



SmartZone Metric Report

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

March 2011



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March-2011

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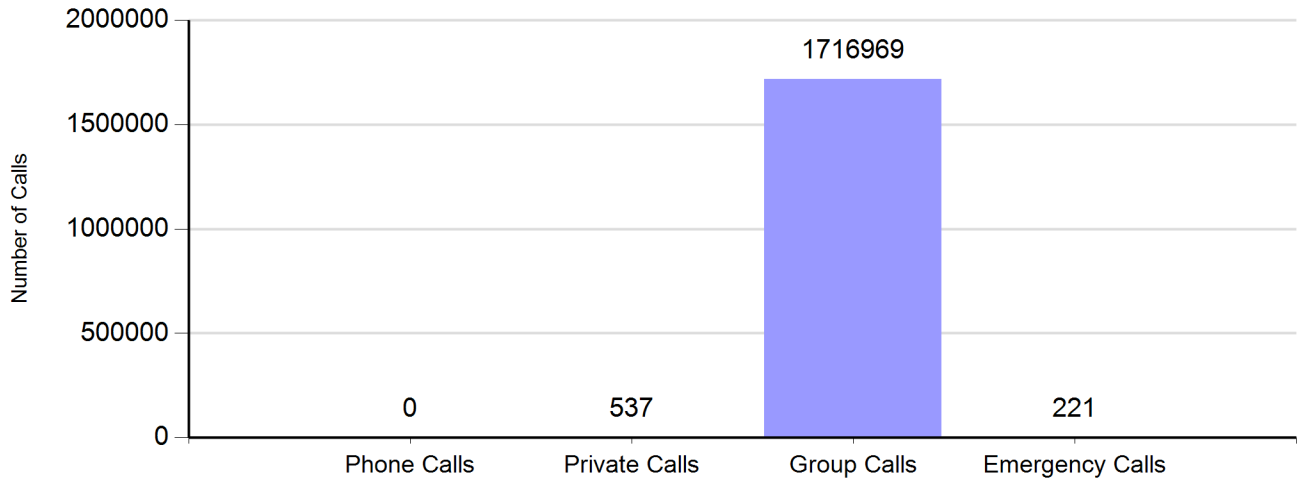
R.A.D.I.O Summary		
Charlotte/Mecklenburg P25 and SIMULCAST System		
March-2011		
Cases	63	
System Push To Talks	2,803,836	

Charlotte/Mecklenburg P2 Site		
Unplanned Nines	5.8	Comments Equals 99.9998% Available
Nines without RFI	6.5	Equals 99.99995% Available
P25 Calls	84,366	
No Site Resouce Count	0	

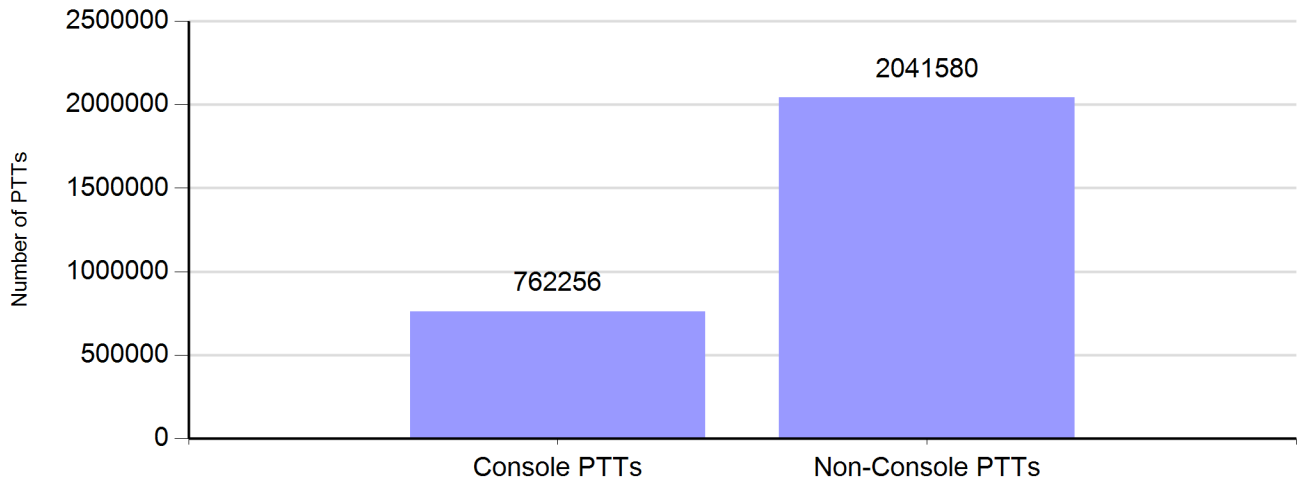
Charlotte/Mecklenburg SIMULCAST Site		
Unplanned Nines	5.4	Comments Equals 99.9994% Available
Nines without RFI	5.7	Equals 99.9997% Available
SIMULCAST Calls	1,356,907	
No Site Resouce Count	7	

