



# SmartZone Metric Report

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

**April 2011**



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April-2011

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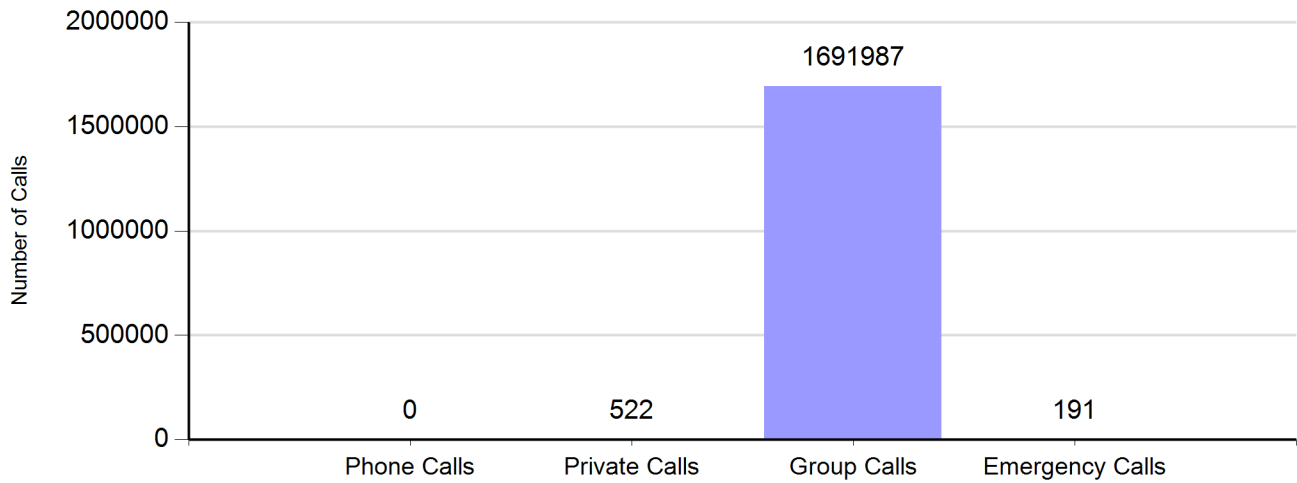
<b>R.A.D.I.O Summary</b>		
<b>Charlotte/Mecklenburg P25 and SIMULCAST System</b>		
<b>April-2011</b>		
Cases	56	
System Push To Talks	2,775,446	

<b>Charlotte/Mecklenburg P2 Site</b>		
Unplanned Nines	8.1	<b>Comments</b> Equals 99.9999991% Available
Nines without RFI	8.1	Equals 99.9999991% Available
P25 Calls	102,826	
No Site Resouce Count	0	

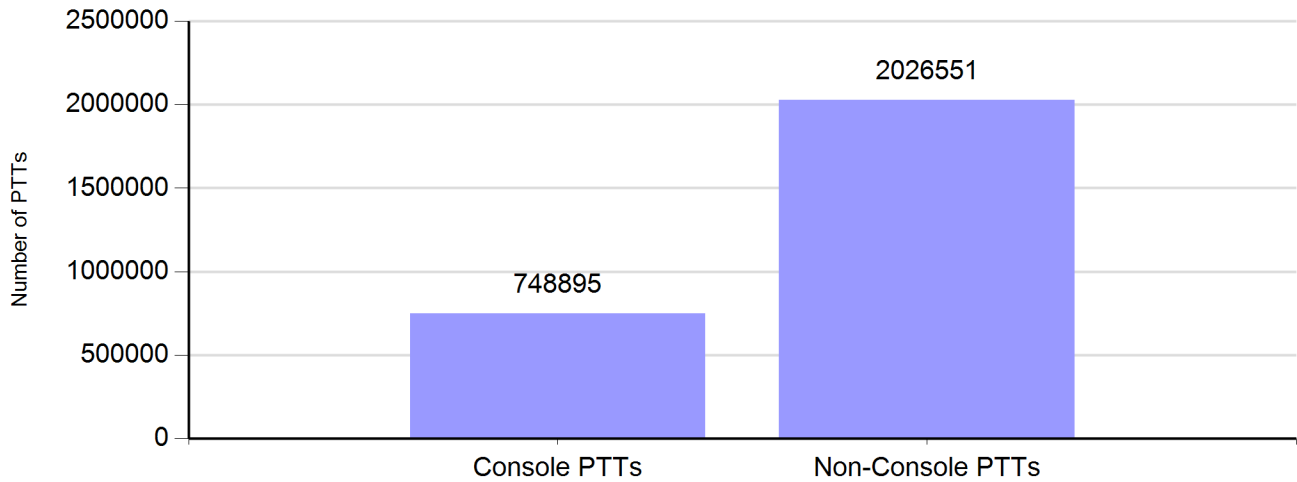
<b>Charlotte/Mecklenburg SIMULCAST Site</b>		
Unplanned Nines	4.6	<b>Comments</b> Equals 99.996% Available
Nines without RFI	6.0	Equals 99.9999% Available
SIMULCAST Calls	1,512,859	
No Site Resouce Count	11	

