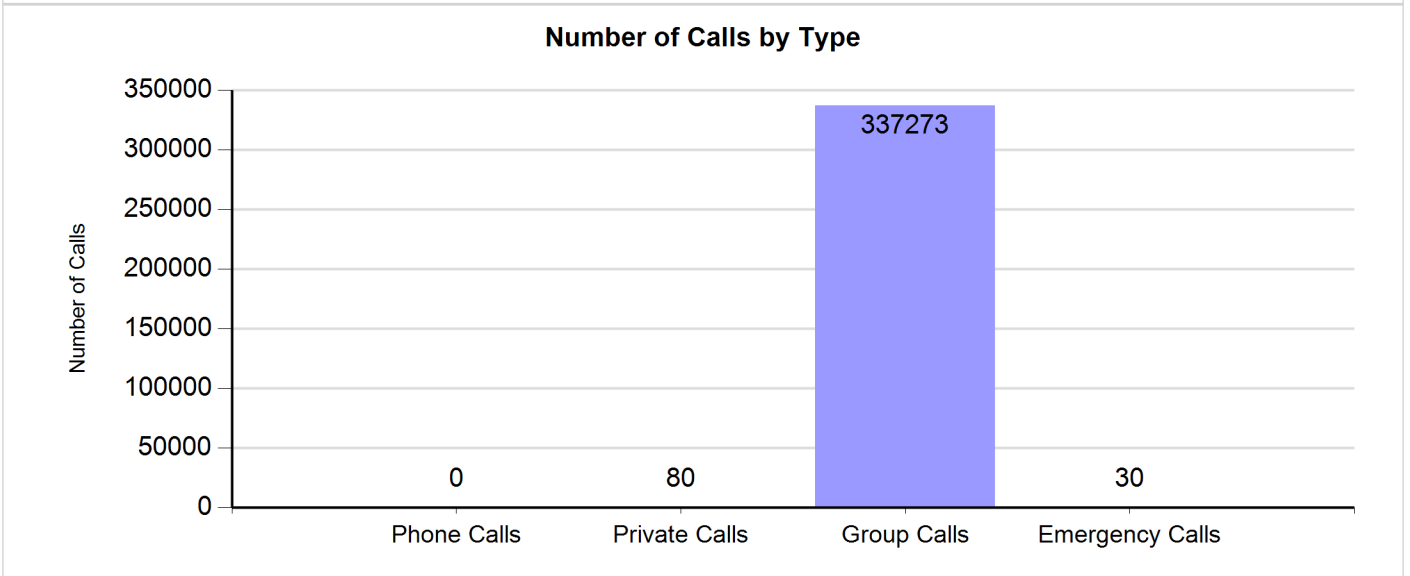
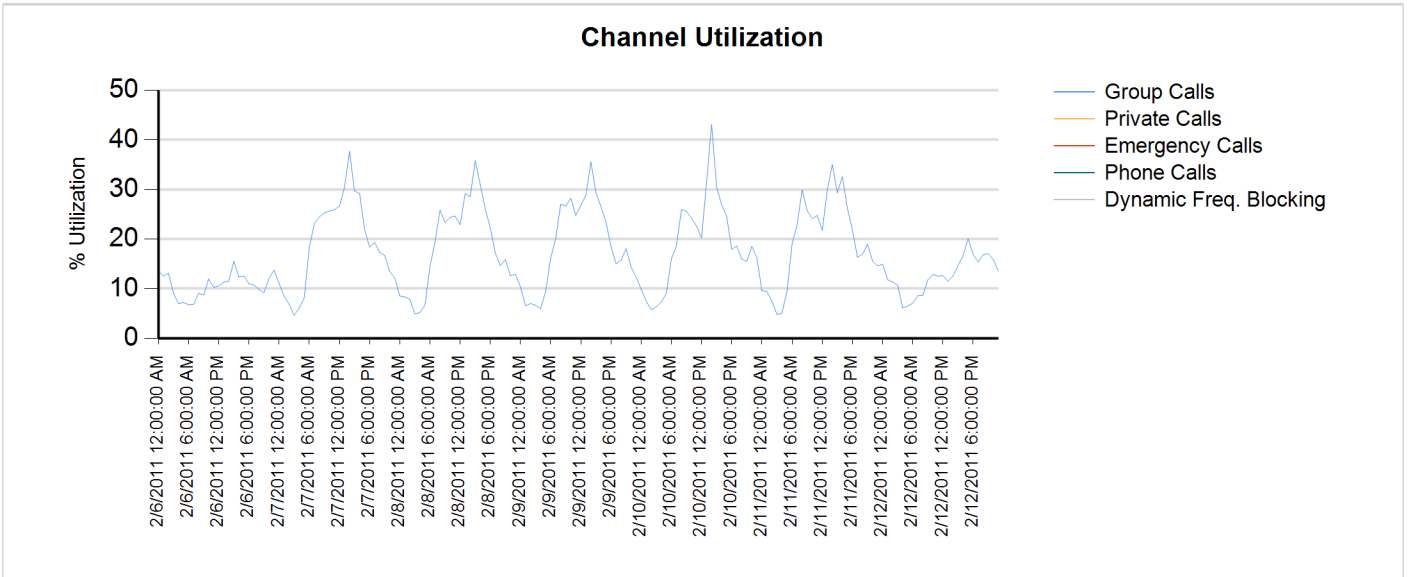