Zone Call Report

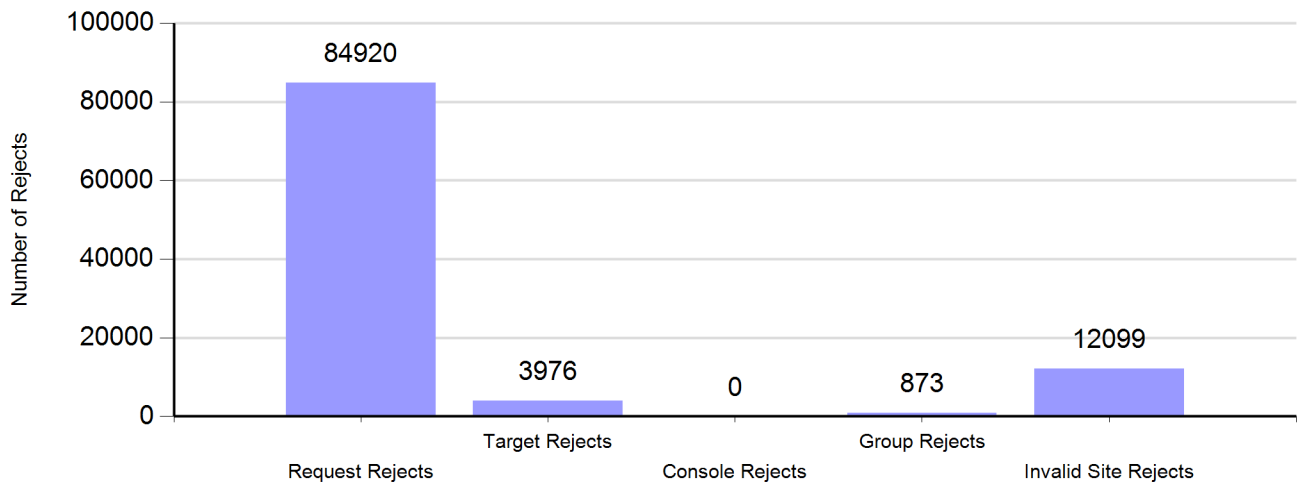
Number of Calls by Type



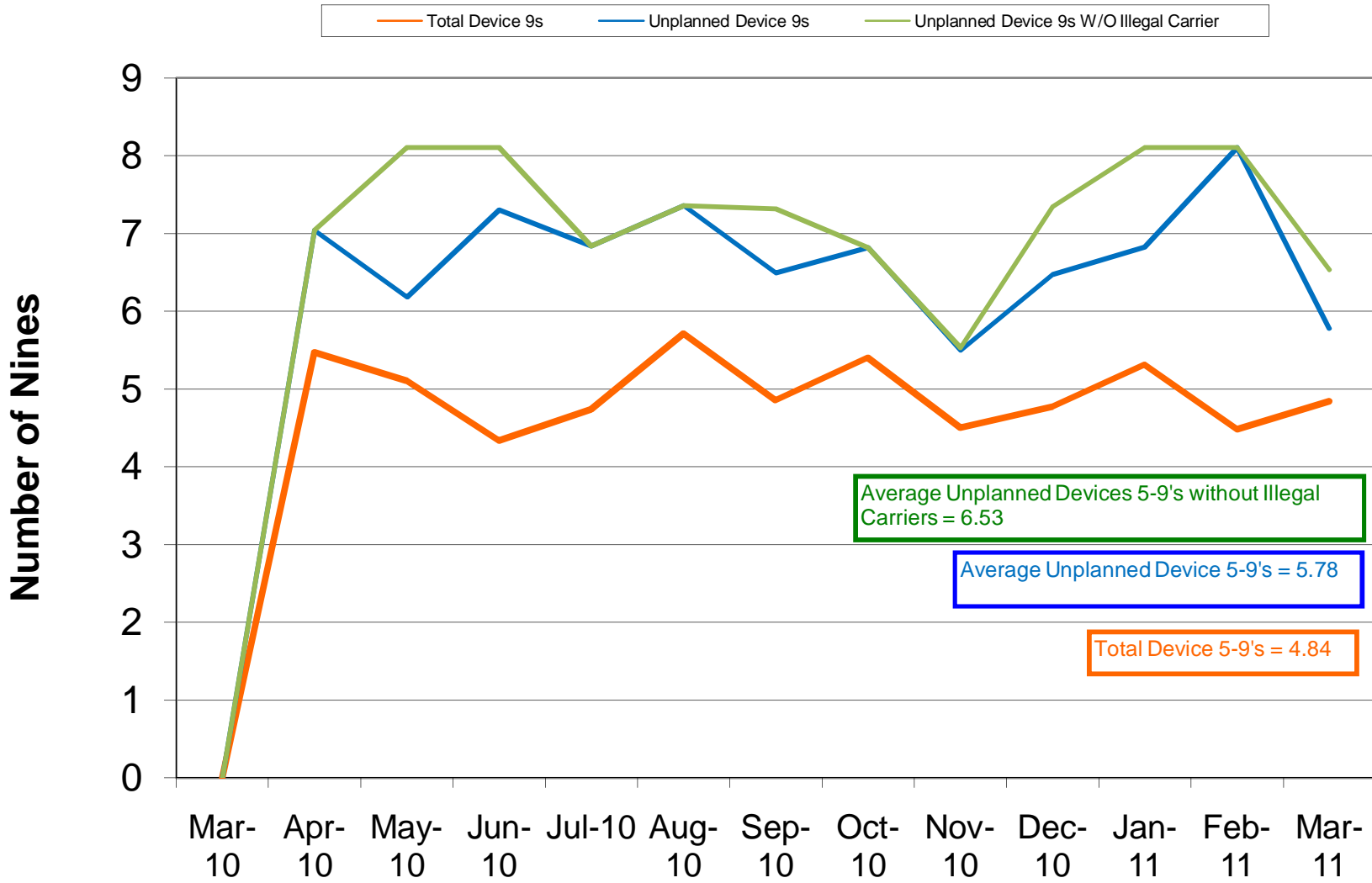
Number of Zone PTTs



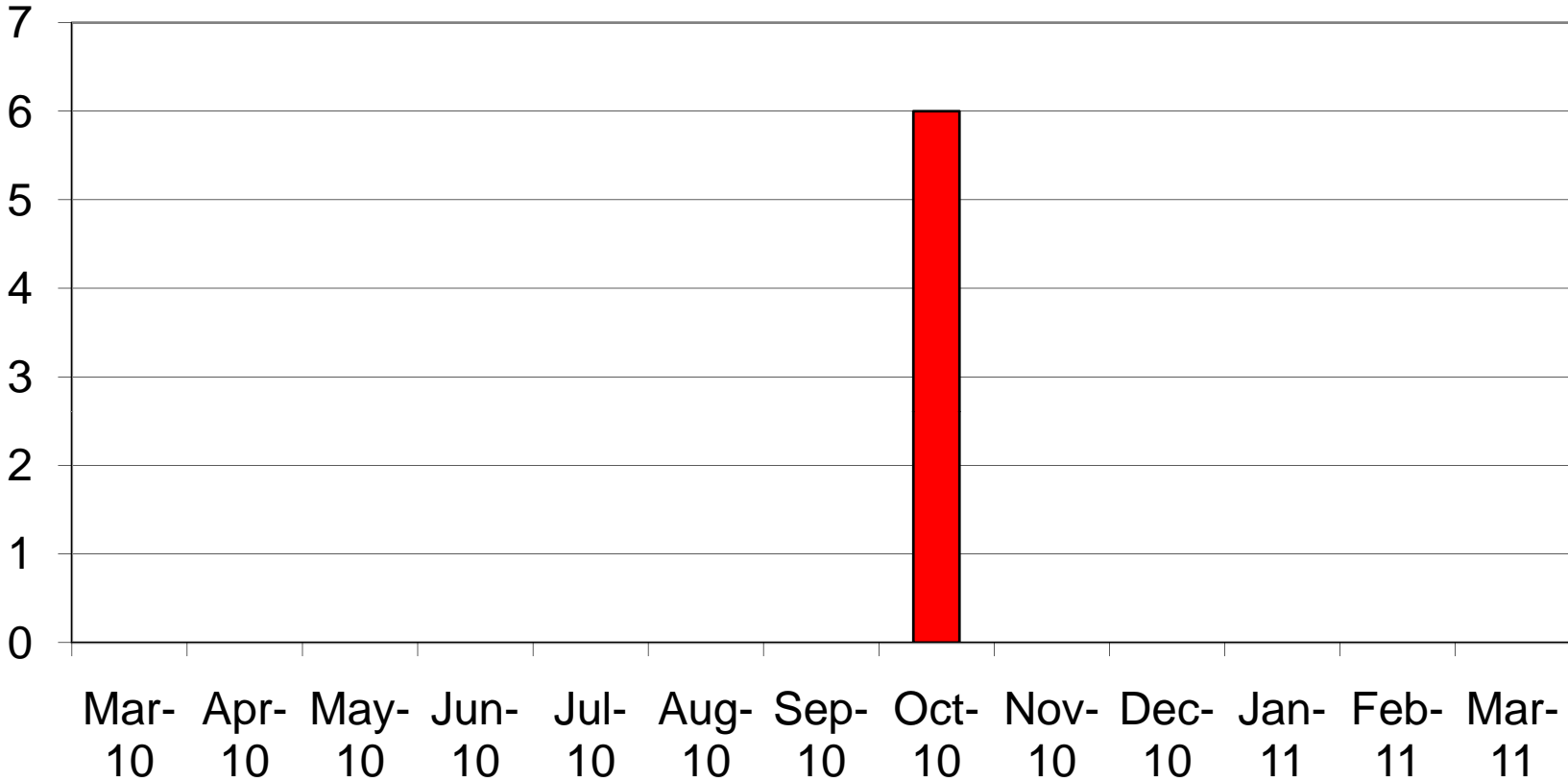
Reasons for Reject



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

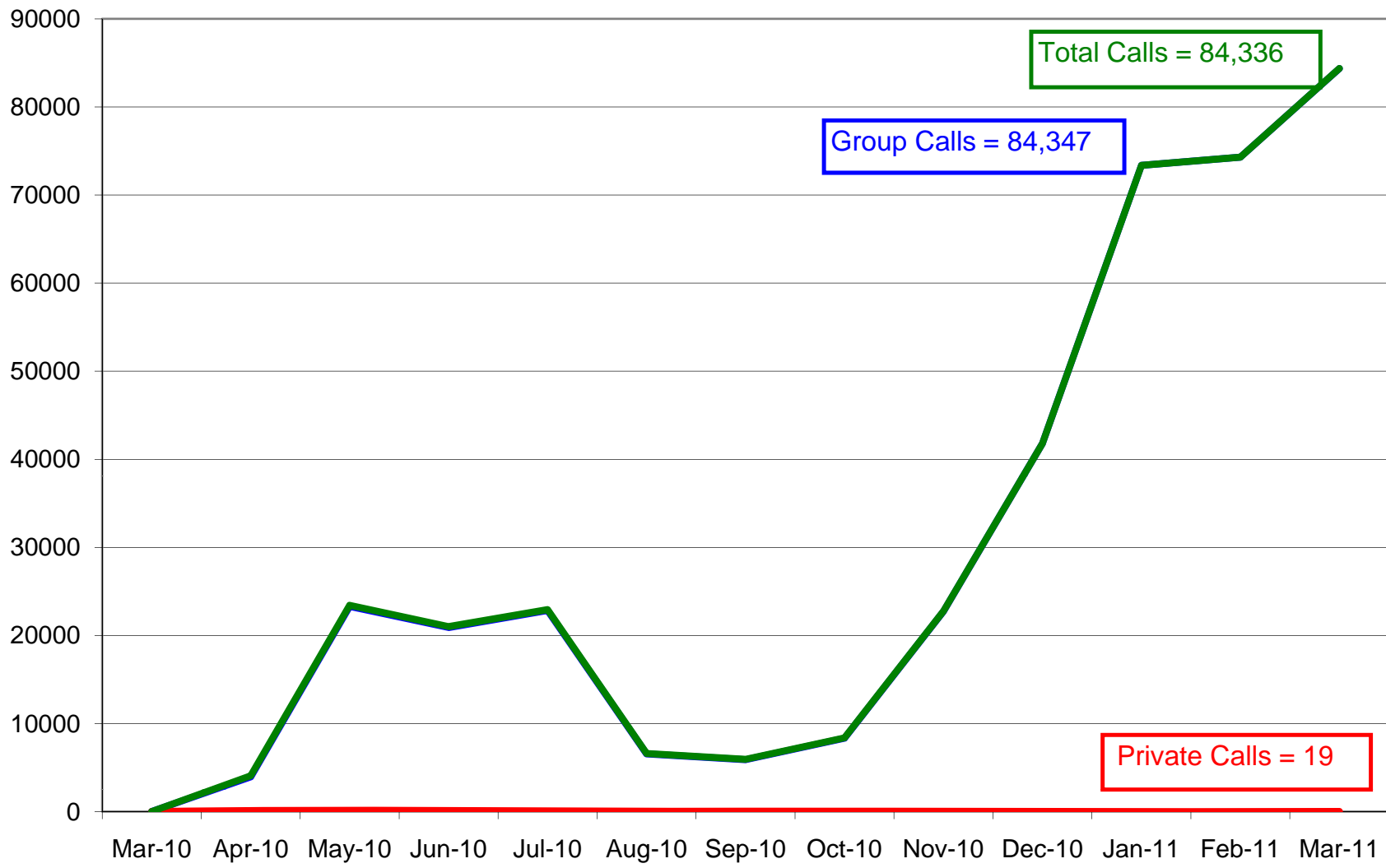


Charlotte/ Mecklenburg P25 No Site Resources March 2011



Charlotte/Mecklenburg P25 System Calls March 2011

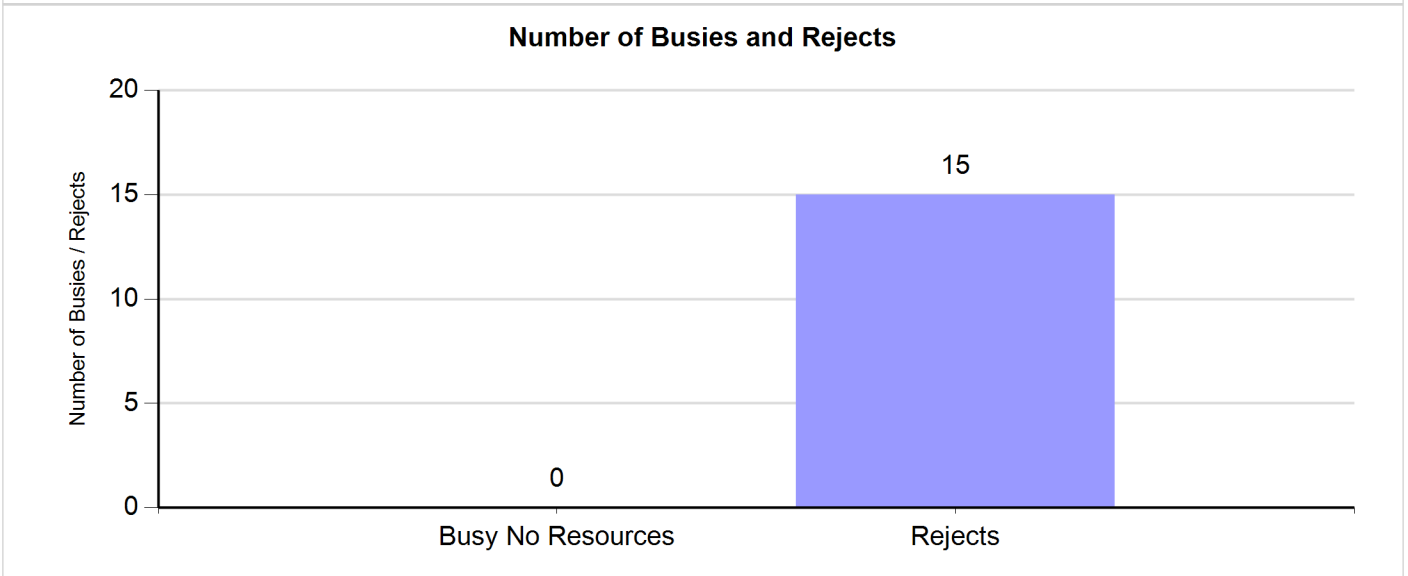
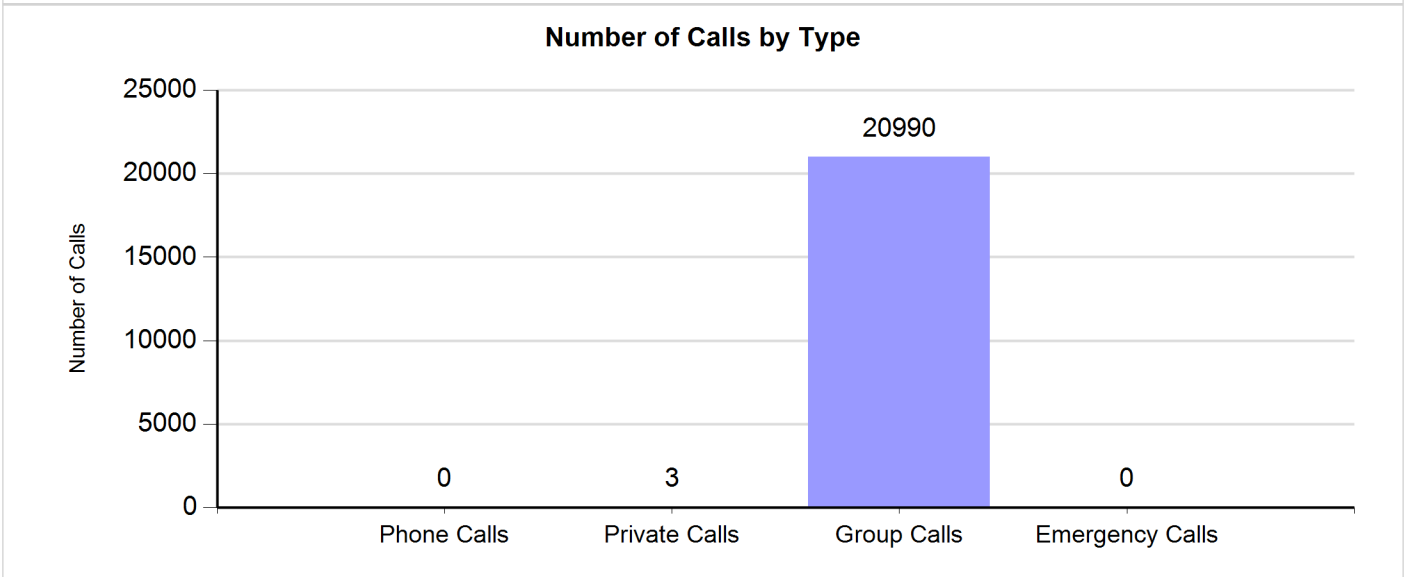
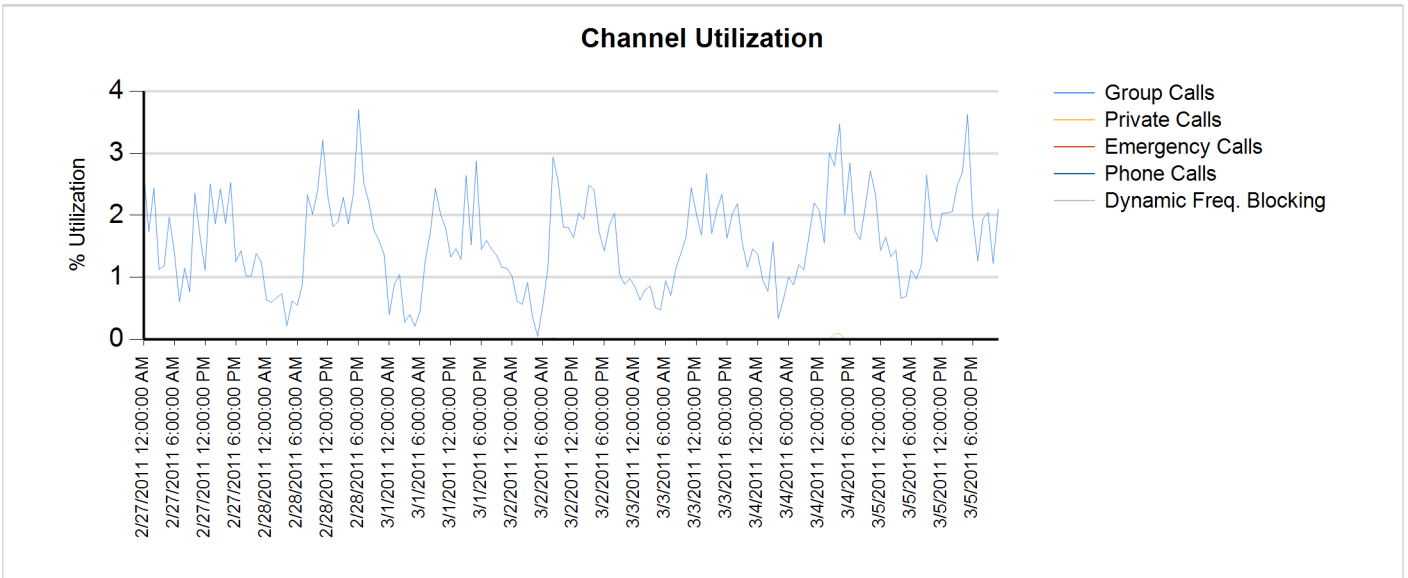
Group Private Total