# Zone Call Report

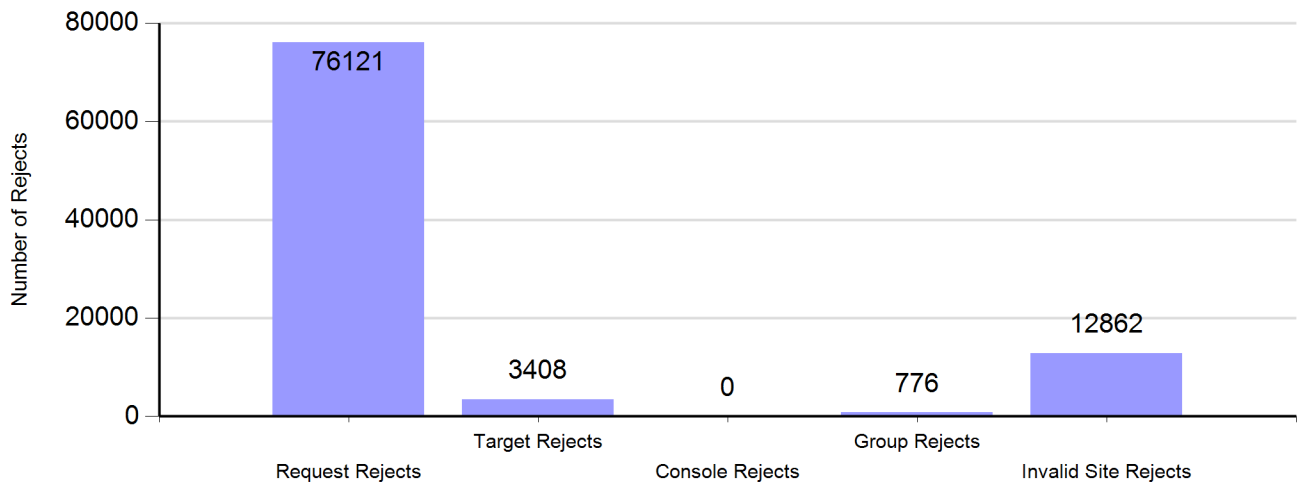
## Number of Calls by Type



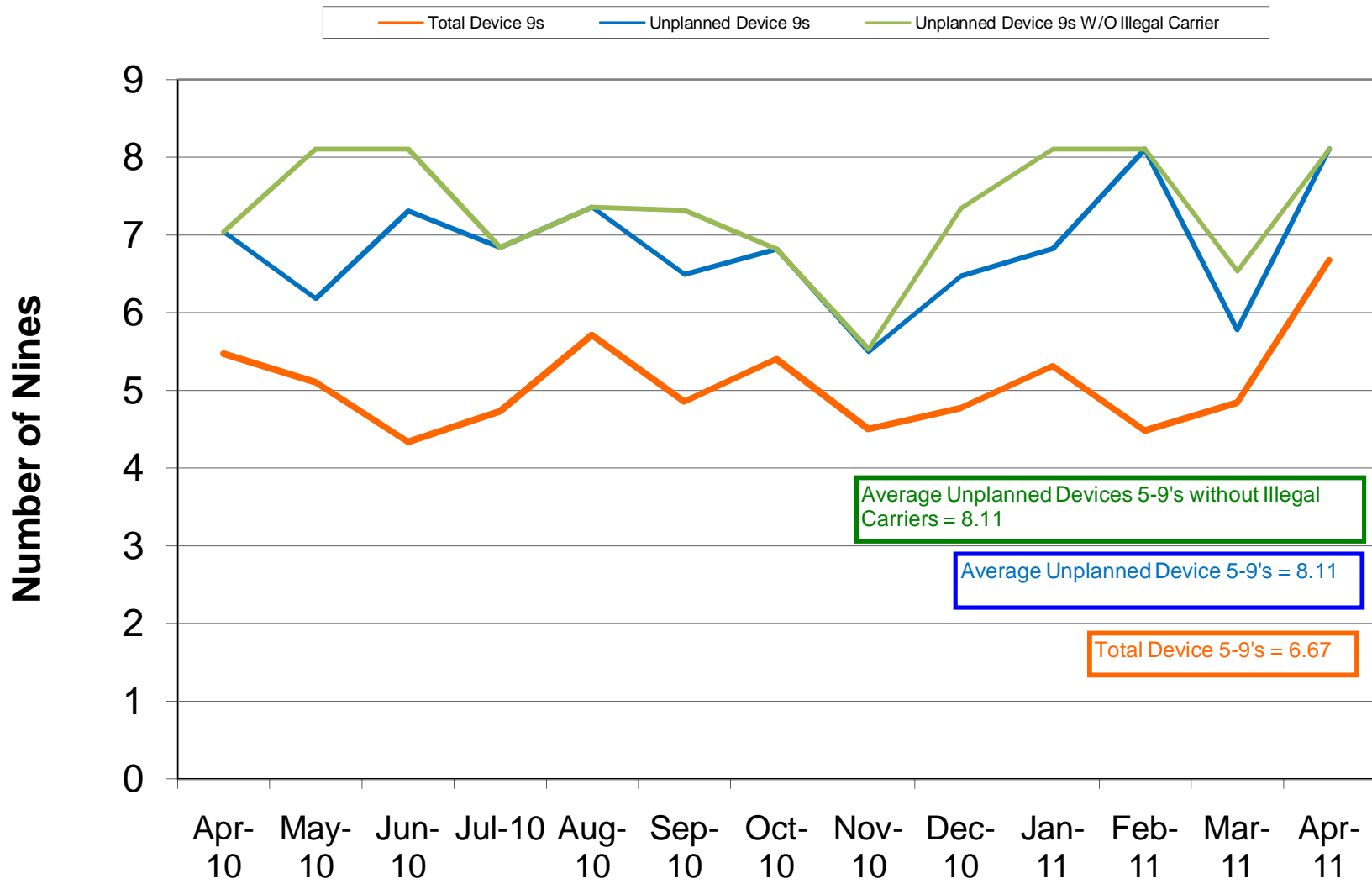
## Number of Zone PTTs



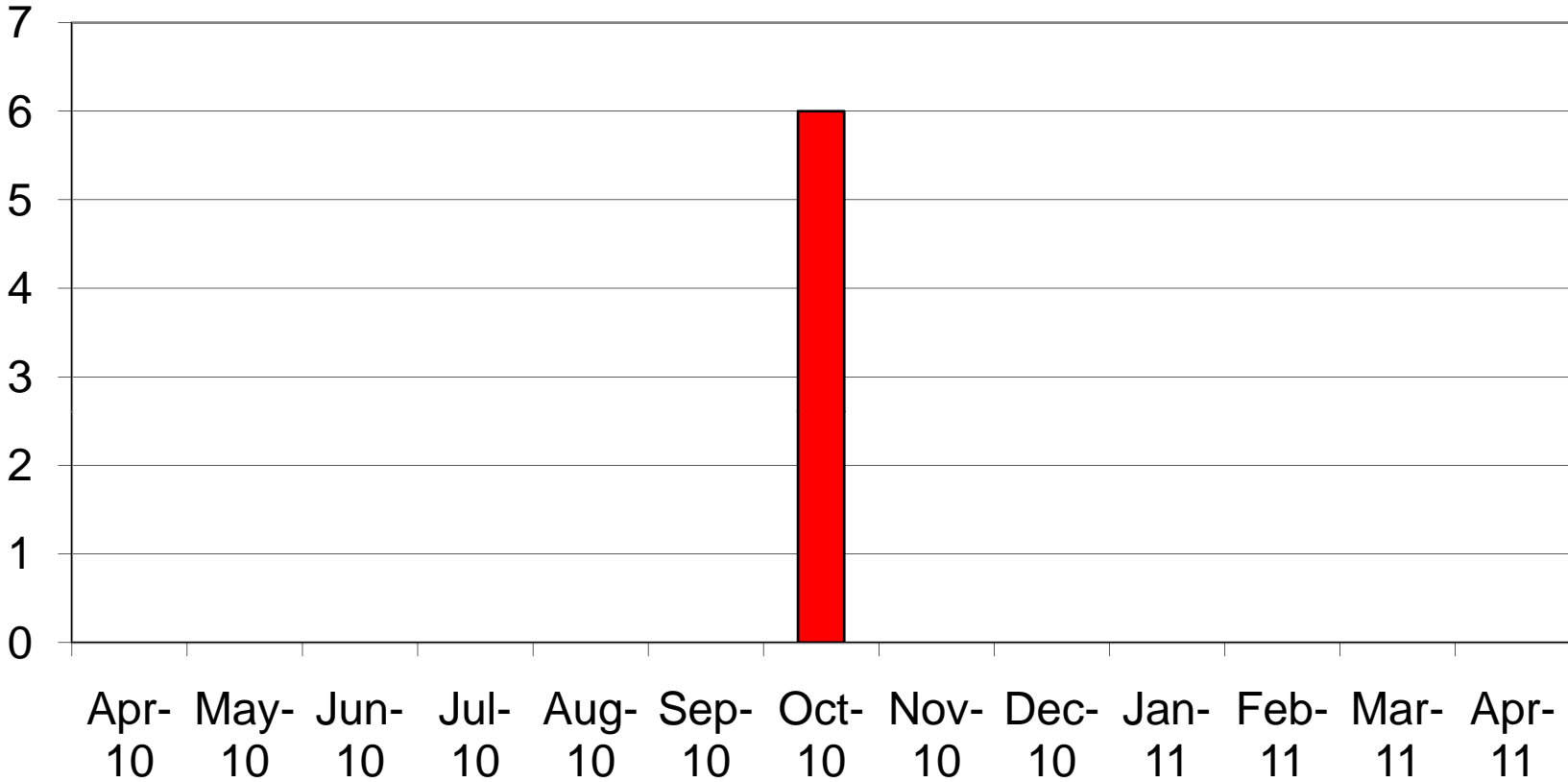
## Reasons for Reject



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

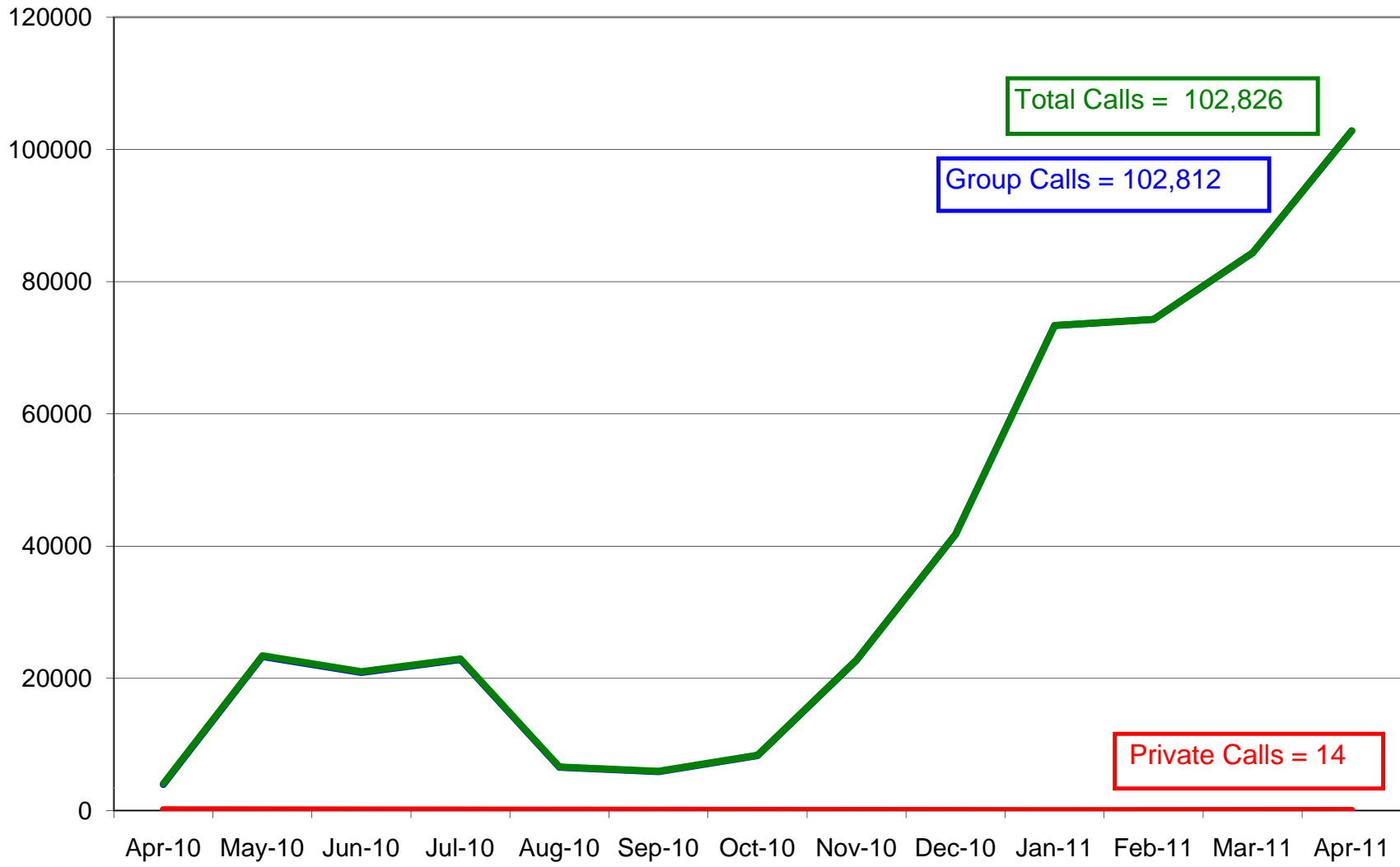


# Charlotte/ Mecklenburg P25 No Site Resources April 2011



### Charlotte/Mecklenburg P25 System Calls April 2011

— Group — Private — Total



Total Calls = 102,826

Group Calls = 102,812

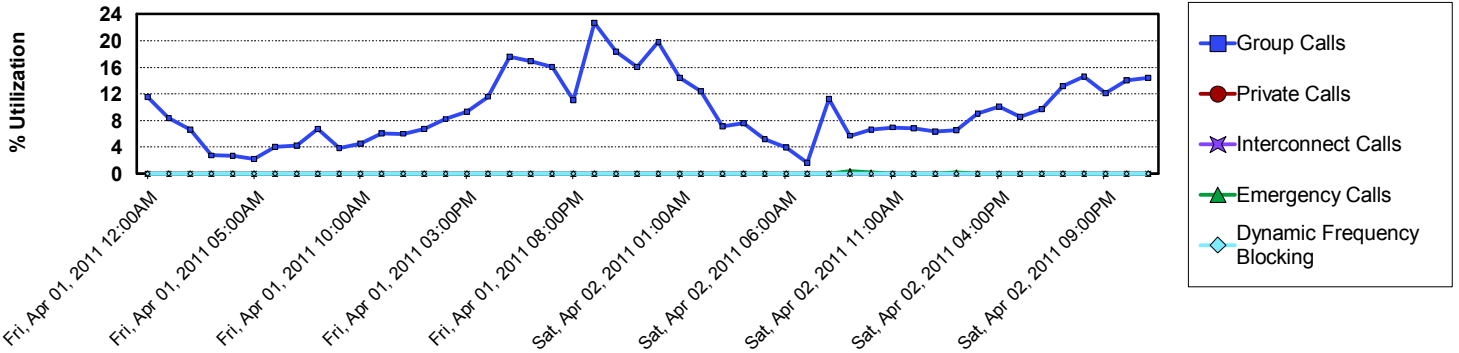
Private Calls = 14

# Site Utilization Report

## Channel Utilization

**Zone: CHARLOT - Site: Cherryville**

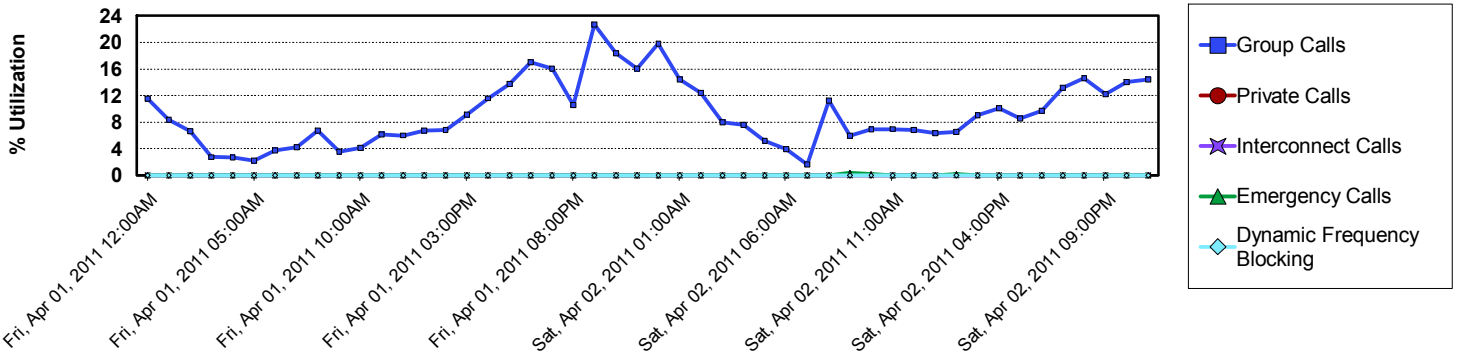
April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



## Channel Utilization

**Zone: CHARLOT - Site: Gastonia PD**

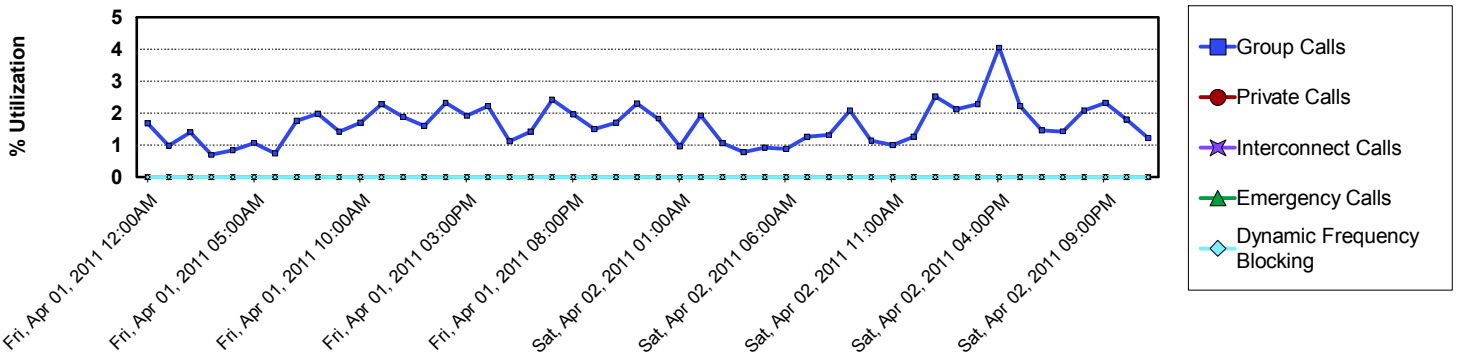