# Site Report

Zone: CHARLOT - Site: SIMULCAST

Sunday, February 06, 2011 12:00:00 AM - Saturday, February 12, 2011 11:59:59 PM

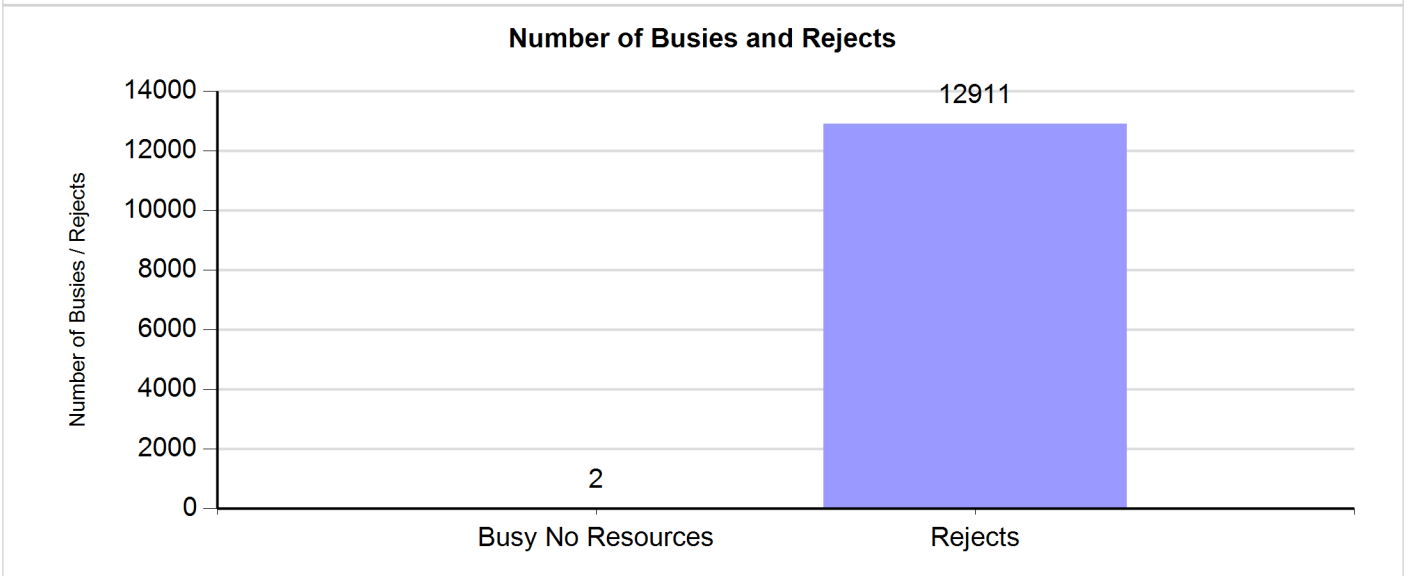
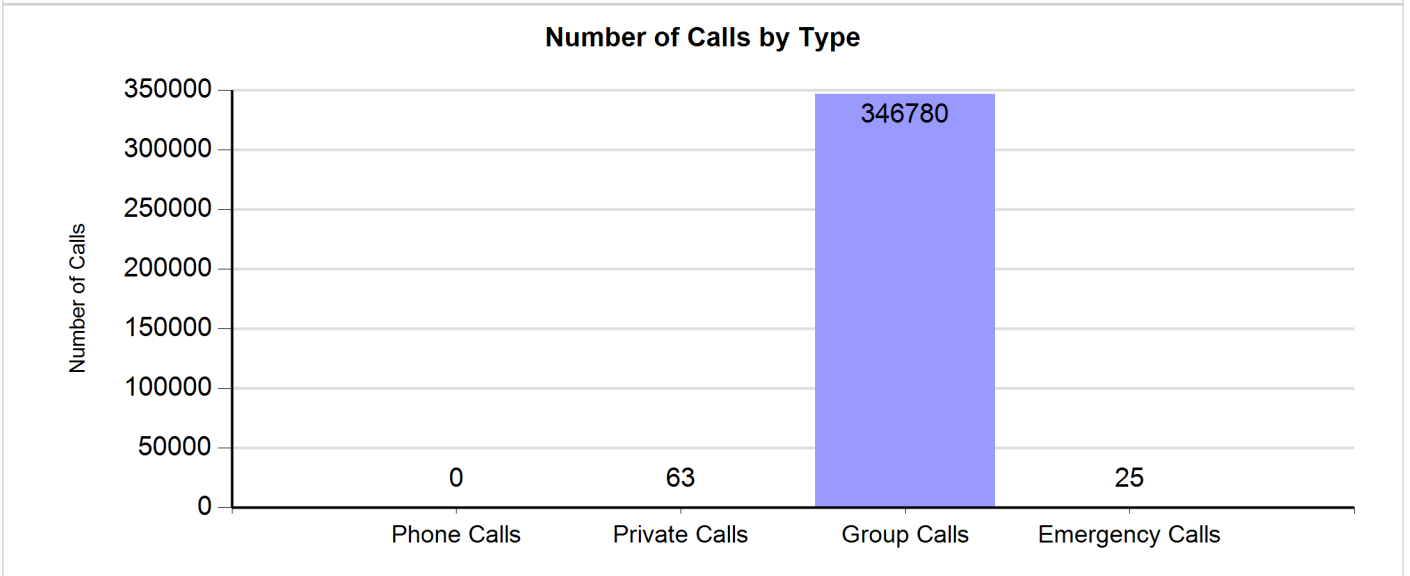
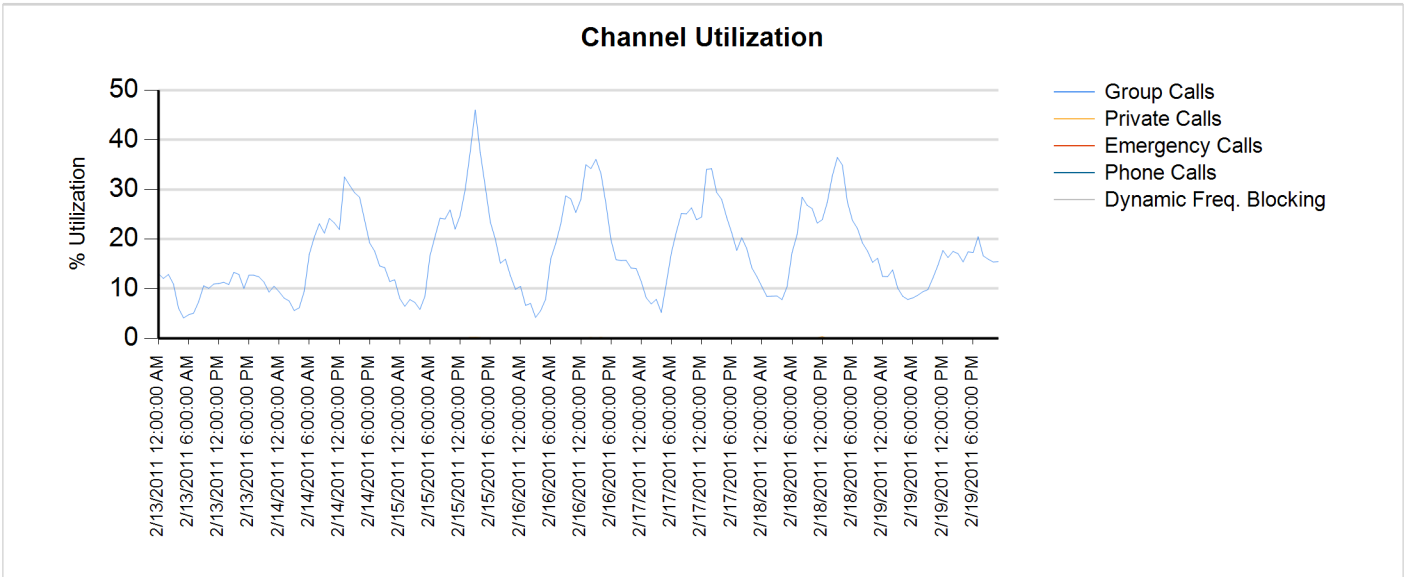