Site Report

Zone: CHARLOT - Site: Matthews Prime

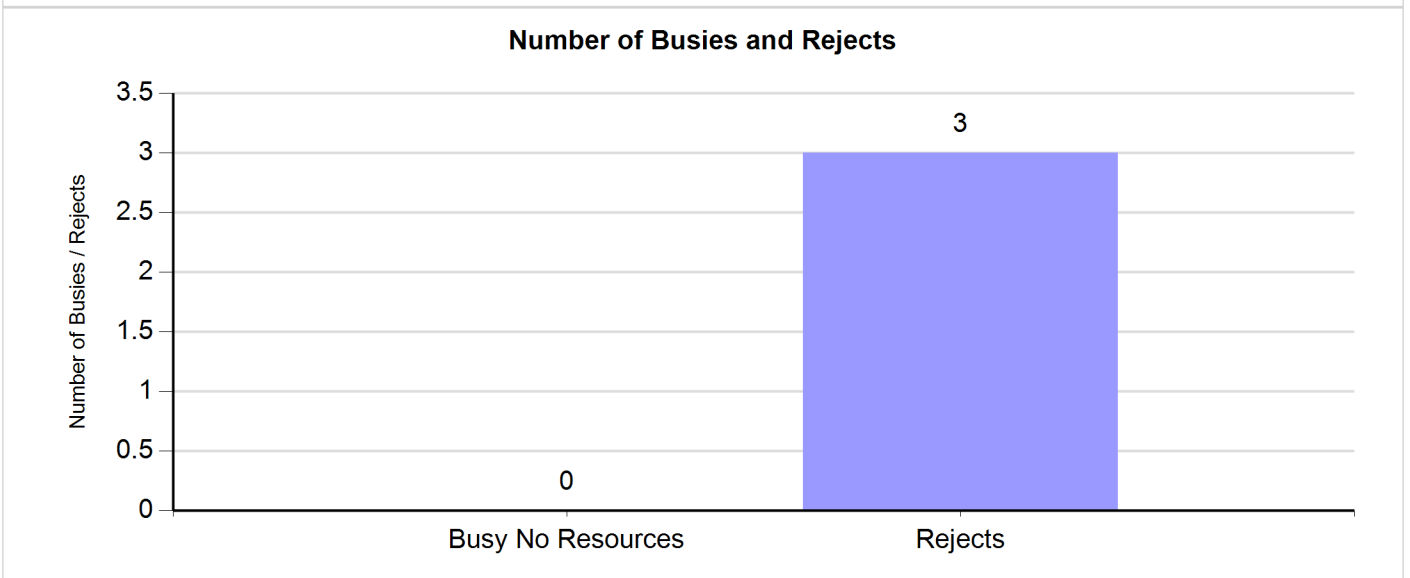
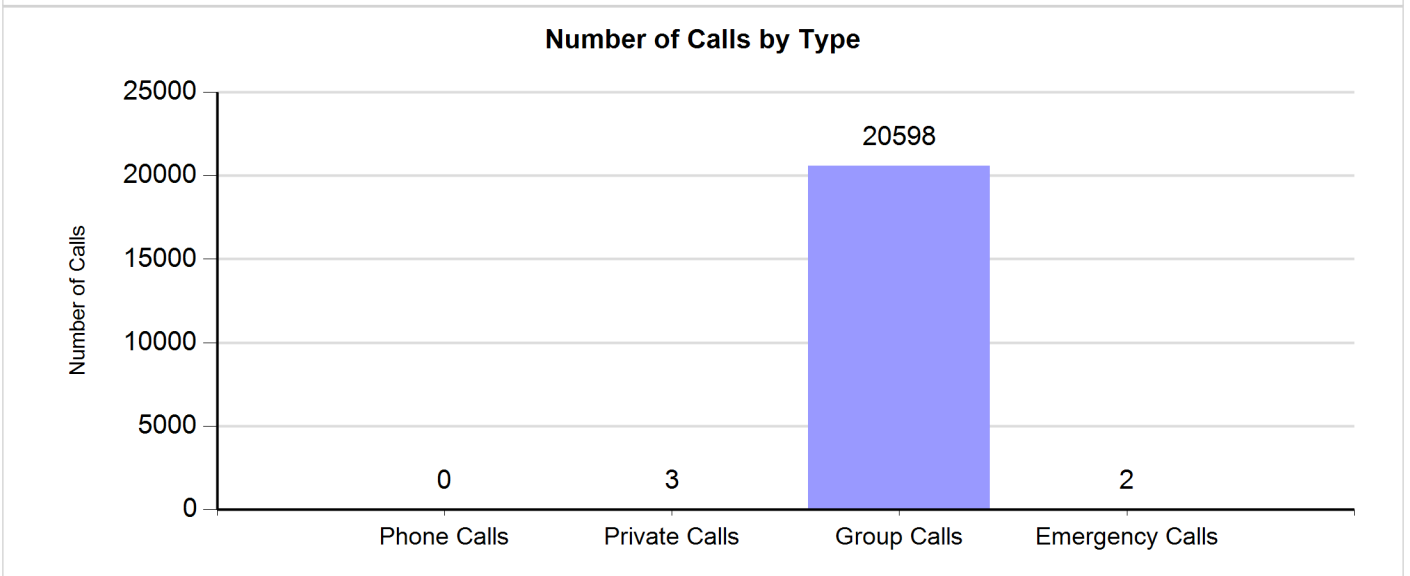
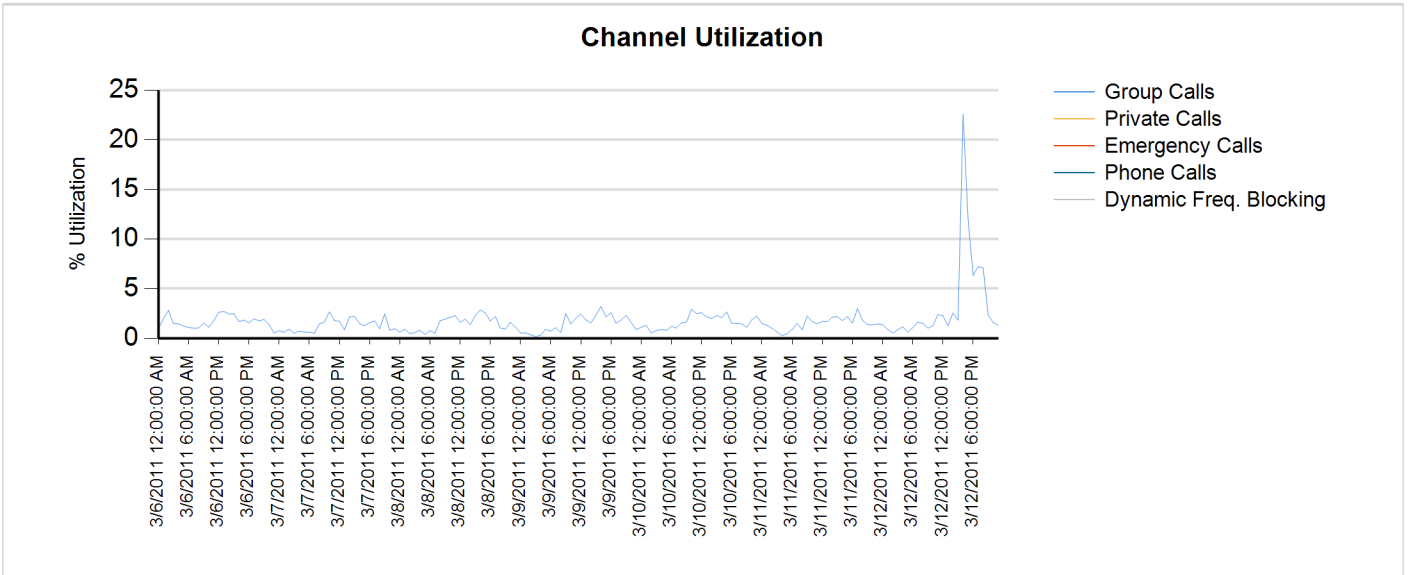
Sunday, February 27, 2011 12:00:00 AM - Saturday, March 05, 2011 11:59:59 PM



Site Report

Zone: CHARLOT - Site: Matthews Prime

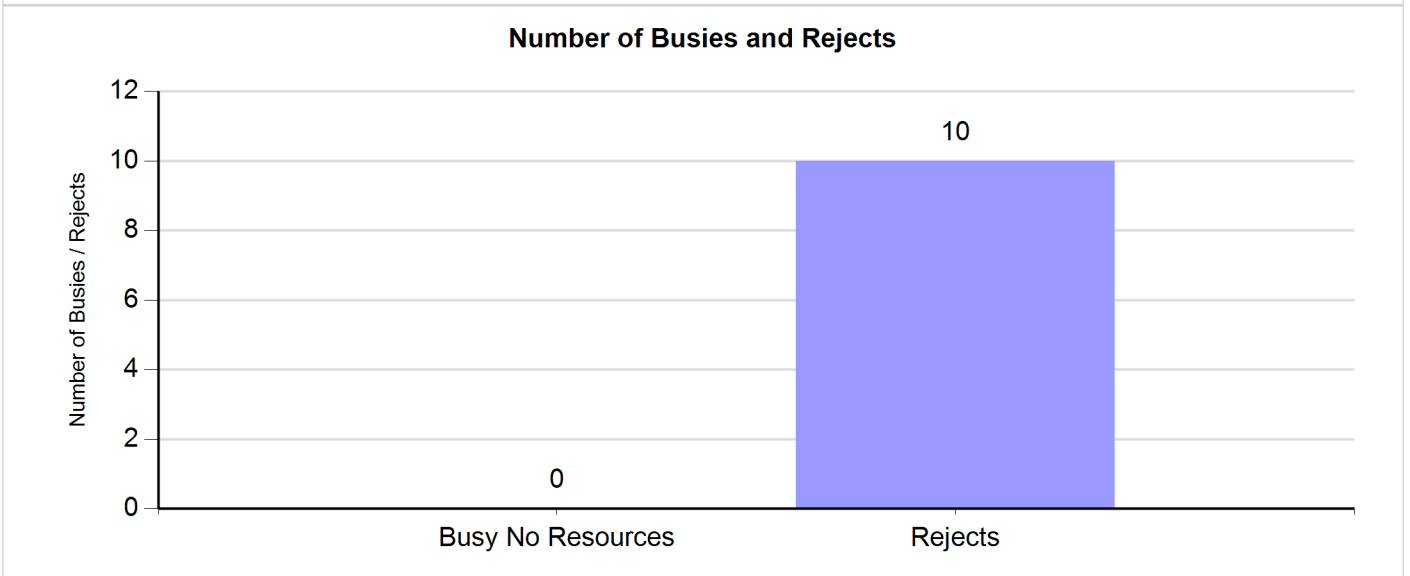
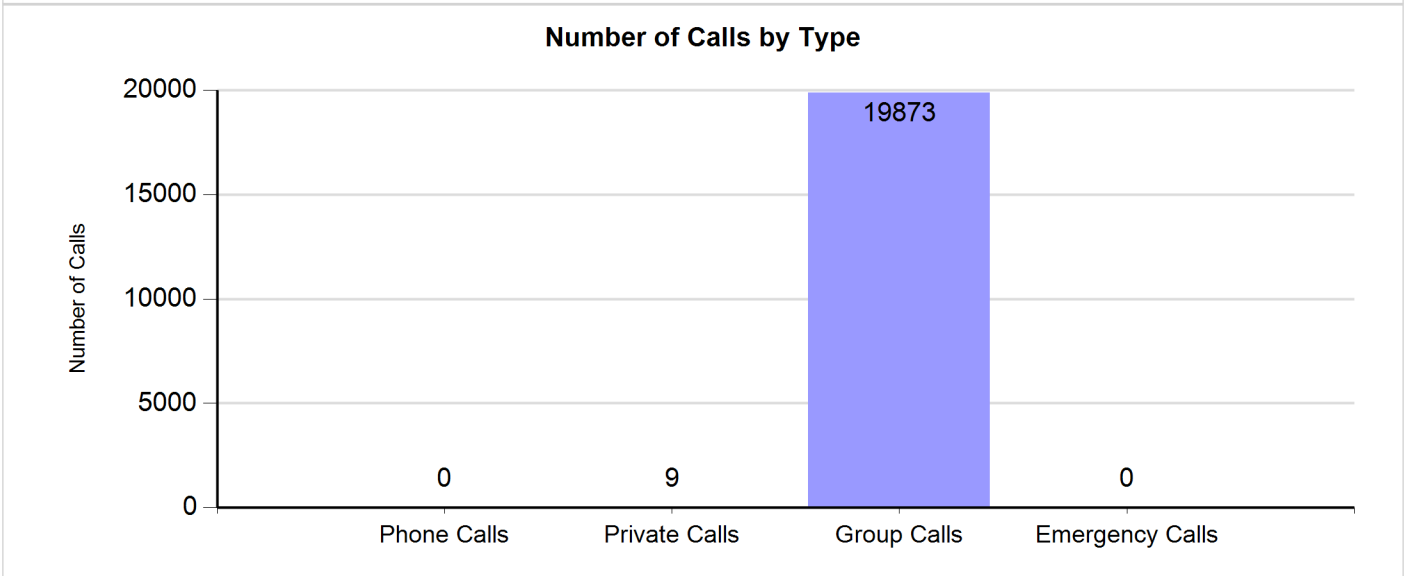
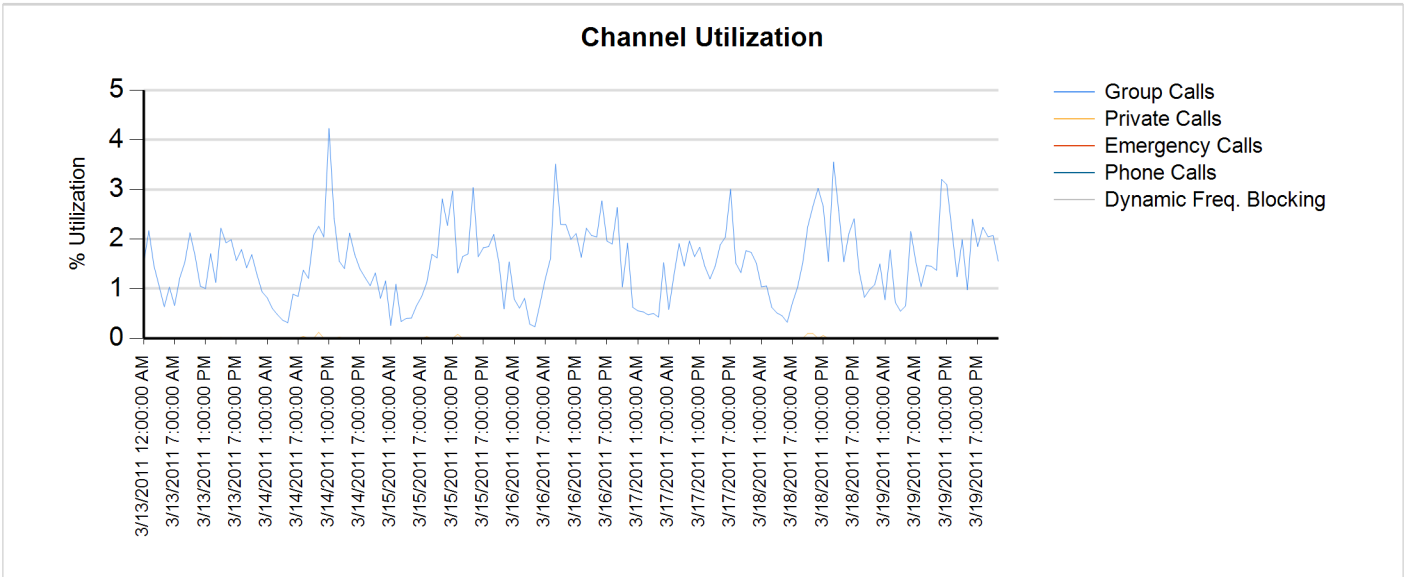
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Site Report