April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



## Channel Utilization

**Zone: CHARLOT - Site: Matthews Prime**

April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM





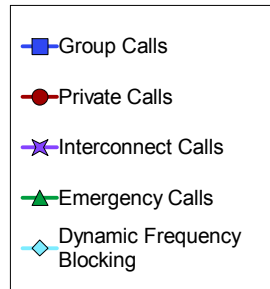
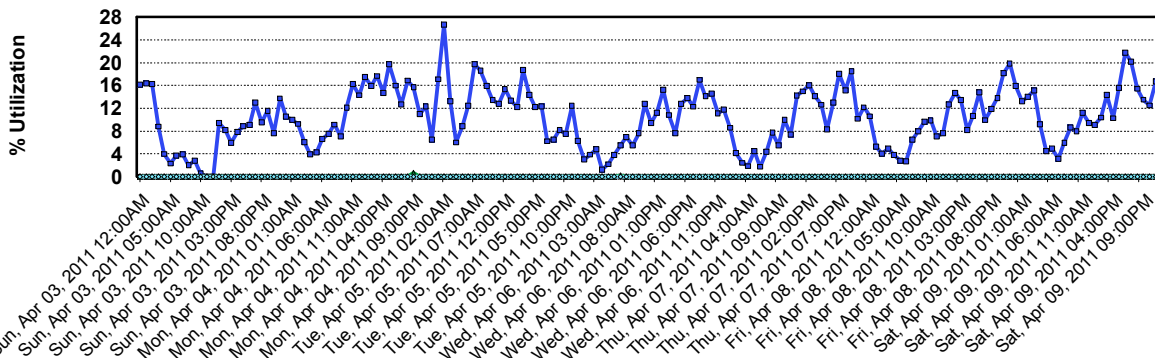


# Site Utilization Report

## Channel Utilization

**Zone: CHARLOT - Site: Gastonia PD**

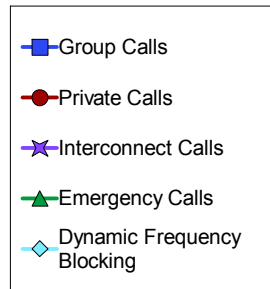
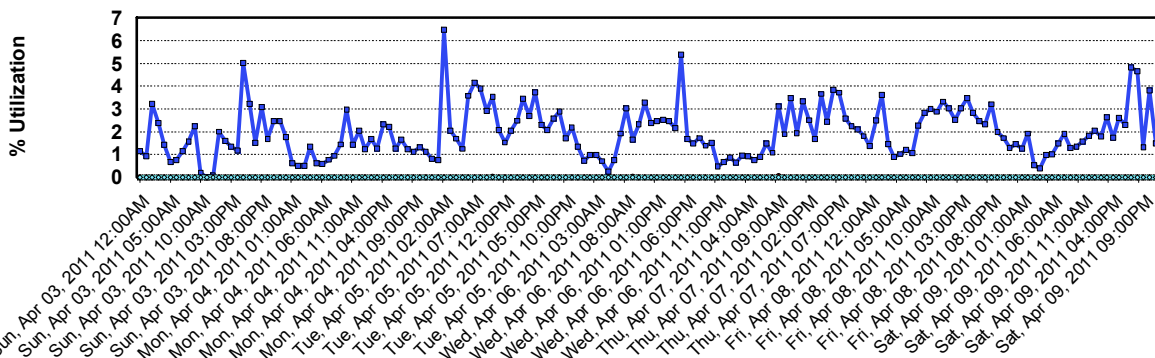
April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



## Channel Utilization

**Zone: CHARLOT - Site: Matthews Prime**

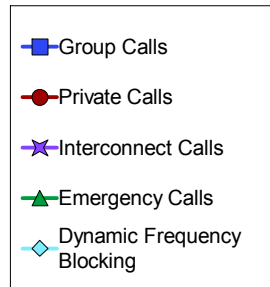
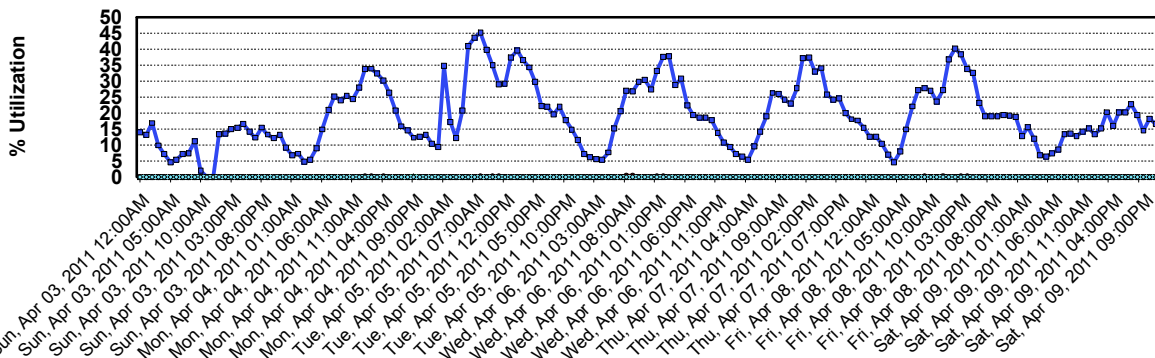
April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



## Channel Utilization

**Zone: CHARLOT - Site: SIMULCAST**

April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



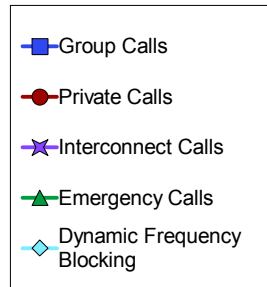
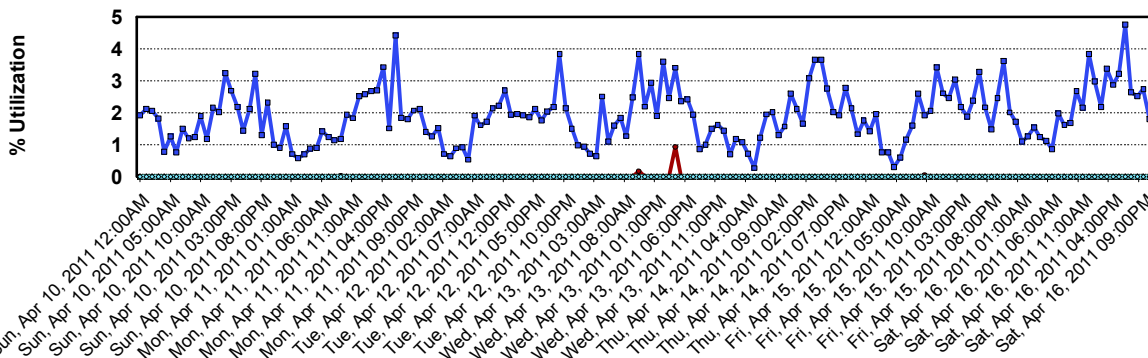