# Site Report

Zone: CHARLOT - Site: SIMULCAST

Sunday, February 13, 2011 12:00:00 AM - Saturday, February 19, 2011 11:59:59 PM



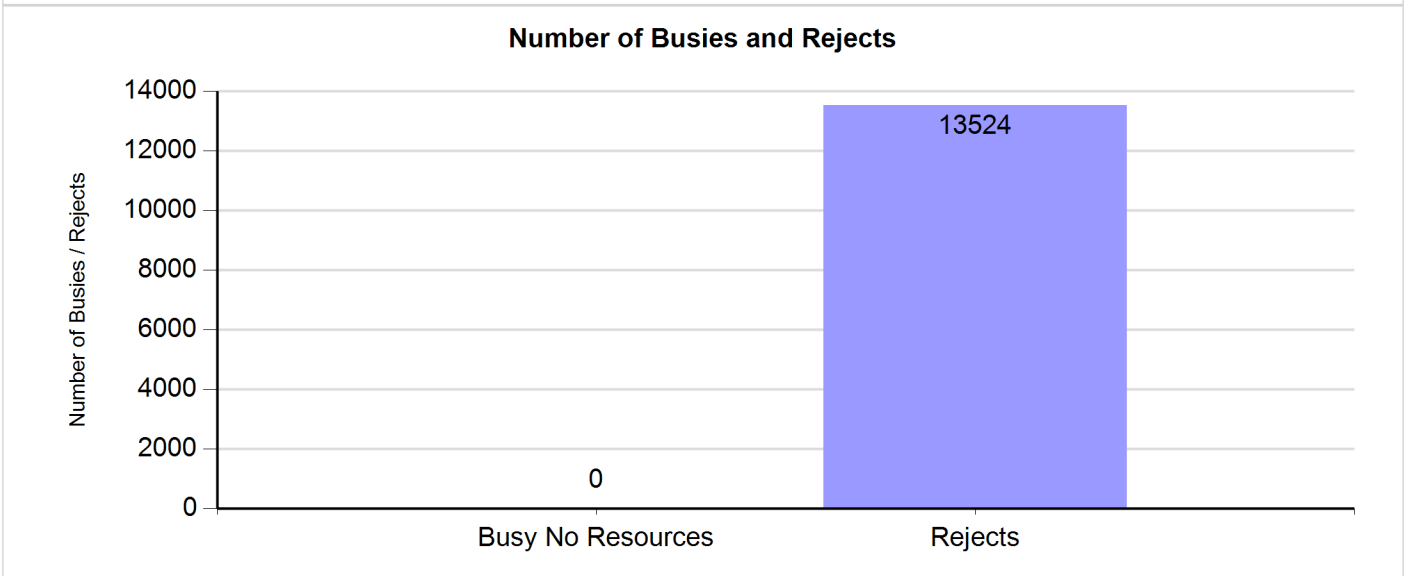
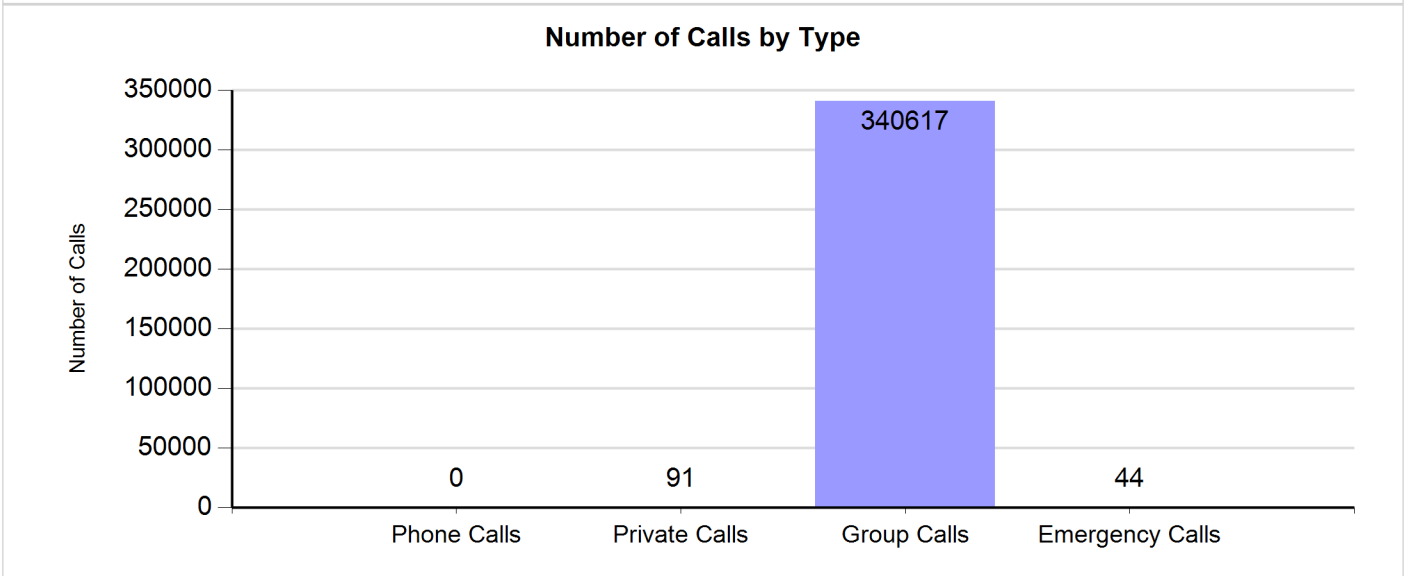
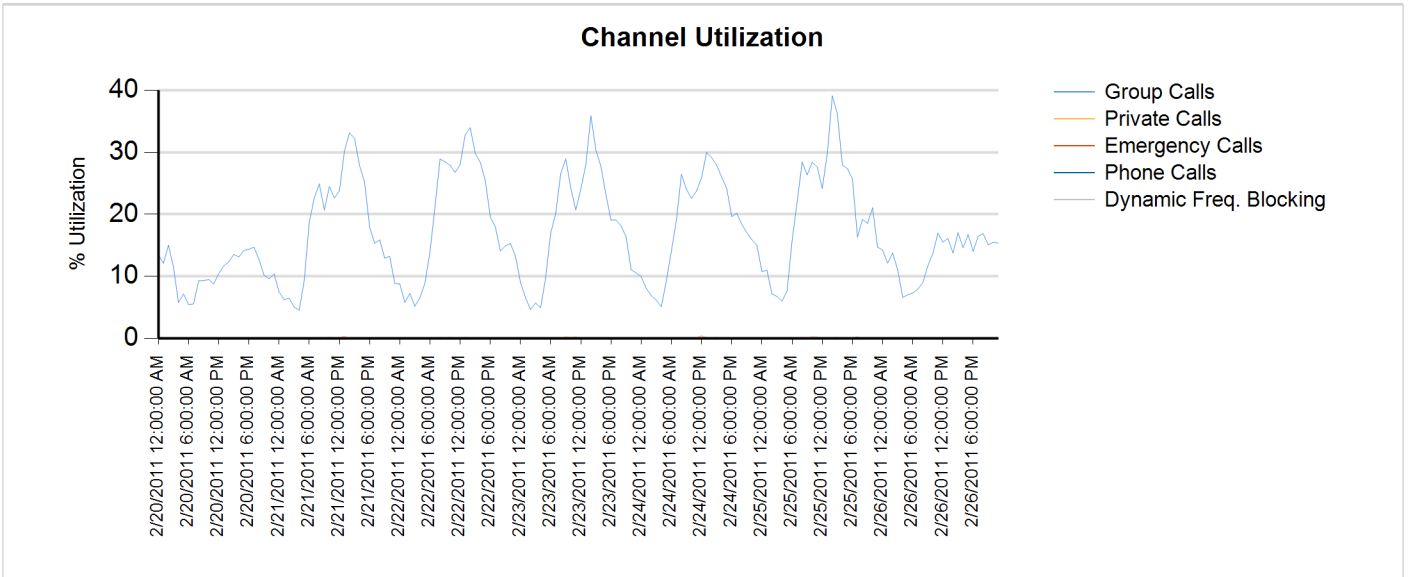