Zone: CHARLOT - Site: Matthews Prime

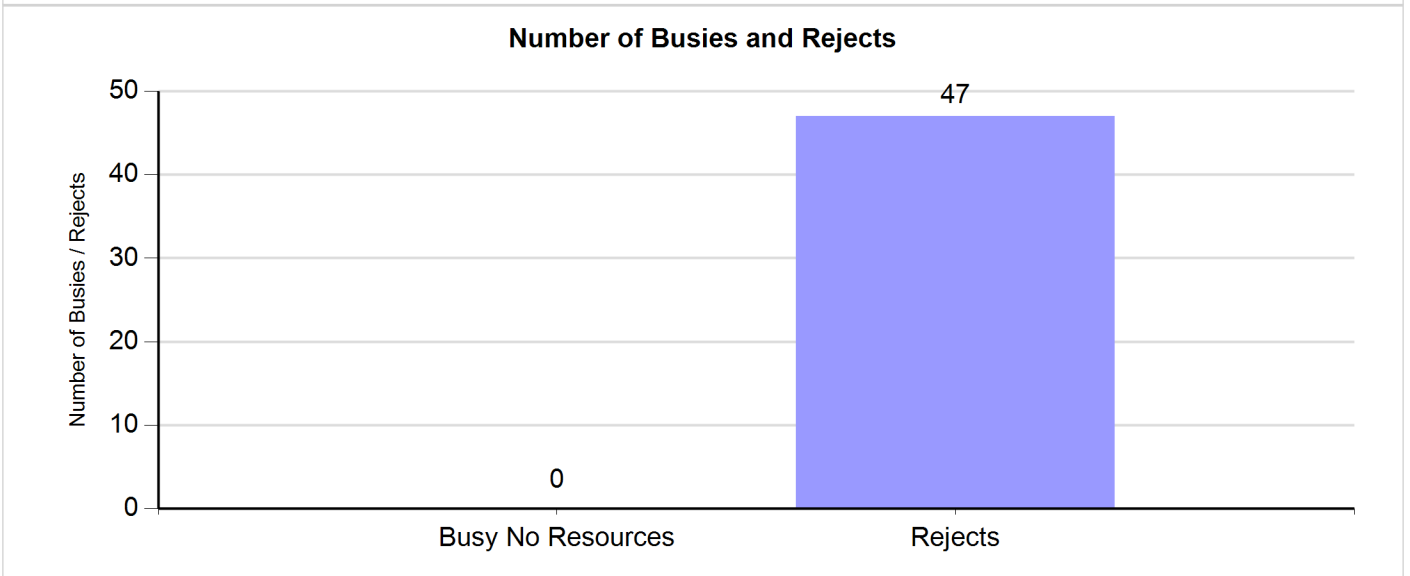
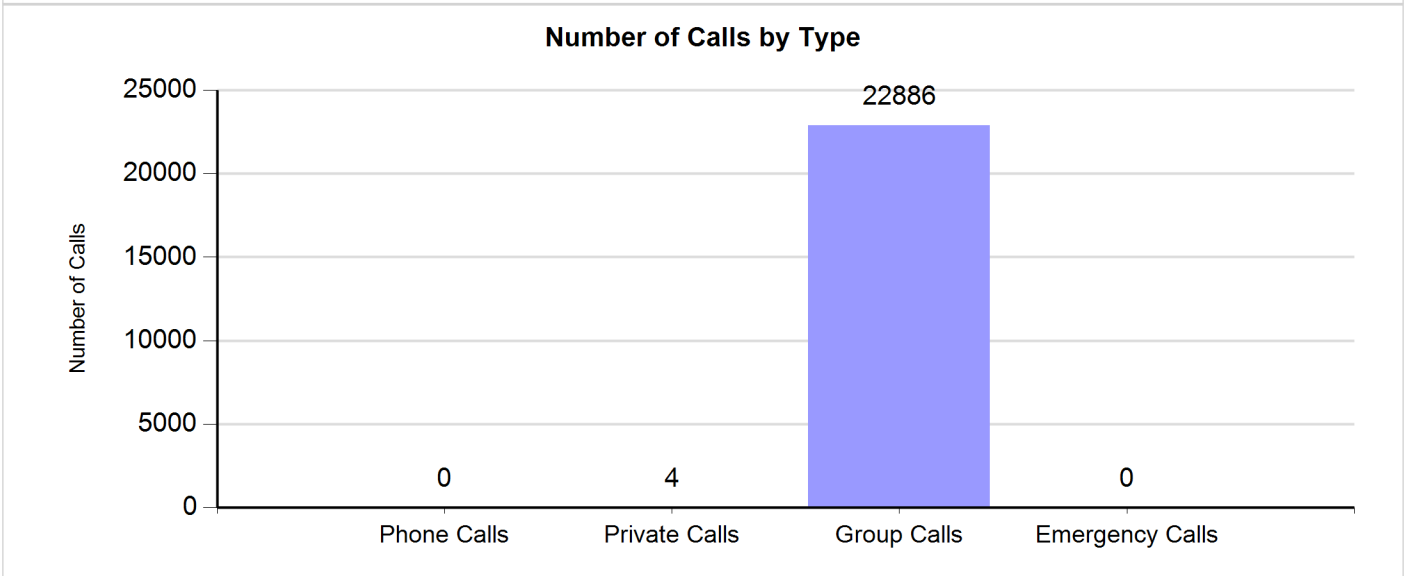
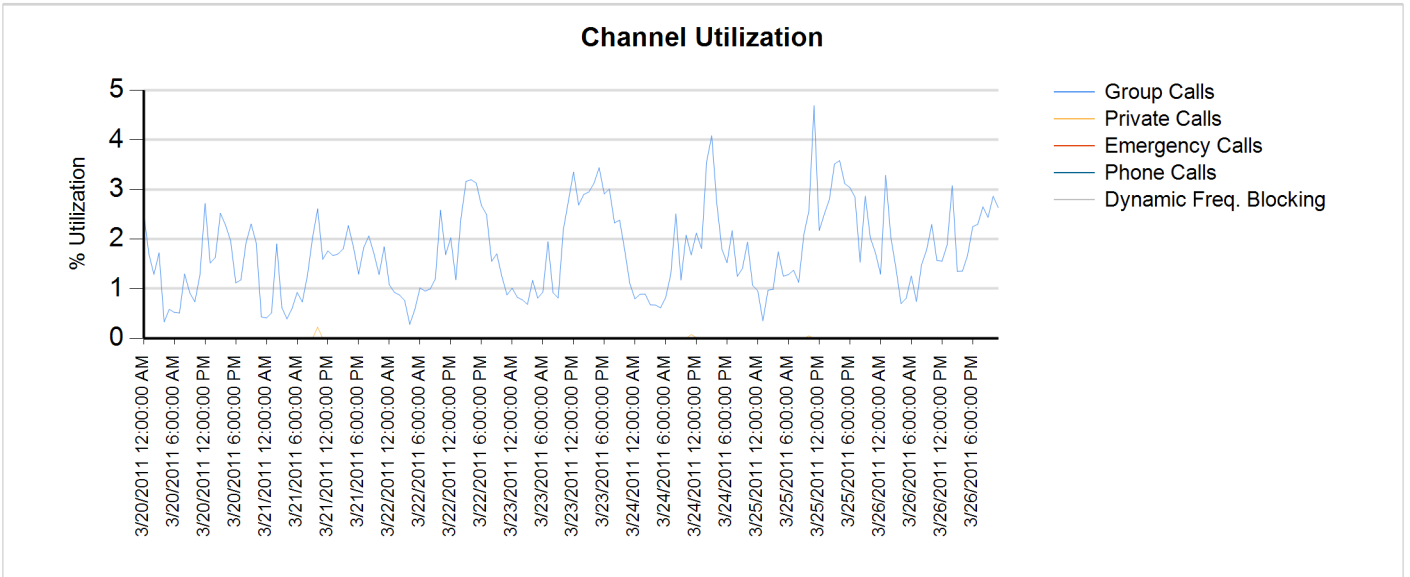
Sunday, March 13, 2011 12:00:00 AM - Saturday, March 19, 2011 11:59:59 PM