# Site Utilization Report

## Channel Utilization

**Zone: CHARLOT - Site: Matthews Prime**

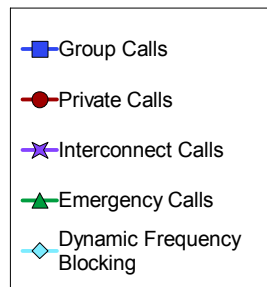
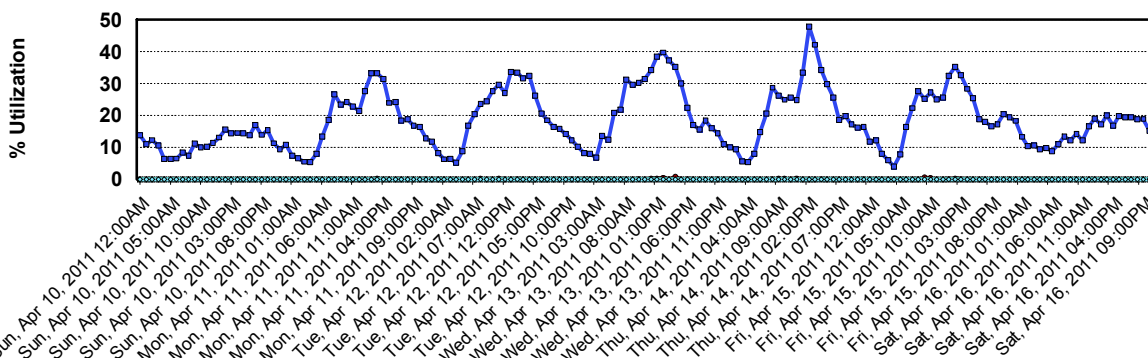
April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



## Channel Utilization

**Zone: CHARLOT - Site: SIMULCAST**

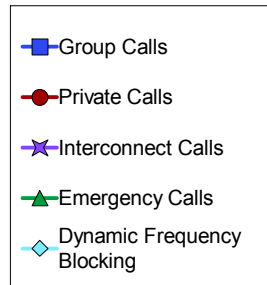
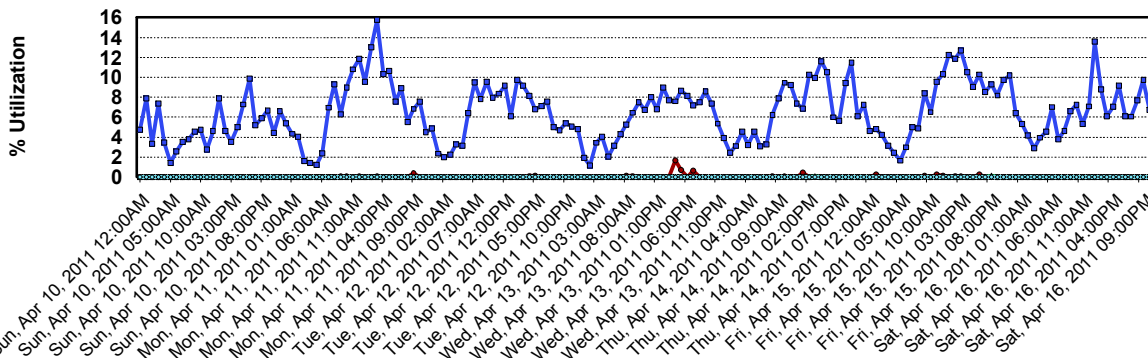
April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



## Channel Utilization

**Zone: CHARLOT - Site: Union**

April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



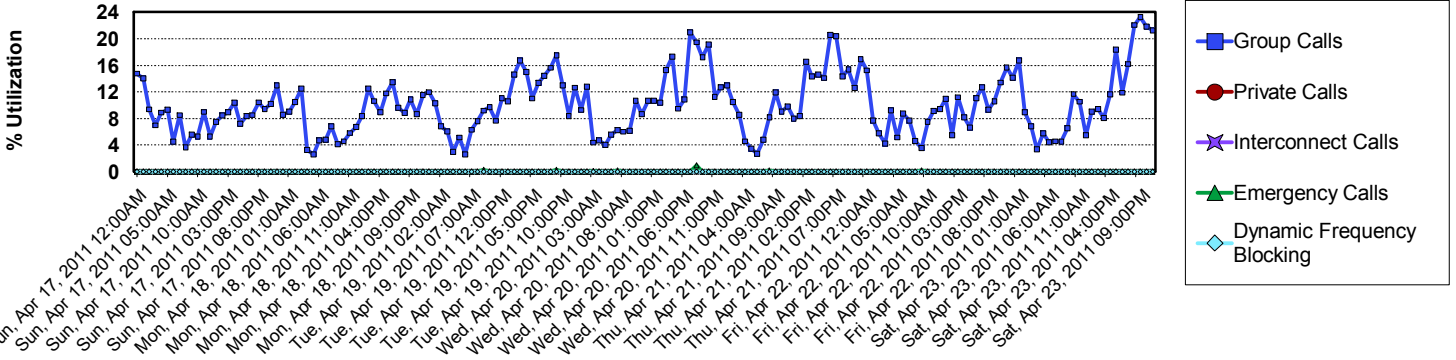


# Site Utilization Report

## Channel Utilization

**Zone: CHARLOT - Site: Cherryville**

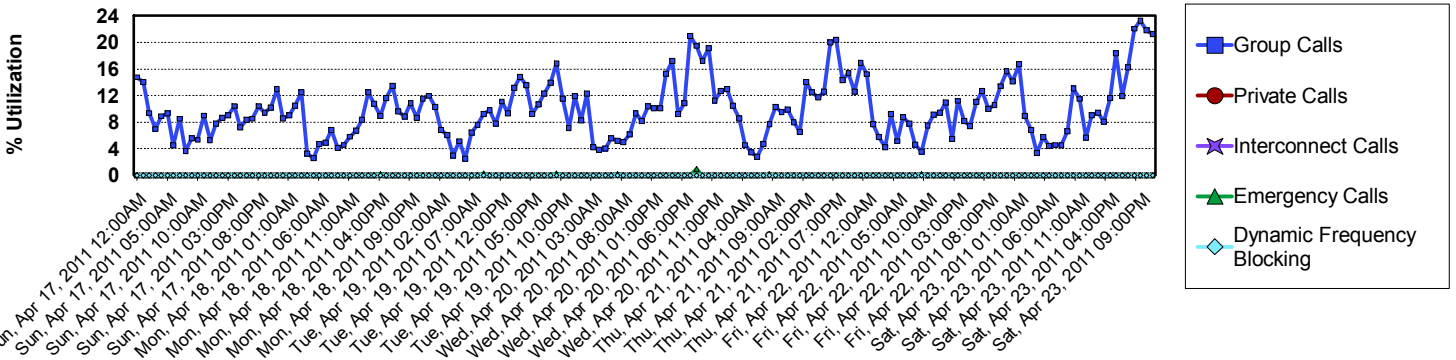
April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



## Channel Utilization

**Zone: CHARLOT - Site: Gastonia PD**

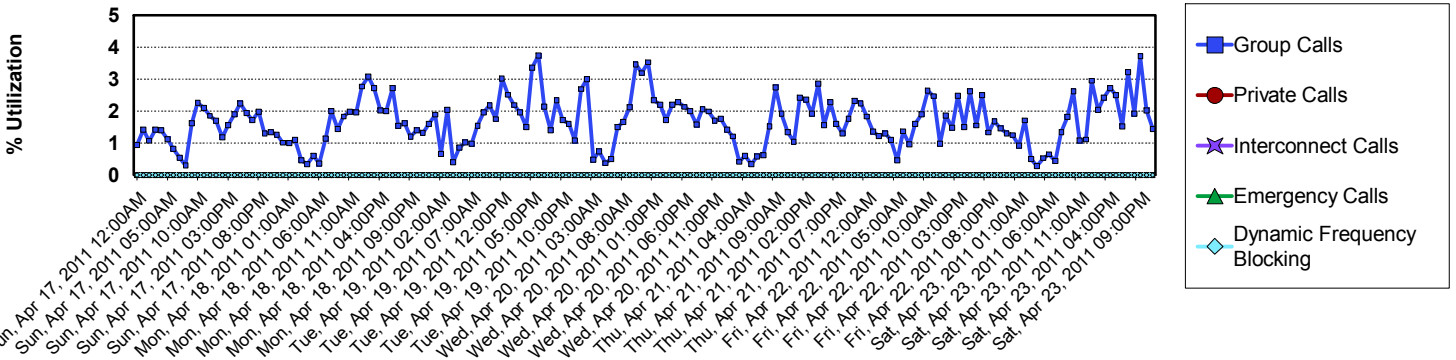
April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