# Site Report

Zone: CHARLOT - Site: SIMULCAST

Sunday, February 20, 2011 12:00:00 AM - Saturday, February 26, 2011 11:59:59 PM





## Charlotte/Mecklenburg Monthly Case Report February 2011

Case ID	Status	Type	Site Name	Severity	Title	Create Date
22572978	Closed	Technical Dispatch	CORNELIUS/NORTH MECK-CHARLOTTE	Severity 1	NMO CORNELIUS/NORTH MECK- Z001DS012R1NMD12 Wan slot 5 Bouncing	1/27/2011 6:13
22573060	Closed	Technical Dispatch	SIMULCAST-SOUTH POINT - CHARLOTTE, CITY OF	Severity 3	Maintenance on the radios	1/27/2011 8:55
22573168	Closed	Technical Dispatch	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY OF	Severity 3	Working on channel 9	1/27/2011 10:11
22574161	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 2	Fire station # 40 audio speaker voice sounds far away and unreadable	1/27/2011 17:55
22574381	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 2	Low volume on radio speakers at FS 31	1/28/2011 8:58
22574440	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 1	EMS Op#5 is down	1/28/2011 9:41
22574876	Closed	Technical Dispatch	SIMULCAST-NORTH TOWER - CHARLOTTE, CITY OF	Severity 3	Maintenance on Channel 16	1/28/2011 12:45
22574929	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Station 12: Reporting low volume across their station speakers	1/28/2011 13:26
22575262	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 3	Mouse with trackball and main transmit button on controller will not work.	1/28/2011 17:09
22575399	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Fire station 21 there speakers on PA system is not working in bedroom	1/29/2011 13:59
22575494	Closed	Technical Dispatch	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY OF	Severity 3	Maintenance on the even channel (SEE NOTES)	1/30/2011 9:58
22575499	Closed	Network Management	MATTHEWS P25 PRIME SITE	Severity 1	NMO- Prime & Subsites 13.7,8 voted out	1/30/2011 11:24
22575550	Closed	Network Management	CORNELIUS/NORTH MECK-CHARLOTTE	Severity 1	NMO CORNELIUS/NORTH CHRONIC ROUTER 1 WAN SLOT 5 ALARM	1/30/2011 21:59
22576245	Closed	Technical Dispatch	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CITY OF	Severity 3	ZDM and UCM Database Optimization	1/31/2011 13:32
22576826	Closed	Technical Dispatch	UNC CHARLOTTE - CHARLOTTE, CITY OF	Severity 1	No transmit on Mutual Aid	1/31/2011 21:00
22576973	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 2	NMO - CFD/CHARLOTTE FIRE vpm04 Box Minor Malfunction Lack of Keys	2/1/2011 8:08
22578475	Closed	Technical Dispatch	SIMULCAST-SOUTH POINT - CHARLOTTE, CITY OF	Severity 3	PM of the Channels and site will be off line	2/2/2011 9:51
22579323	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, CITY OF	Severity 1	Supervisors Console is down	2/2/2011 22:33
22579354	Closed	Technical Dispatch	SIMULCAST-NORTH TOWER - CHARLOTTE, CITY OF	Severity 1	NMO N. Tower CH.23 No TSTAT	2/3/2011 3:51
22579595	Closed	Technical Dispatch	SIMULCAST-NORTH TOWER - CHARLOTTE, CITY OF	Severity 3	PM on the channels	2/3/2011 10:03
22580634	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	MOSCAD is not opening - station 29	2/3/2011 17:06
22580865	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Station 21 is stuck on day alert	2/3/2011 20:10
22581648	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 3	Console # 6 the left side jack has a short and hanging freely	2/4/2011 12:39
22581861	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Moscad is down (Illegal Carrier)	2/4/2011 14:32
22582491	Closed	Network Management	CORNELIUS/NORTH MECK-CHARLOTTE	Severity 1	NMO CORNELIUS/NORTH CHRONIC ROUTER 1 WAN SLOT 5 ALARM	2/5/2011 21:27
22582534	Closed	Technical Dispatch	SIMULCAST-CGMC - CHARLOTTE, CITY OF	Severity 1	Shutting down site for generator maintenance	2/6/2011 7:24
22582762	Closed	Technical Dispatch	SIMULCAST SUGARCREEK P25- CHARLOTTE, CITY OF	Severity 3	Site PM	2/7/2011 9:11
22582799	Closed	Network Management	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CITY OF	Severity 1	NMO - CHARLOTTE P25 MASTER - UCS and ZDS disabled (CANCELED)	2/7/2011 9:27