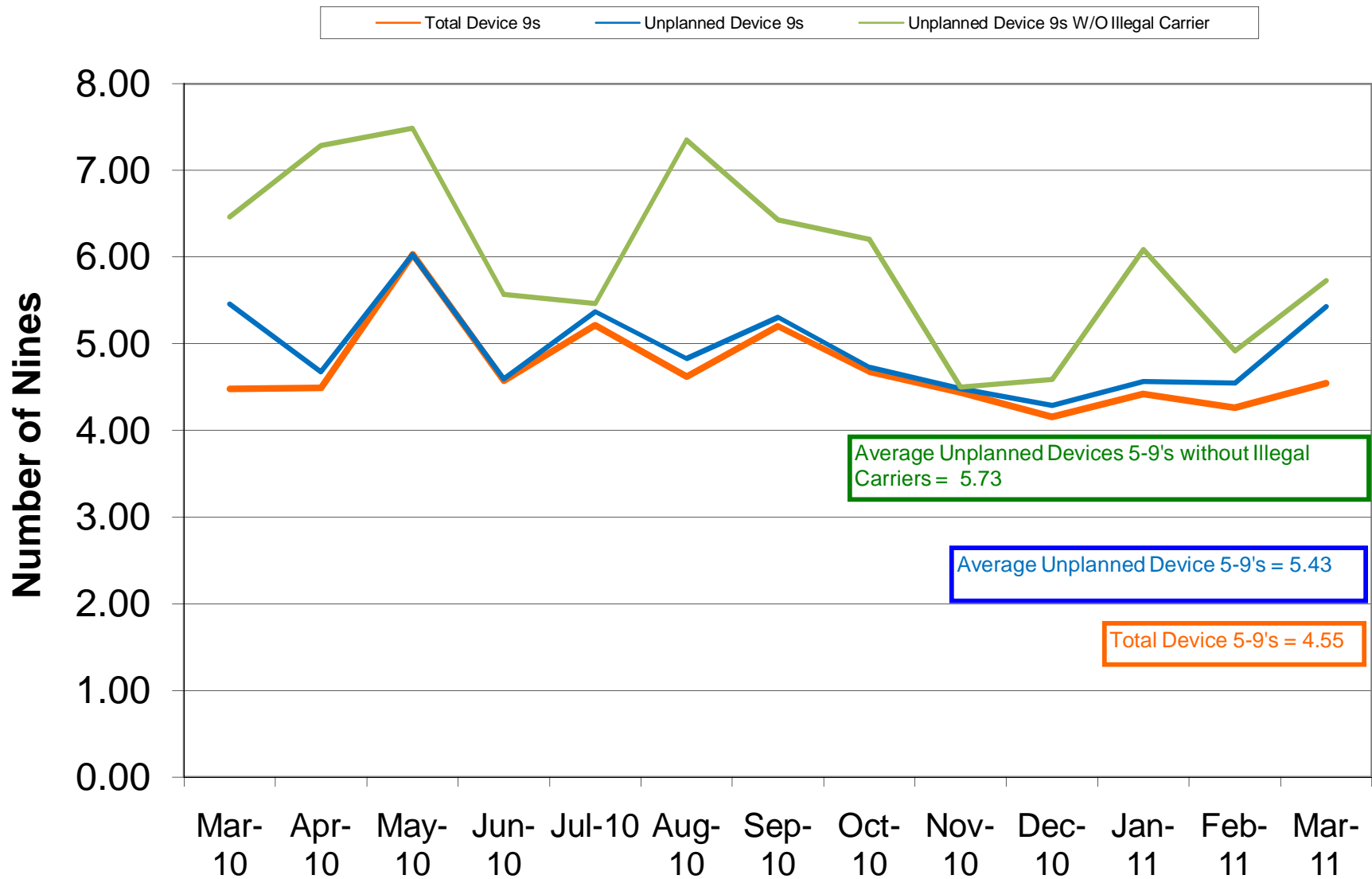
Site Report

Zone: CHARLOT - Site: Matthews Prime

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

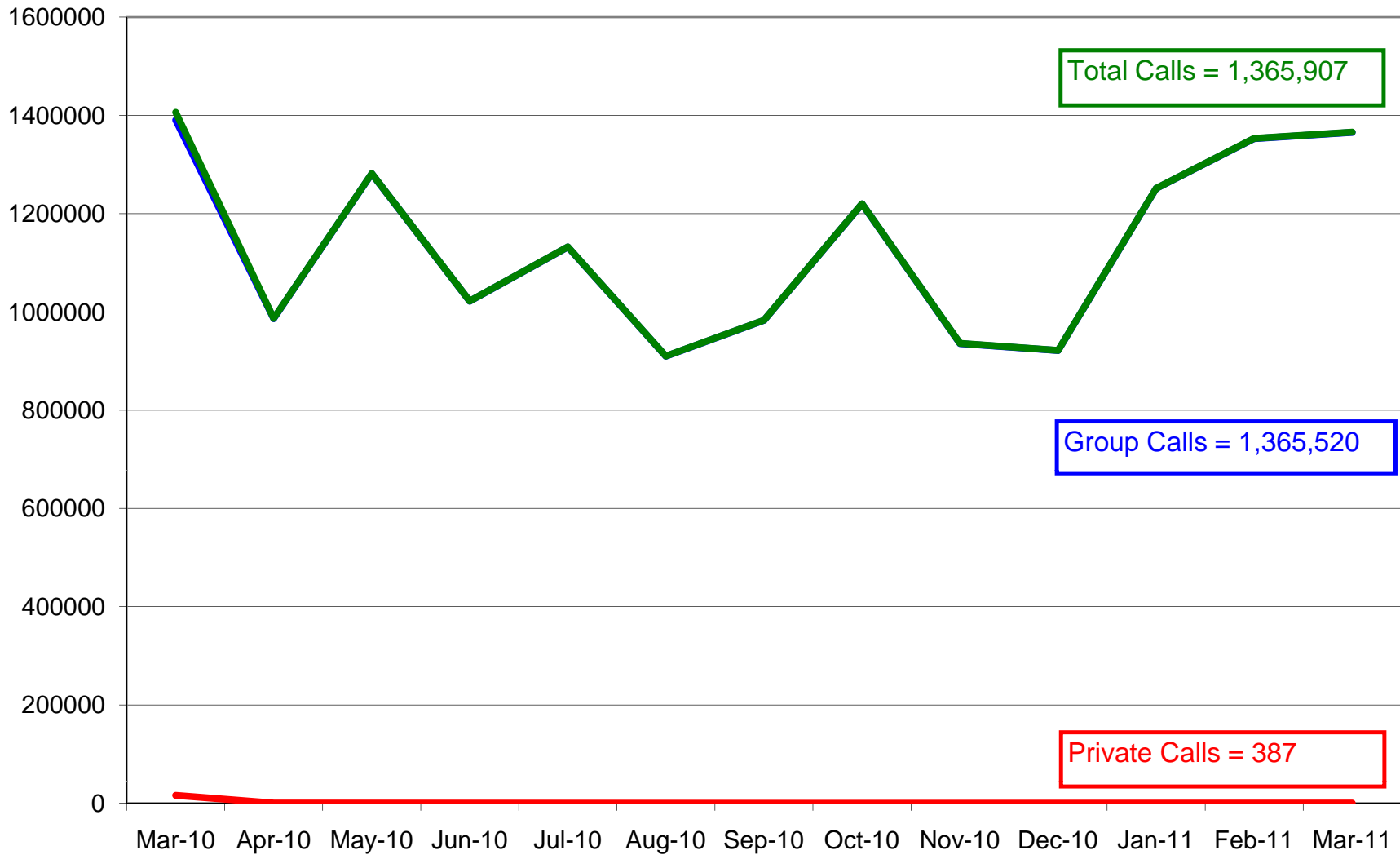


Charlotte/Mecklenburg (SIMULCAST) 5-9's Device Availability March 2010



Charlotte/Mecklenburg (SIMULCAST) Site Calls March 2011

— Group — Private — Total

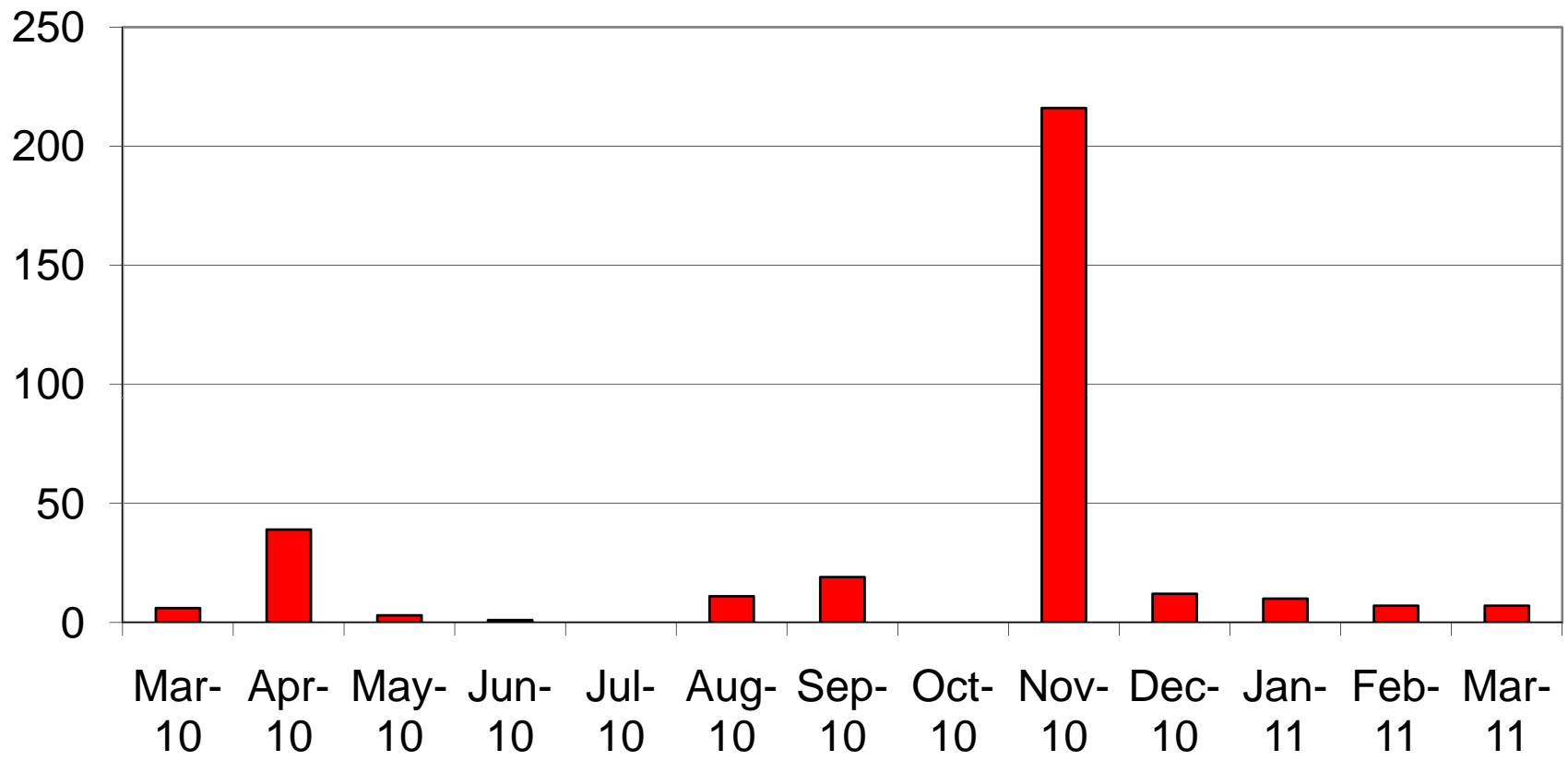


Total Calls = 1,365,907

Group Calls = 1,365,520