## Channel Utilization

**Zone: CHARLOT - Site: Matthews Prime**

April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



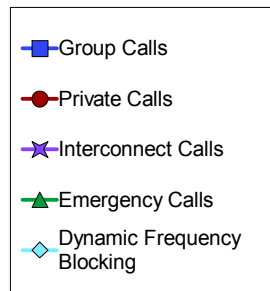
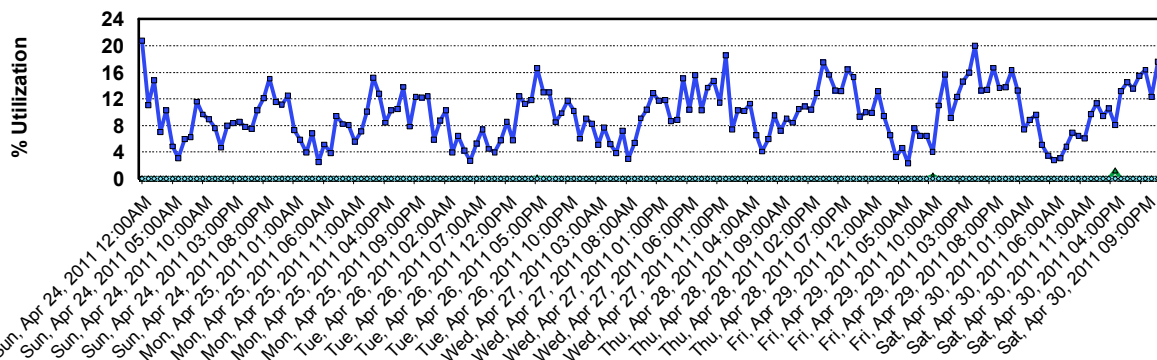


# Site Utilization Report

## Channel Utilization

**Zone: CHARLOT - Site: Gastonia PD**

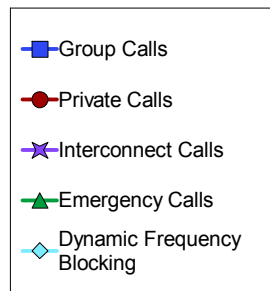
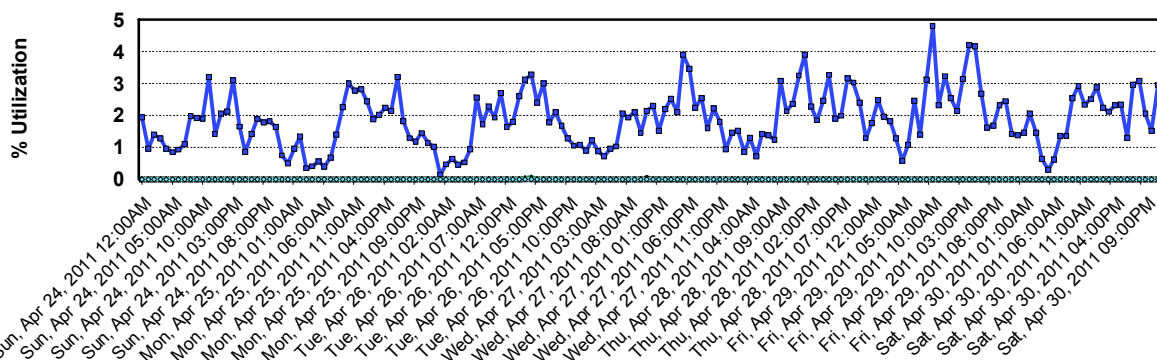
April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



## Channel Utilization

**Zone: CHARLOT - Site: Matthews Prime**

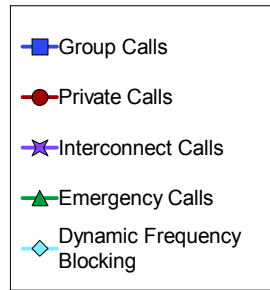
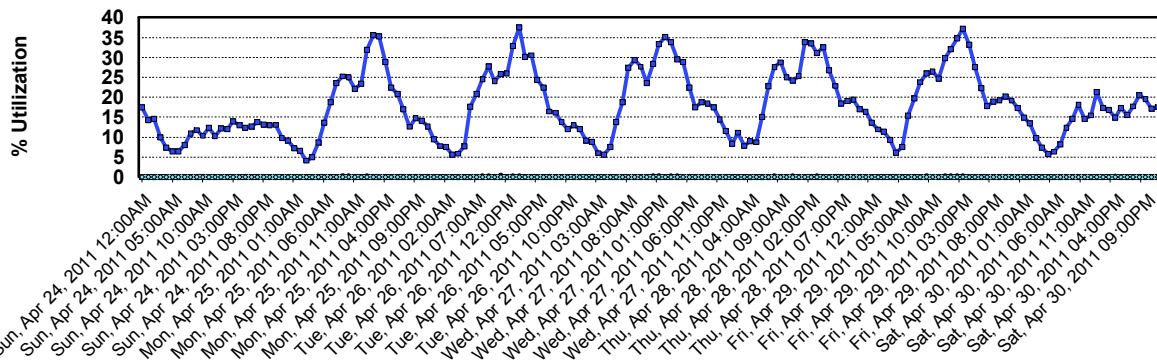
April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



## Channel Utilization

**Zone: CHARLOT - Site: SIMULCAST**

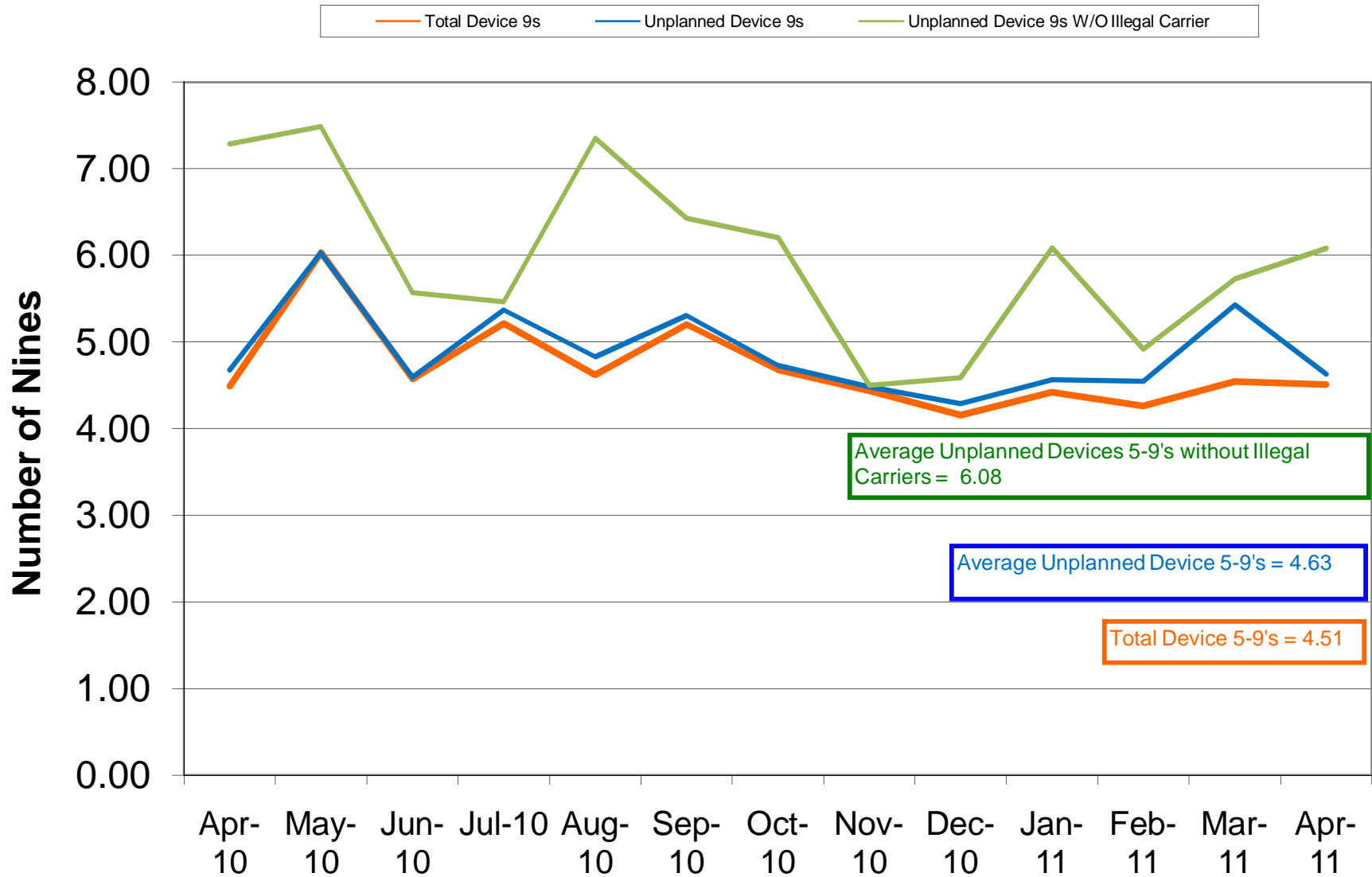
April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM





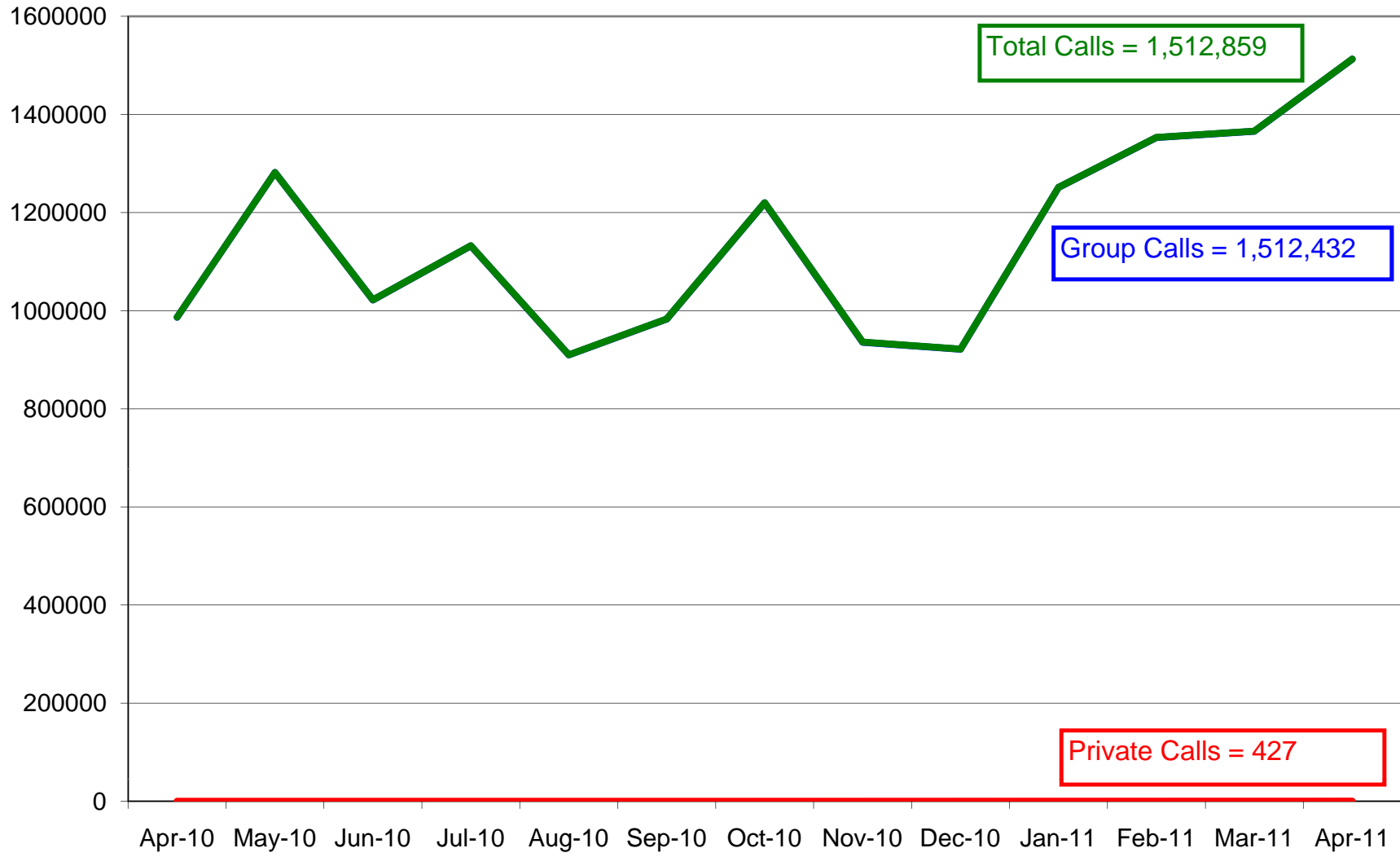


## Charlotte/Mecklenburg (SIMULCAST) 5-9's Device Availability April 2010

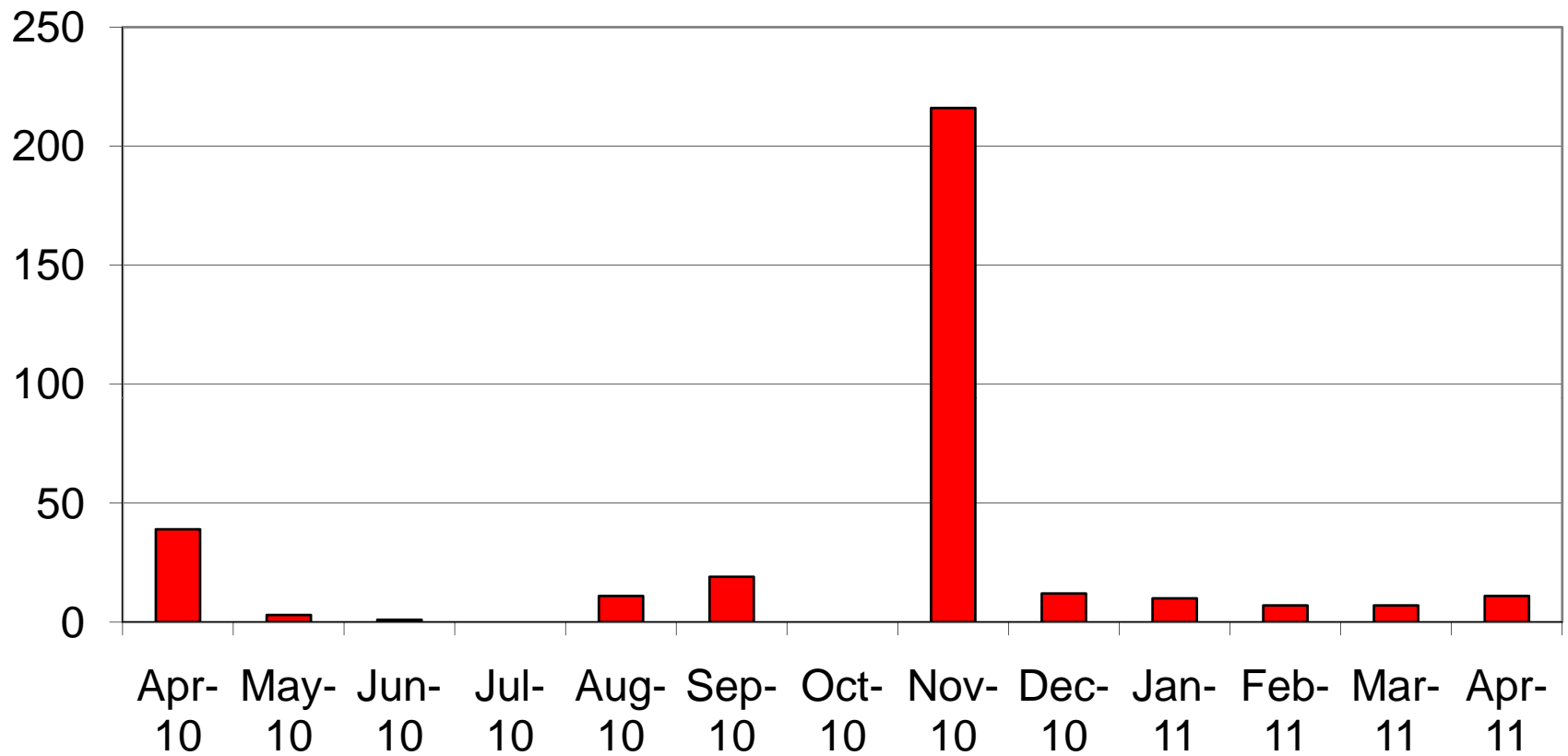


### Charlotte/Mecklenburg (SIMULCAST) Site Calls April 2011

— Group — Private — Total



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

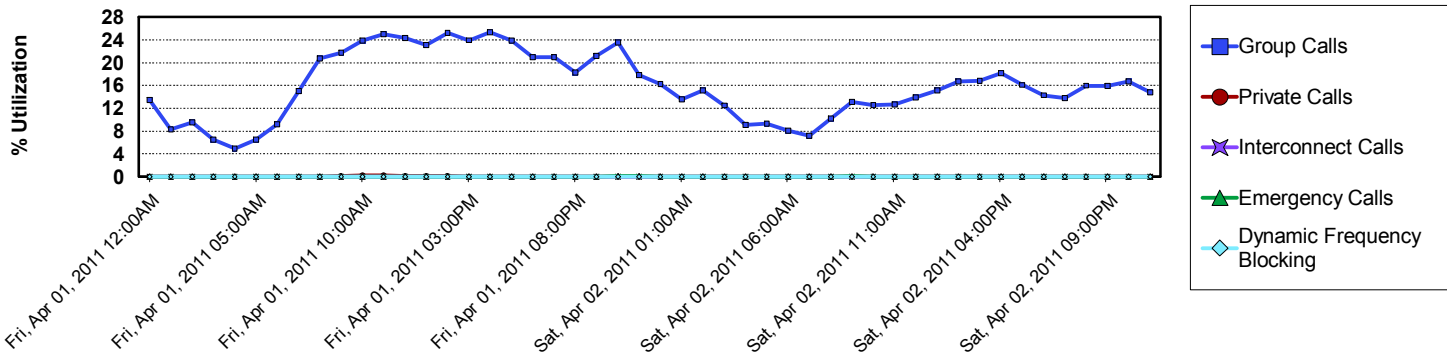


# Site Utilization Report

## Channel Utilization

Zone: CHARLOT - Site: SIMULCAST

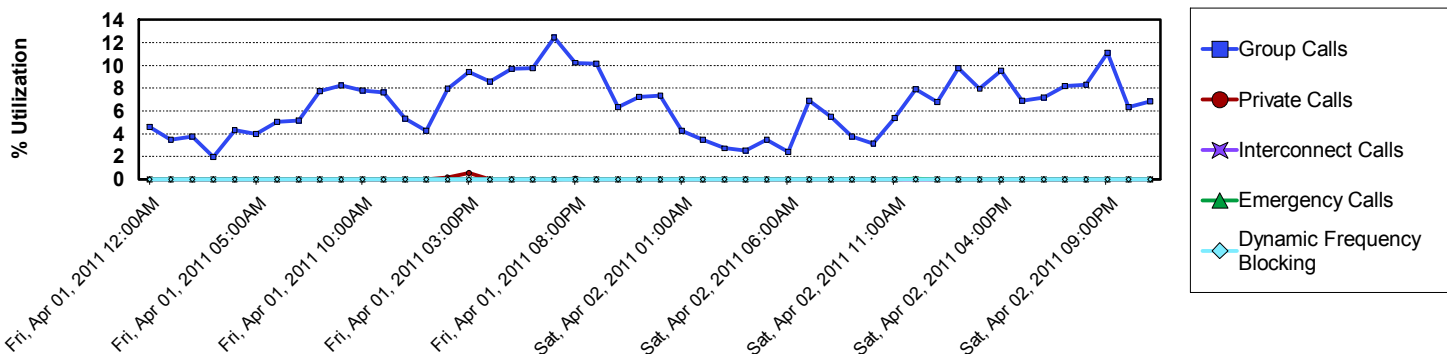
April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