22582917	Closed	Technical Dispatch	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 3	PM's - Channels ( Going Up/Down - May Take Site Down )	2/7/2011 10:38
22583842	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	MOSCAD failures, compass stations are not getting alerted	2/7/2011 20:50
22584359	Closed	Technical Dispatch	SIMULCAST-MATTHEWS - CHARLOTTE, CITY OF	Severity 3	PM on site	2/8/2011 10:23
22585608	Closed	Network Management	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CITY OF	Severity 3	NMO- T1 telco testing	2/9/2011 7:55
22585662	Deferred	Technical Support	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY OF	Severity 2	\$CT ASTROT.7 CR15994 - Simulcast went into Site Trunking	2/9/2011 8:55
22586754	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 3	Transmit button on dispatch console # 1 is sticking	2/9/2011 16:29
22587066	Closed	Technical Dispatch	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY OF	Severity 3	Site Maintenance all Channels	2/10/2011 8:41
22587330	Closed	Technical Dispatch	CHARLOTTE P25 MASTER	Severity 3	Zone Database Optimization	2/10/2011 11:10
22589555	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 1	Console is down; radio monitor is out, Pos # 7	2/12/2011 12:07
22589595	Closed	Network Management	SIMULCAST-BELHAVEN - CHARLOTTE, CITY OF	Severity 1	NMO Belhaven Charlotte Chan 6 malf	2/12/2011 19:19
22589706	Closed	Network Management	SIMULCAST- MIDLAND - CHARLOTTE, CITY OF	Severity 2	NMO - Channel 17 Illegal Carrier	2/13/2011 17:49
22589904	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 3	Trackball length needs to be extended on consoles 1,2,4,5, and 7	2/14/2011 8:04
22590070	Closed	Technical Dispatch	SIMULCAST-BELHAVEN - CHARLOTTE, CITY OF	Severity 3	Maintenance on channels	2/14/2011 10:08
22591107	Closed	Network Management	BELHAVEN P25 SUB SITE-CHARLOTTE, CITY OF	Severity 1	NMO - Chan 3/4/5/11/10 fault Manager lost communication to the device	2/14/2011 16:56
22591485	Closed	Technical Dispatch	MPD/ MATTHEWS DISPATCH CENTER - CHARLOTTE, CITY OF	Severity 1	Consoles Gold Elite is not functioning correctly	2/15/2011 9:49
22591485	Closed	Technical Dispatch	MPD/ MATTHEWS DISPATCH CENTER - CHARLOTTE, CITY OF	Severity 1	Consoles Gold Elite is not functioning correctly	2/15/2011 9:49
22592829	Closed	Request for RA	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY OF	Severity 2	Request for repair	2/16/2011 8:44
22593808	Closed	Technical Dispatch	SIMULCAST-MATTHEWS - CHARLOTTE, CITY OF	Severity 3	Changing out a circulator on combiner affecting channels 9,13,18,21,23,27	2/16/2011 14:12
22594317	Closed	Network Management	SIMULCAST-BELHAVEN - CHARLOTTE, CITY OF	Severity 1	NMO - Channel 6 Malfunctioning No TsTat	2/16/2011 18:43
22594555	Closed	Technical Dispatch	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY OF	Severity 3	Ch. 13 digitec work	2/17/2011 9:16
22594886	Closed	Technical Dispatch	SIMULCAST-BELHAVEN - CHARLOTTE, CITY OF	Severity 3	Channel 14 maintenance	2/17/2011 11:35
22594956	Closed	Request for RA	SIMULCAST SUGARCREEK P25- CHARLOTTE, CITY OF	Severity 2	Request for Repairs Part# QRN4307B; QRN4306B; QRN4306C	2/17/2011 11:56
22596686	Closed	Network Management	CORNELIUS/NORTH MECK-CHARLOTTE	Severity 1	NMO CORNELIUS/NORTH CHRONIC ROUTER 1 WAN SLOT 5 ALARM	2/19/2011 0:14
22596773	Closed	Network Management	SIMULCAST-CGMC - CHARLOTTE, CITY OF	Severity 1	NMO - Sugarcreek CGMC Channel 17 RsRib TSTAT Failure	2/19/2011 13:49
22596955	Closed	Network Management	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 1	MO SUMULCAST-TYVOLA chan 11 malfunctioning due to NO TASTAT DURING CALL	2/20/2011 0:28
22596967	Closed	Network Management	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	NMO CFD/CHARLOTTE FIRE OP03 CRITICAL MALF.	2/20/2011 4:45
22597093	Closed	Network Management	SIMULCAST-MATTHEWS - CHARLOTTE, CITY OF	Severity 1	NMO Chan 10 malf 3 in 30 min	2/21/2011 2:40
22597201	Closed	Technical Dispatch	CMCG P25 SUB SITE-CHARLOTTE, CITY OF	Severity 3	Maintenance on all channels	2/21/2011 8:50