Private Calls = 387

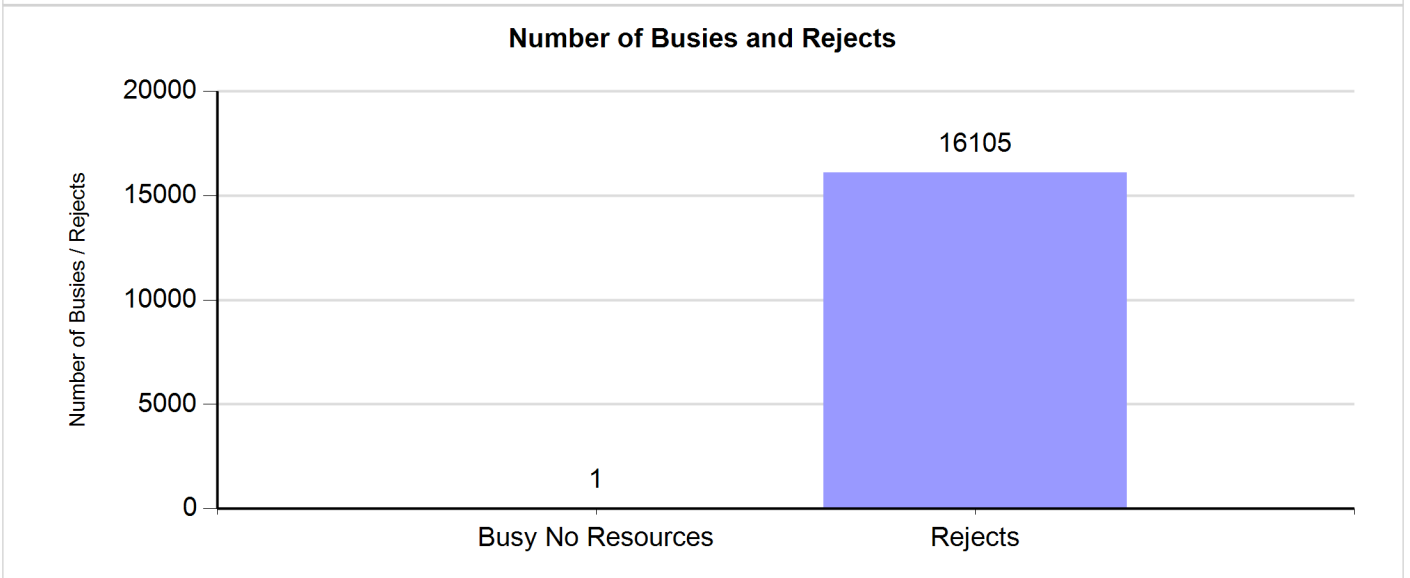
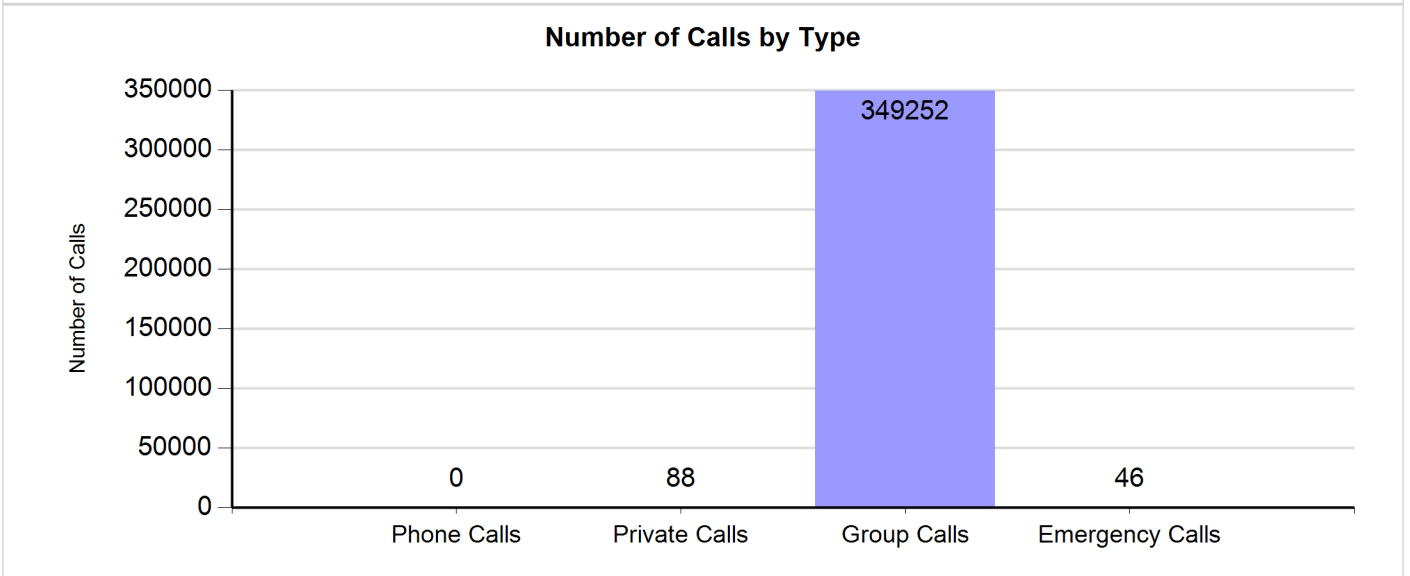
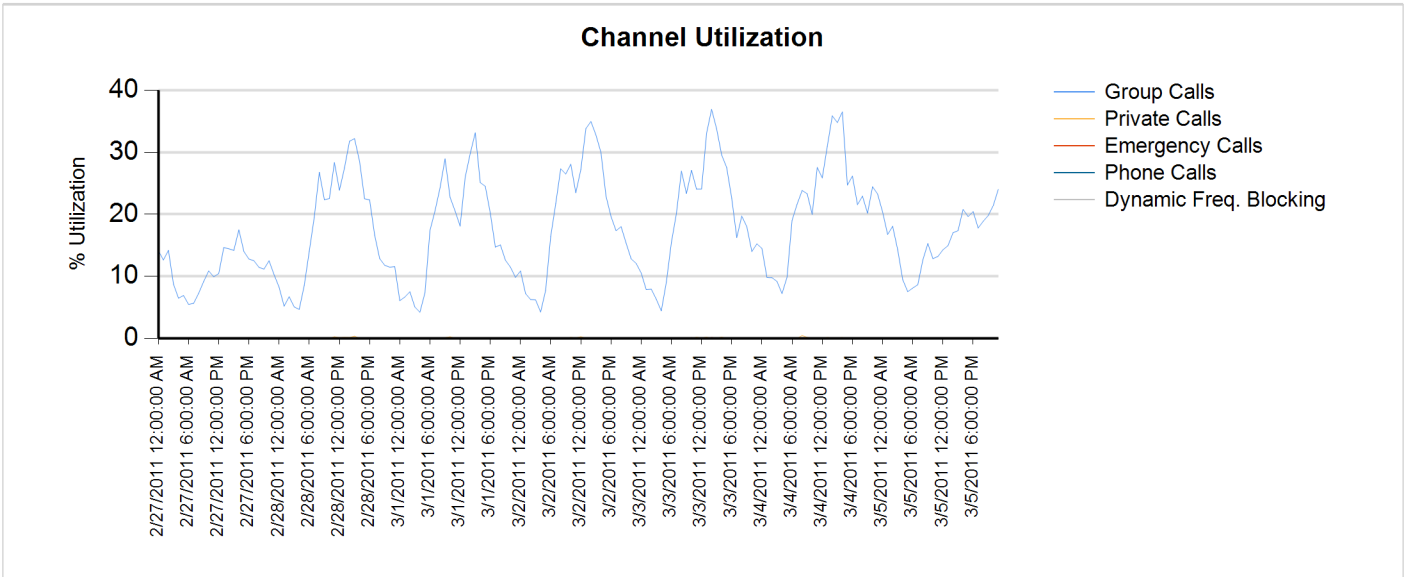
Charlotte/ Mecklenburg (SIMULCAST) No Zone Resources March 2011



Site Report

Zone: CHARLOT - Site: SIMULCAST

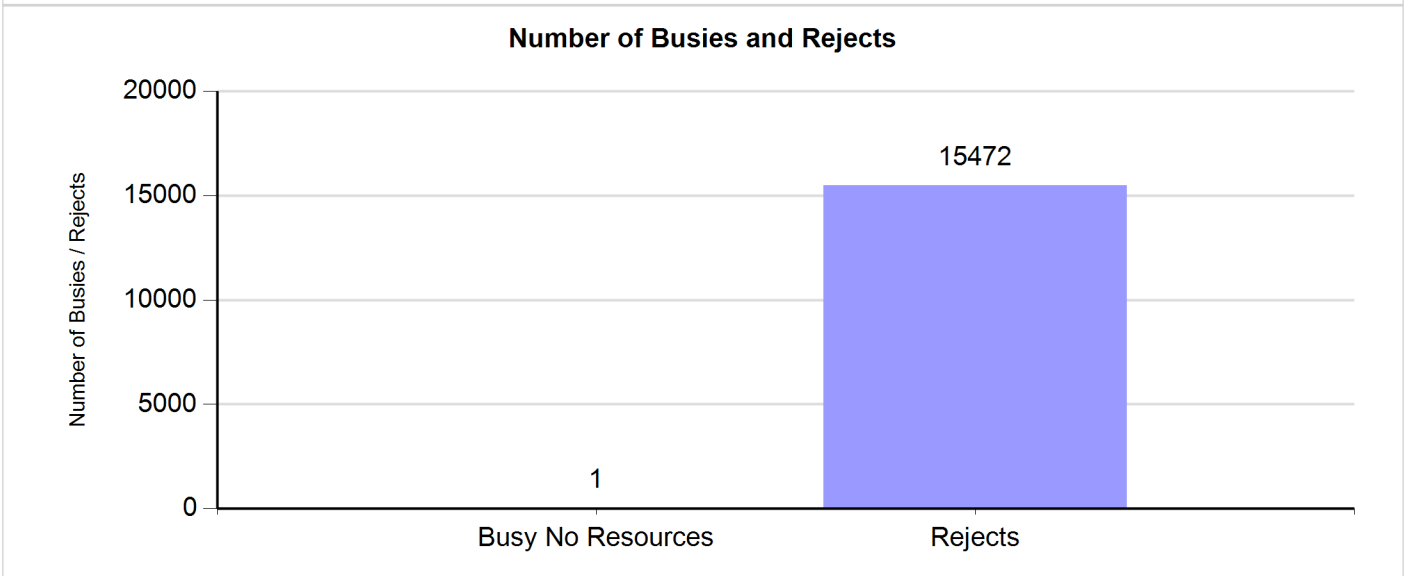
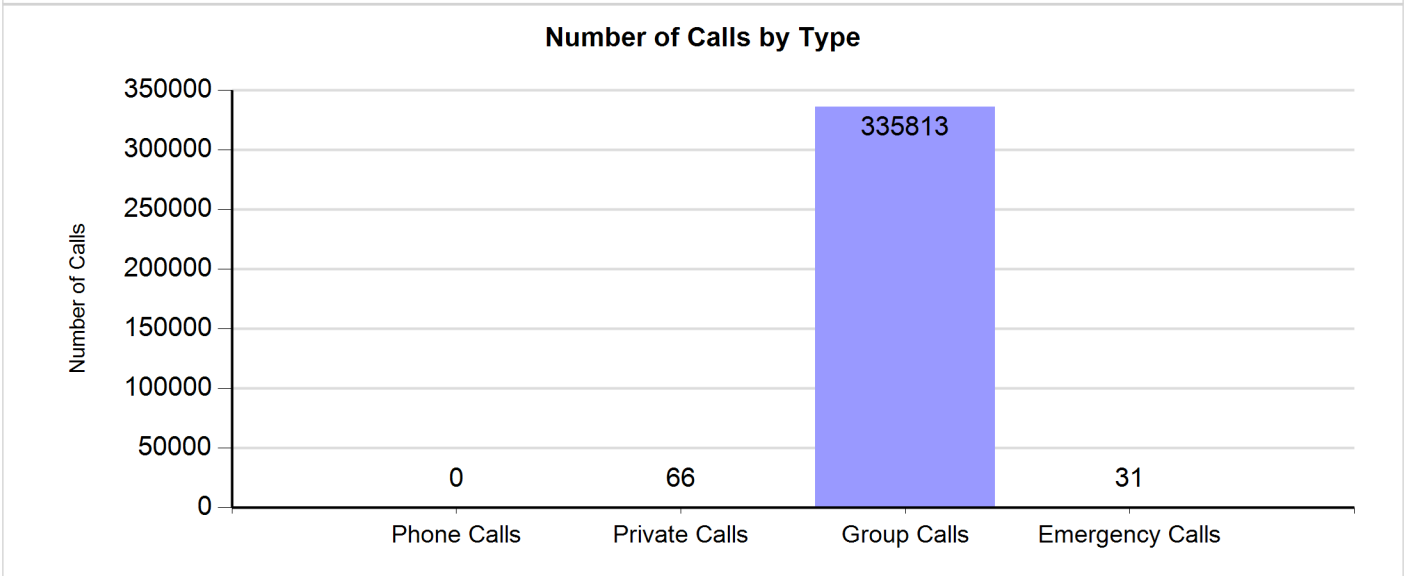
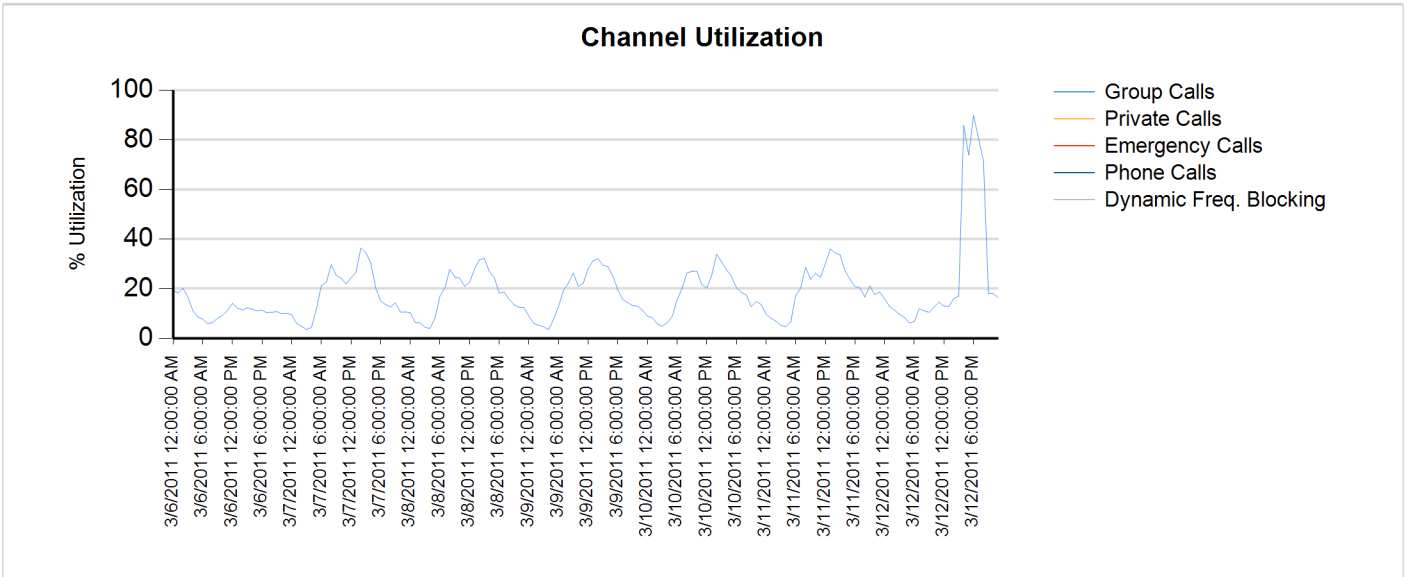
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Site Report