## Channel Utilization

Zone: CHARLOT - Site: Union

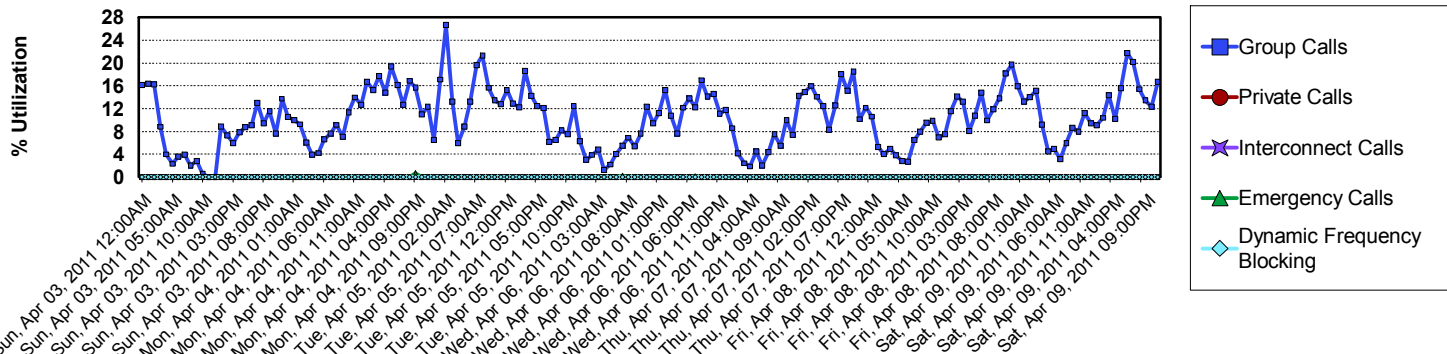
April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



## Channel Utilization

Zone: CHARLOT - Site: Cherryville

April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



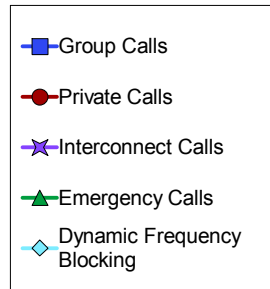
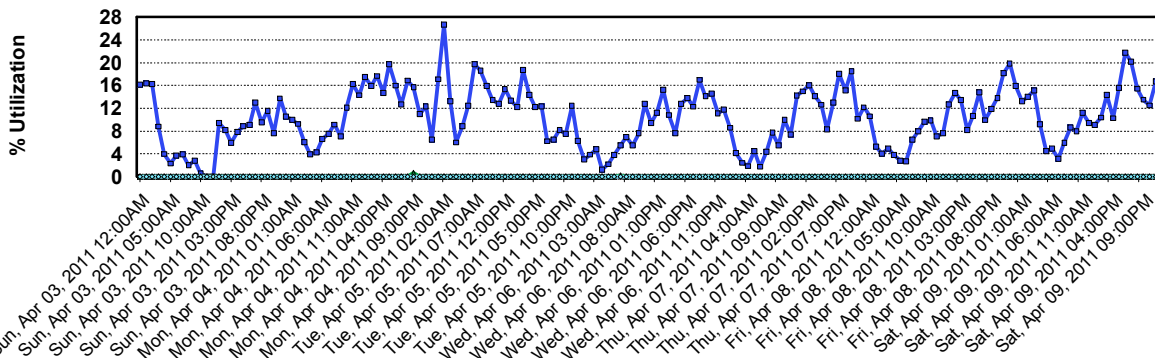


# Site Utilization Report

## Channel Utilization

**Zone: CHARLOT - Site: Gastonia PD**

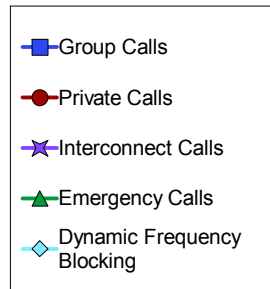
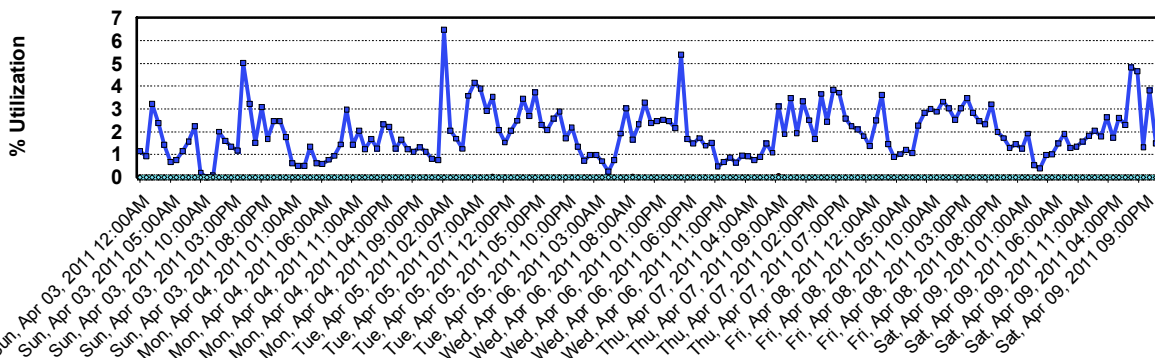
April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



## Channel Utilization

**Zone: CHARLOT - Site: Matthews Prime**

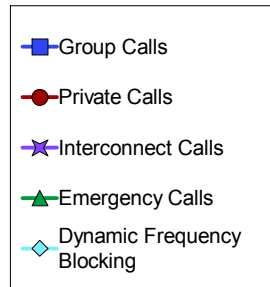
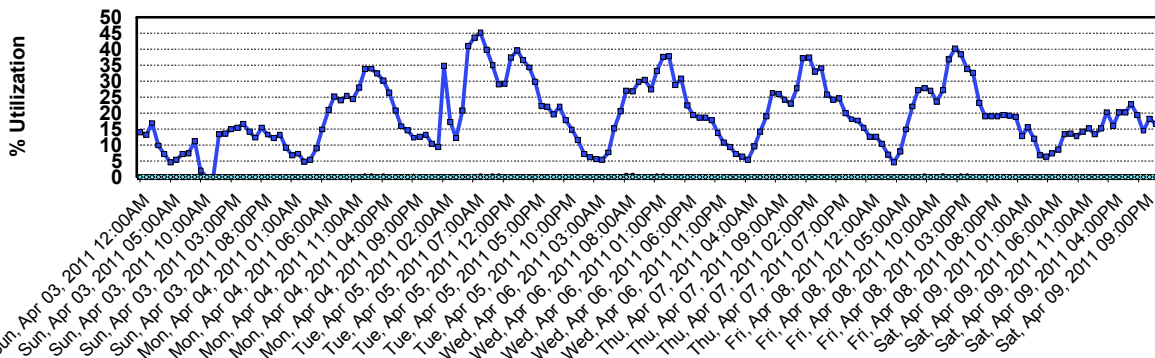
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## Channel Utilization

**Zone: CHARLOT - Site: SIMULCAST**

April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM





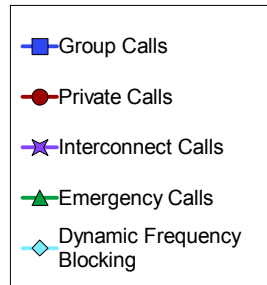
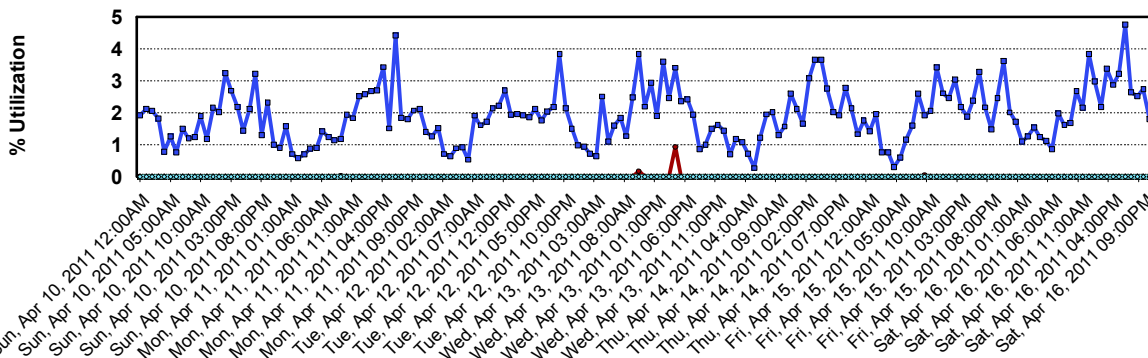


# Site Utilization Report

## Channel Utilization

**Zone: CHARLOT - Site: Matthews Prime**

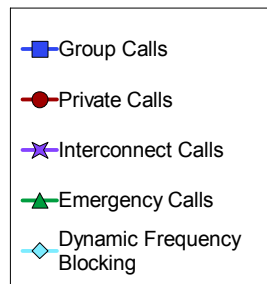
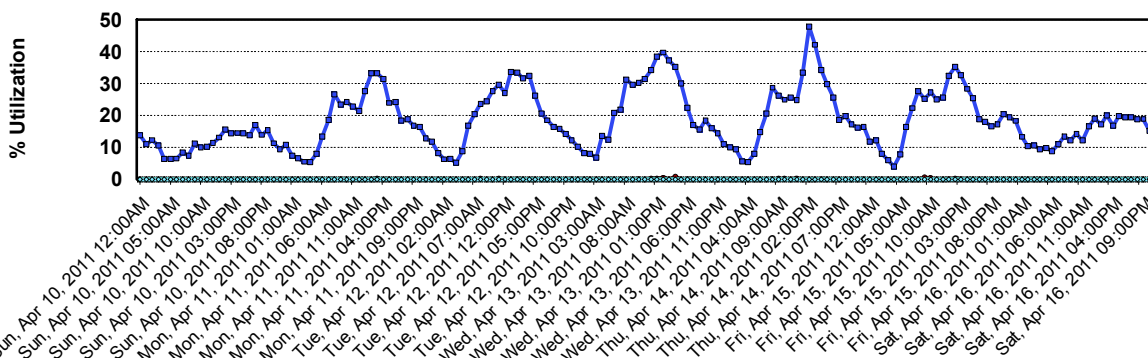
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## Channel Utilization