22597221	Closed	Technical Dispatch	SIMULCAST-MATTHEWS - CHARLOTTE, CITY OF	Severity 3	Working on channel 6 & 25	2/21/2011 9:07
22597233	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 1	Primary console the trak ball is sticking	2/21/2011 9:13
22597311	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Not receiving dispatched over the radio	2/21/2011 9:56
22597316	Closed	Technical Dispatch	SIMULCAST-BELHAVEN - CHARLOTTE, CITY OF	Severity 3	Investigating channel numbers 13, 18, 21, 22,23, 24, 25 and 27	2/21/2011 10:00
22598094	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Comm failure at fire station 13, 10,17, 27,30	2/21/2011 18:03
22598167	Closed	Network Management	SIMULCAST-CGMC - CHARLOTTE, CITY OF	Severity 1	NMO-Channel 1 malfunction > 15 minutes	2/22/2011 2:43
22598440	Closed	Technical Dispatch	SIMULCAST-MATTHEWS - CHARLOTTE, CITY OF	Severity 3	Doing Maintenance on all channel.	2/22/2011 10:29
22599554	Closed	Network Management	CORNELIUS/NORTH MECK-CHARLOTTE	Severity 1	NMO Z001DS012R1NMD12 Wan Slot 4 and 5 Down (bouncing)	2/22/2011 19:28
22599718	Closed	Technical Dispatch	CHARLOTTE P25 MASTER	Severity 3	Zone Data base optimization	2/23/2011 8:44
22600083	Closed	Technical Dispatch	SIMULCAST-BELHAVEN - CHARLOTTE, CITY OF	Severity 3	Turning channels on and off while working on the Combiner	2/23/2011 10:26
22600131	Closed	Technical Dispatch	SIMULCAST-NORTH TOWER - CHARLOTTE, CITY OF	Severity 1	NMO Channel 12 RTIB malfunctioning No TSTAT When Keyed	2/23/2011 10:55
22600561	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 2	Moscad failed at Station #5	2/23/2011 14:09
22600736	Closed	Technical Support	CHARLOTTE P25 MASTER	Severity 2	A-7.7 XML parse error in UEM	2/23/2011 15:33
22600792	Closed	Technical Support	RADIO SHOP - CHARLOTTE, CITY OF	Severity 3	VPM password	2/23/2011 15:34
22600805	Closed	Request for RA	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 2	Request for Part	2/23/2011 16:02
22600807	Closed	Technical Dispatch	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CITY OF	Severity 1	NMO - UCS-UNC Disabled/Enabled User Requested	2/23/2011 16:04
22602165	Closed	Technical Dispatch	SIMULCAST-BELHAVEN - CHARLOTTE, CITY OF	Severity 3	Site maintenance	2/24/2011 14:31
22602328	Closed	Technical Dispatch	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 1	NMO - Channel 14 Malfunction	2/24/2011 16:21
22602393	Closed	Technical Dispatch	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 1	NMO - Tyvola-Channel 14 malfunction	2/24/2011 17:04
22604000	Closed	Technical Dispatch	SIMULCAST SUGARCREEK P25- CHARLOTTE, CITY OF	Severity 1	NMO Sugar Creek simul Charlotte Chan 6 malf	2/25/2011 21:42
22604001	Closed	Technical Support	SIMULCAST-MATTHEWS - CHARLOTTE, CITY OF	Severity 1	NMO Mathews Charlotte Chan 10 malf bouncing	2/25/2011 21:58
22604050	Closed	Technical Dispatch	SIMULCAST SUGARCREEK P25- CHARLOTTE, CITY OF	Severity 1	NMO-Channel 21 Out of Wide Service	2/26/2011 8:45
22604077	Closed	Technical Dispatch	SIMULCAST-BELHAVEN - CHARLOTTE, CITY OF	Severity 1	NMO - Channel 6 - RTIB - NO TSTAT DURING CALL > 15 min.	2/26/2011 12:31
				Severity 1	40	
				Severity 2	10	
				Severity 3	29	
				Total	79	

# 2011

JANUARY						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

FEBRUARY						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

MARCH						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

APRIL						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

MAY						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

JUNE						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

JULY						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

AUGUST						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

SEPTEMBER						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

OCTOBER						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

NOVEMBER						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

DECEMBER						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31