Zone: CHARLOT - Site: SIMULCAST

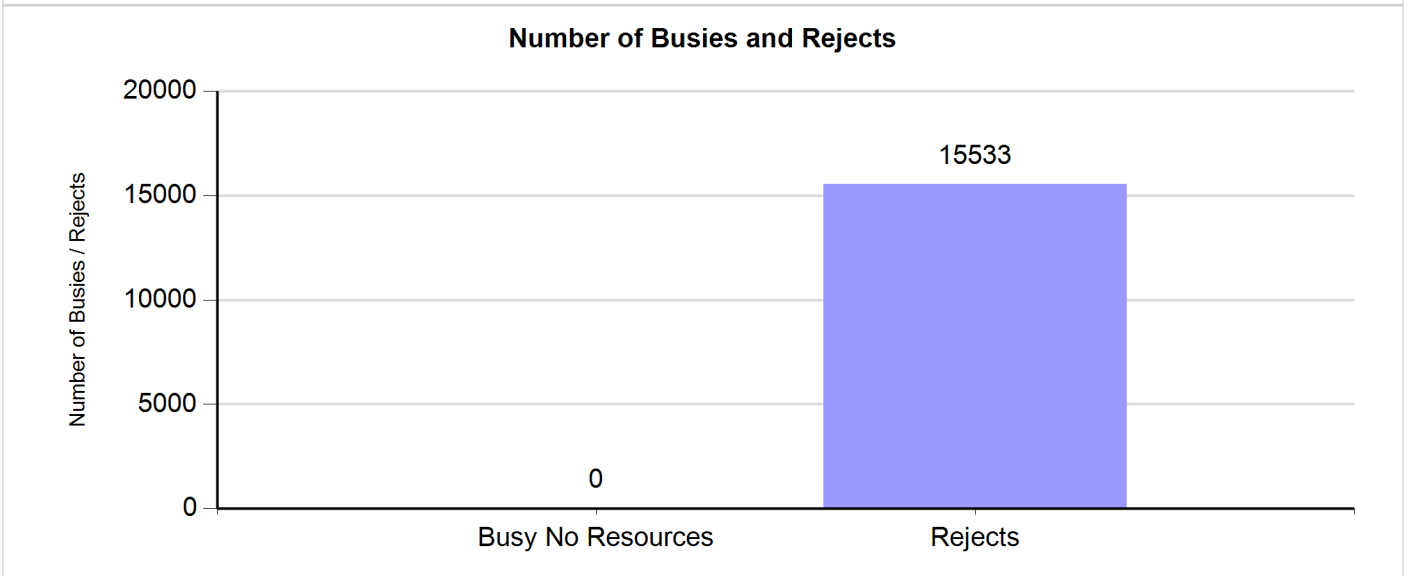
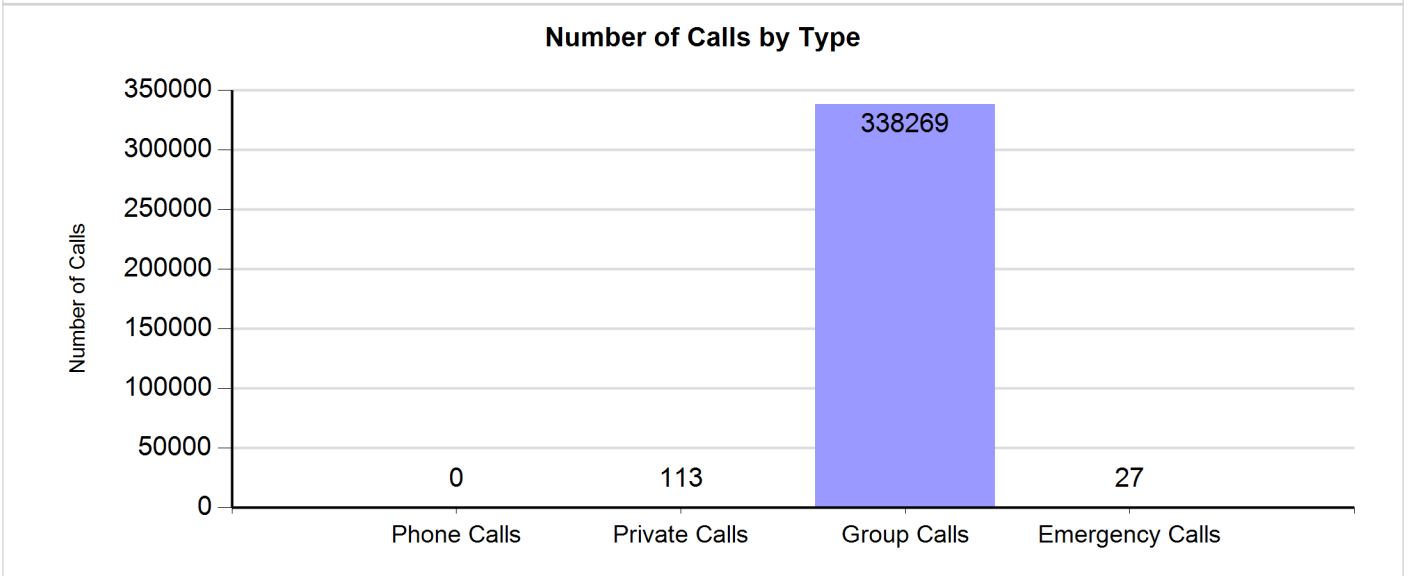
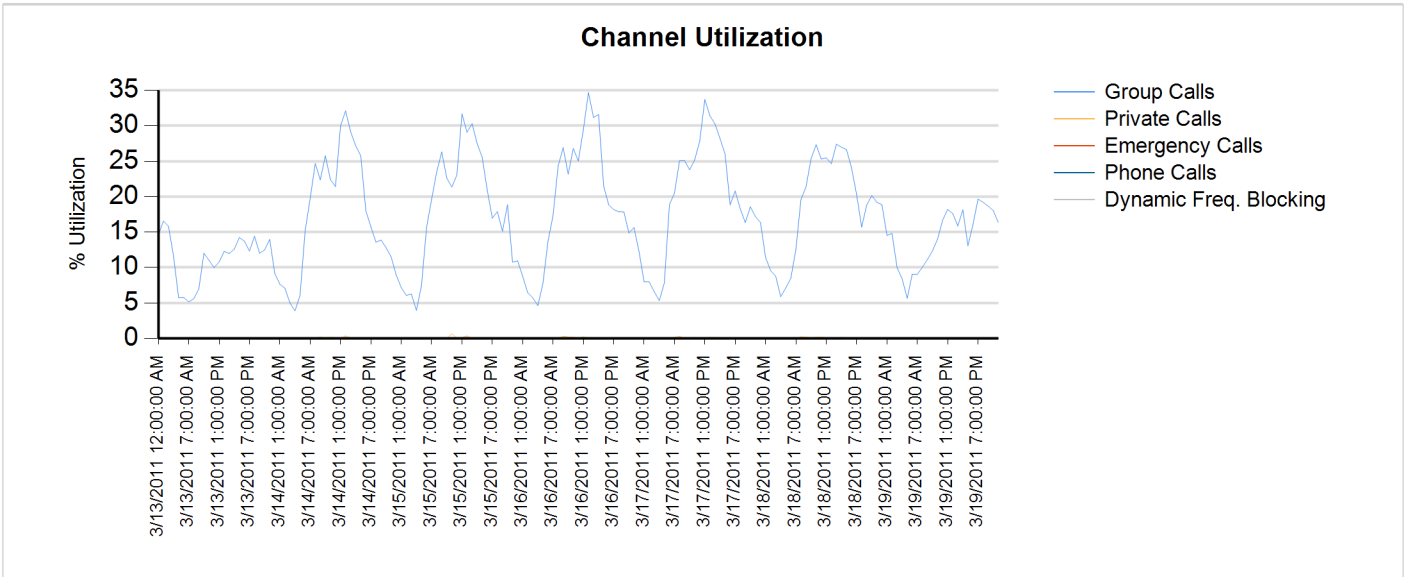
Sunday, March 06, 2011 12:00:00 AM - Saturday, March 12, 2011 11:59:59 PM



Site Report

Zone: CHARLOT - Site: SIMULCAST

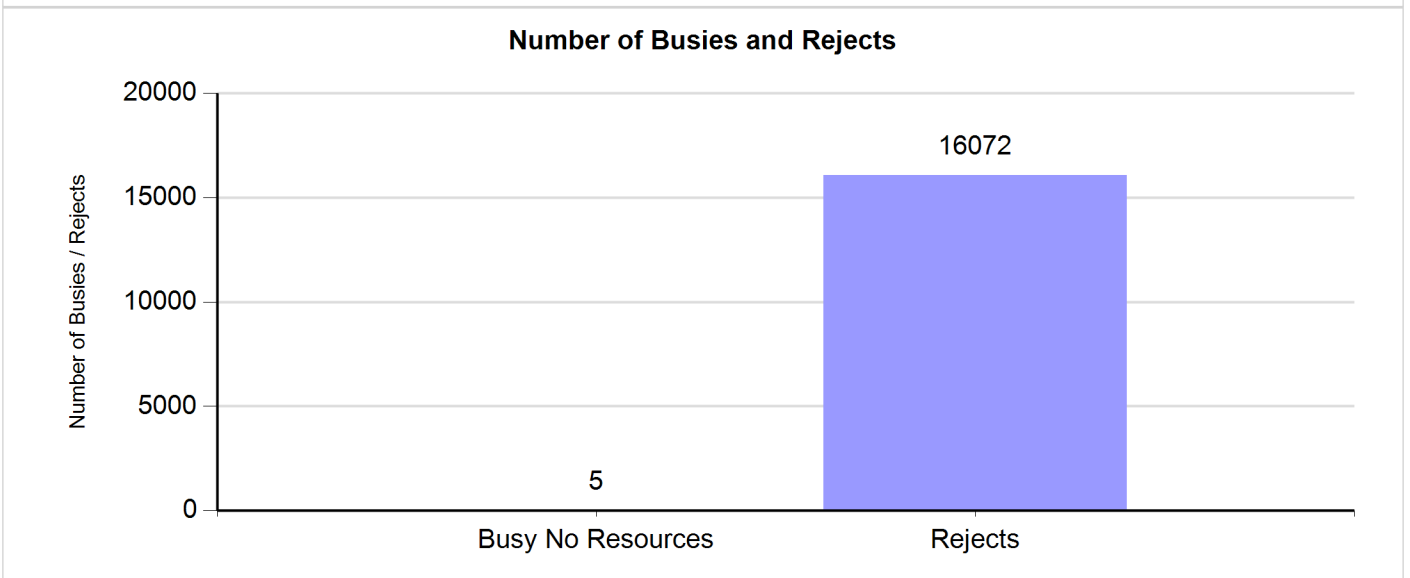
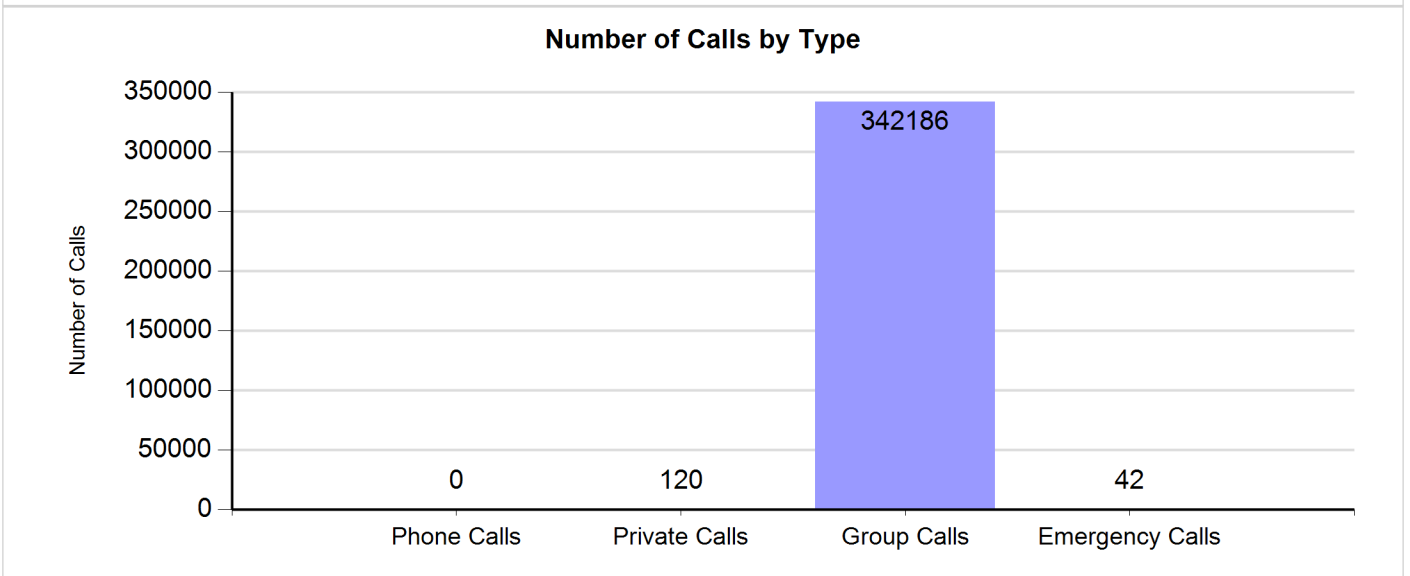
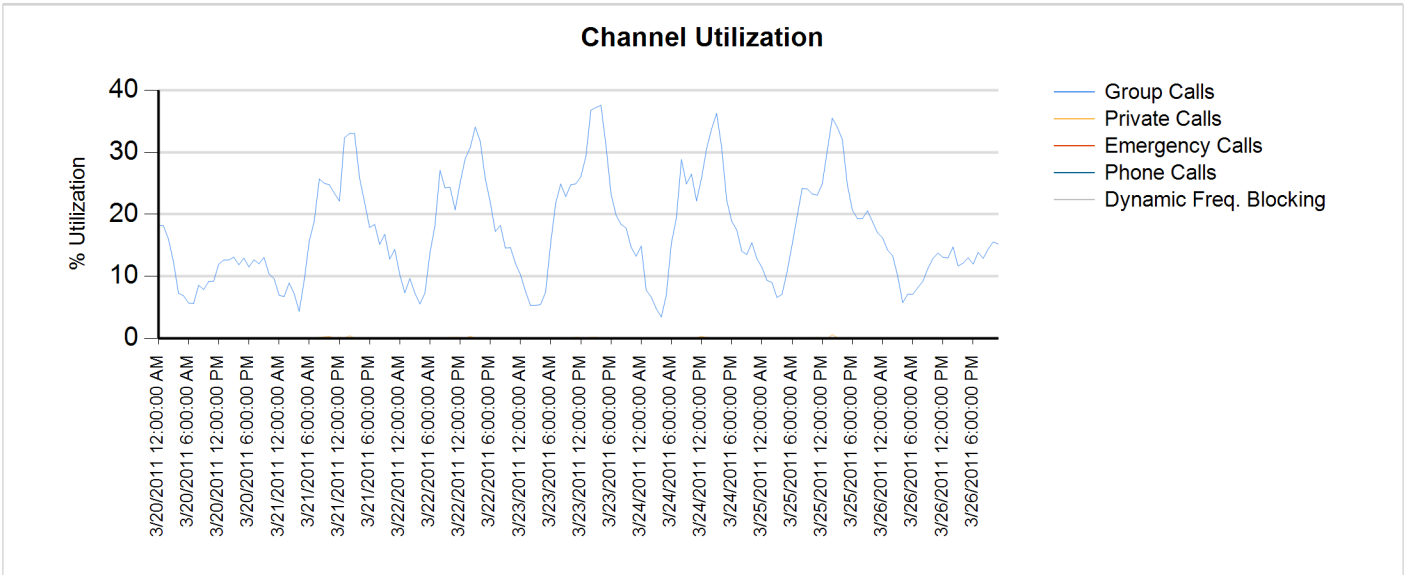
Sunday, March 13, 2011 12:00:00 AM - Saturday, March 19, 2011 11:59:59 PM



Site Report

Zone: CHARLOT - Site: SIMULCAST

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



Charlotte/Mecklenburg Monthly Case Report March 2011

Case ID	Status	Type	Site Name	Severity	Title	Create Date
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
22604128	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	MOSCAD failure city wide	2/27/2011 1:55
22605192	Closed	Technical Dispatch	SIMULCAST-BELHAVEN - CHARLOTTE, CITY OF	Severity 3	PM on channel # 6	2/28/2011 14:19
22605930	Closed	Technical Dispatch	SWS/SANITATION-CHARLOTTE	Severity 3	No audio on MCC 7500 console	3/1/2011 7:32
22605939	Closed	Technical Dispatch	MATTHEWS P25 PRIME SITE	Severity 1	Database Optimization	3/1/2011 7:48
22607472	Closed	Network Managemen	MATTHEWS P25 PRIME SITE	Severity 1	NMO MATTHEWS P25 Channel 5 malfunction	3/2/2011 7:27
22610261	Closed	Technical Dispatch	SIMULCAST-CGMC - CHARLOTTE, CITY OF	Severity 1	NMO SIMULCAST-CGMC CH.21 Illegal Carrier >15 min.	3/4/2011 5:02
22611745	Closed	Technical Dispatch	Cherryville-Charlotte, City of; NC	Severity 1	NMO Cherryville Charlotte Chan 4 malf	3/4/2011 20:06
22611782	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	MOSCAD station alerting is down	3/5/2011 1:18
22611848	Closed	Technical Dispatch	MCSO/ SHERIFFS DISPATCH CENTER - CHARLOTTE, CITY OF	Severity 1	Radios screen went black	3/5/2011 14:51
22612122	Closed	Network Managemen	SIMULCAST- MIDLAND - CHARLOTTE, CITY OF	Severity 1	NMO- Channel 2 Illegal Carrier > 15 min.	3/6/2011 22:05
22612128	Closed	Network Managemen	SIMULCAST-CGMC - CHARLOTTE, CITY OF	Severity 1	NMO SIMULCAST-CGMC CH.21 Illegal Carrier >15 min.	3/6/2011 22:58
22612168	Closed	Technical Dispatch	MPD/ MATTHEWS DISPATCH CENTER - CHARLOTTE, CITY OF	Severity 1	Console 1 is down	3/7/2011 6:25
22613409	Closed	Network Managemen	SIMULCAST-MATTHEWS - CHARLOTTE, CITY OF	Severity 1	NMO- Channel 19 Malfunctioning NO TSTAT ALARM > 5min.	3/7/2011 18:32
22613483	Closed	Network Managemen	SIMULCAST SUGARCREEK P25- CHARLOTTE, CITY OF	Severity 2	NMO SMARTZONE SITE EQUIPMENT SUB 4,8 CH 11,9	3/8/2011 3:24
22613567	Closed	Request for RA	Gastonia PD-Charlotte, City of; NC	Severity 2	Request for part	3/8/2011 8:14
22613781	Closed	Technical Dispatch	SIMULCAST-MATTHEWS - CHARLOTTE, CITY OF	Severity 3	Maintenance on channels	3/8/2011 10:31
22614816	Closed	Technical Dispatch	SIMULCAST- MIDLAND - CHARLOTTE, CITY OF	Severity 1	NMO chan 14 illegal carr.	3/8/2011 23:08
22615288	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 2	Position # 2 has no radio	3/9/2011 10:57
22615354	Closed	Technical Dispatch	MATTHEWS P25 PRIME SITE	Severity 3	Channel 1, 14- maintenance	3/9/2011 11:22
22616251	Closed	Network Managemen	Cherryville-Charlotte, City of; NC	Severity 1	NMO Cherryville Charlotte Chan 4 malf	3/10/2011 0:48
22616818	Closed	Technical Dispatch	CMGC P25 SUB SITE-CHARLOTTE, CITY OF-CHARLOTTE, CITY OF	Severity 3	PM on site	3/10/2011 11:58
22617797	Closed	Network Managemen	SIMULCAST-NORTH TOWER - CHARLOTTE, CITY OF	Severity 1	NMO - Channel 21 malfunction due to illegal carrier	3/11/2011 4:54
22617887	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	MOSCAD Fail	3/11/2011 8:11
22618062	Closed	Request for RA	Gastonia PD-Charlotte, City of; NC	Severity 2	Request for Part: CLF1510A and CTF1091A	3/11/2011 10:10
22619207	Closed	Technical Dispatch	MATTHEWS P25 PRIME SITE	Severity 1	Core router configuration upgrade	3/13/2011 8:55
22619431	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 3	FS#31-3820 Ridge Rd.- Static in speakers & intermittent volume in all of station	3/14/2011 9:26
22619516	Closed	Technical Dispatch	Gastonia PD-Charlotte, City of; NC	Severity 3	Changing a board out	3/14/2011 10:07
22619530	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 3	Moscad Connection with the Bay door malfunction	3/14/2011 10:14
22619621	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 1	4 console positions are down(OP 7, 8, 9, and 10)	3/14/2011 11:02
22620394	Closed	Technical Dispatch	CHARLOTTE P25 MASTER	Severity 2	SOC_Infection found on Z001NMC01	3/14/2011 16:03
22620990	Closed	Technical Dispatch	SUGAR CREEK P25 SUB SITE-CHARLOTTE, CITY OF	Severity 3	Taking down site for maintenance	3/15/2011 10:01
22621736	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	FS#31-3820 Ridge Rd.- Speakers in all of the stations are not working	3/15/2011 14:07
22622023	Closed	Technical Dispatch	UNC CHARLOTTE - CHARLOTTE, CITY OF	Severity 2	Time needs to be synchronized with CAD system	3/15/2011 15:58
22622676	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, CITY OF	Severity 1	Console giving lots of feedback when keyed up (University division)	3/16/2011 10:08
22622677	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, CITY OF	Severity 1	Hearing lots of tones when keying up on East Way talk group	3/16/2011 10:08
22622784	Closed	Technical Dispatch	SUGAR CREEK P25 SUB SITE-CHARLOTTE, CITY OF	Severity 3	Working on channel 10 and 21	3/16/2011 10:57
22623324	Closed	Request for RA	Gastonia PD-Charlotte, City of; NC	Severity 2	Request for repair	3/16/2011 14:13
22623710	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, CITY OF	Severity 3	University Terminal - Trackball and tx button is not working	3/16/2011 16:26
22624005	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Moscad alerting failure	3/17/2011 8:13
22624145	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 1	OP8, 9, 10 consoles link is down	3/17/2011 9:50
22625144	Closed	Network Managemen	SUGAR CREEK P25 SUB SITE-CHARLOTTE, CITY OF	Severity 1	NMO Sugar Creek Charlotte Chan 9 illegal carrier	3/17/2011 16:05
22625432	Closed	Technical Dispatch	NCSPH MONROE P25 SUB SITE-CHARLOTTE, CITY OF	Severity 3	PM	3/18/2011 9:26
22625609	Closed	Technical Dispatch	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 3	Maintenance on channel 21 and 7	3/18/2011 10:16
22625847	Closed	Technical Dispatch	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 3	Maintenance on channel 4,13, and 20	3/18/2011 12:20
22626084	Closed	Technical Dispatch	MIDLAND P25 SUB SITE-CHARLOTTE, CITY OF-CHARLOTTE, CITY OF	Severity 3	PM on equipment	3/18/2011 14:32
22626128	Closed	Technical Dispatch	Gastonia PD-Charlotte, City of; NC	Severity 3	MCC5500 - After losing power, the ops cannot speak to the ADM server	3/18/2011 15:00
22626533	Closed	Technical Dispatch	MATTHEWS P25 PRIME SITE	Severity 1	NMO Multiple channel failed across simul cast	3/19/2011 4:01
22626587	Closed	Technical Dispatch	CHARLOTTE P25 MASTER	Severity 2	SOC_Virus definitions update failed on Z001S006NMC01	3/19/2011 14:07
22626634	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 3	Fire station 27 audio is turned all the way up and is not very loud	3/19/2011 22:54
22627553	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 1	Position # 8 has lost the volume control	3/21/2011 13:55
22627968	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	MOSCAD is not alerting at station 18	3/21/2011 17:32
22628147	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Fire station # 18 has no audio	3/21/2011 21:24
22628248	Closed	Technical Dispatch	MPD/ MATTHEWS DISPATCH CENTER - CHARLOTTE, CITY OF	Severity 1	Unable to switch between channels	3/22/2011 7:51
22629948	Closed	Technical Dispatch	MATTHEWS P25 PRIME SITE	Severity 3	Database Optimization	3/23/2011 8:49
22630149	Closed	Technical Dispatch	CHARLOTTE P25 MASTER	Severity 2	SOC_AV not updating on Z001DC01	3/23/2011 10:35
22630172	Closed	Request for RA	Gastonia PD-Charlotte, City of; NC	Severity 2	Request for Part	3/23/2011 10:40
22630471	Closed	Technical Support	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY OF	Severity 4	Cannot login into ACP to access OMC Server after OMC was powered down	3/23/2011 11:54
22630575	Closed	Technical Dispatch	SIMULCAST-NORTH TOWER - CHARLOTTE, CITY OF	Severity 1	NMO- CHANNEL 24 MALFUNCTIONING NO TSTAT WHEN KEYED > 5min.	3/23/2011 13:10
22631408	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, CITY OF	Severity 1	Dispatch is having trouble rx'ing transmissions.	3/24/2011 3:01
22631477	Closed	Request for RA	SIMULCAST-NORTH TOWER - CHARLOTTE, CITY OF	Severity 2	Request for part	3/24/2011 8:39
22631574	Closed	Technical Dispatch	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY OF	Severity 3	Working on channel 20	3/24/2011 9:42
22632575	Closed	Technical Dispatch	UNC CHARLOTTE - CHARLOTTE, CITY OF	Severity 1	Patrol 1, main trunk is down. console radio down	3/24/2011 16:14
				Severity 1	33	
				Severity 2	11	
				Severity 3	19	
				Total	63	

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