**Zone: CHARLOT - Site: SIMULCAST**

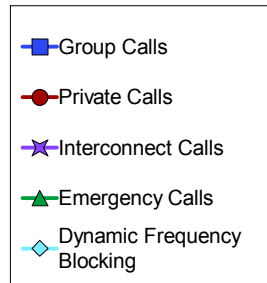
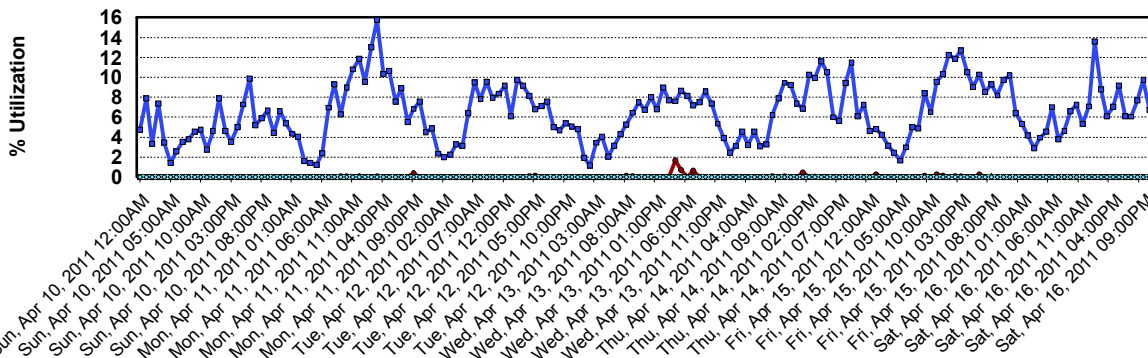
April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



## Channel Utilization

**Zone: CHARLOT - Site: Union**

April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



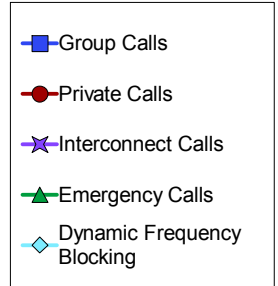
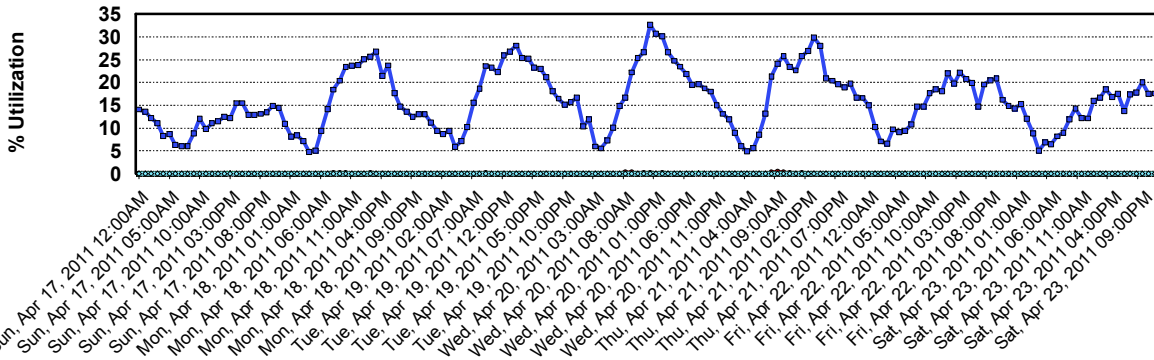


# Site Utilization Report

## Channel Utilization

**Zone: CHARLOT - Site: SIMULCAST**

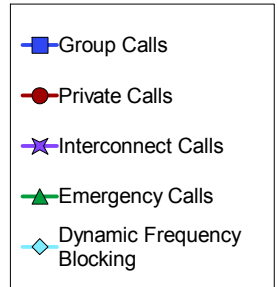
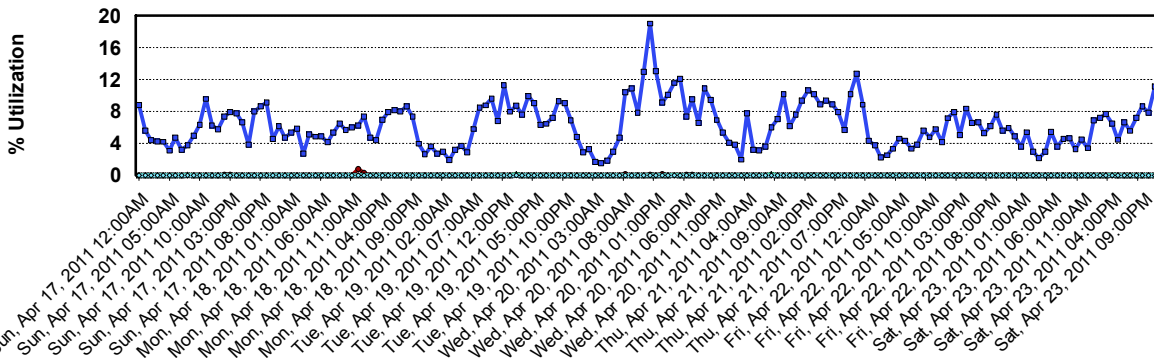
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## Channel Utilization

**Zone: CHARLOT - Site: Union**

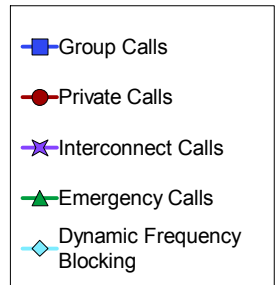
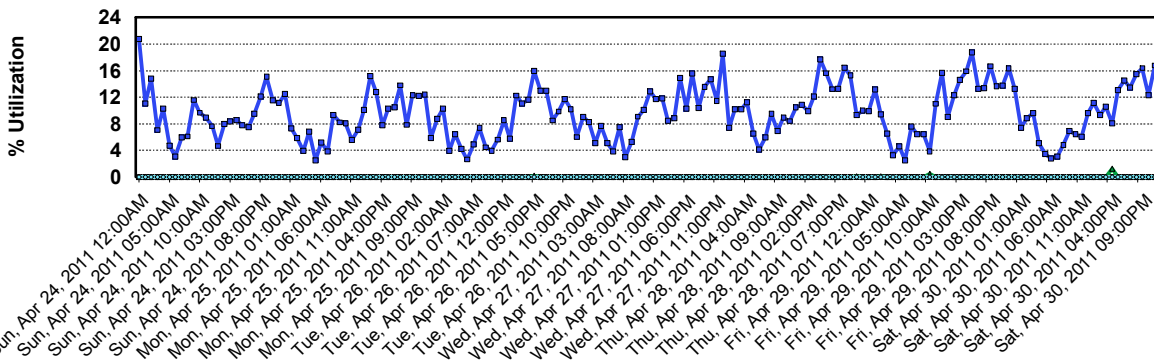
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## Channel Utilization

**Zone: CHARLOT - Site: Cherryville**

April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



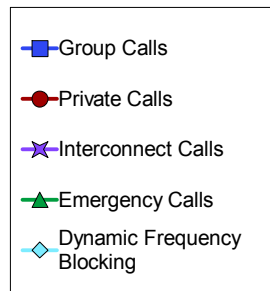
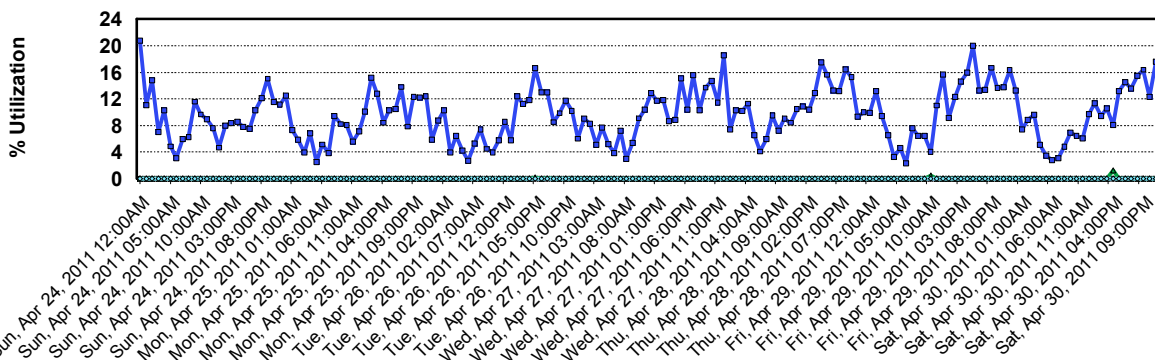


# Site Utilization Report

## Channel Utilization

**Zone: CHARLOT - Site: Gastonia PD**

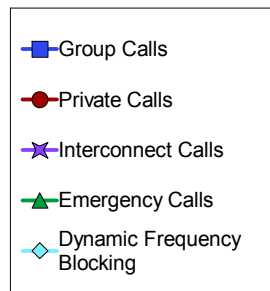
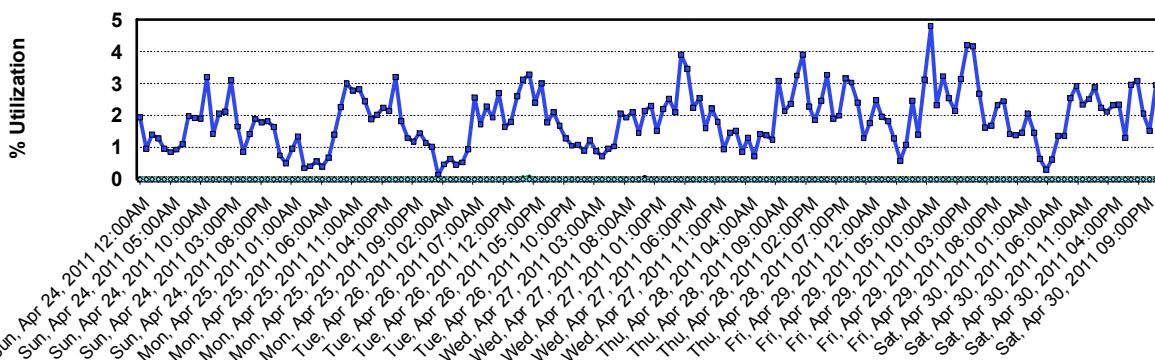
April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



## Channel Utilization

**Zone: CHARLOT - Site: Matthews Prime**

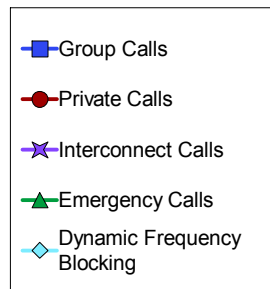
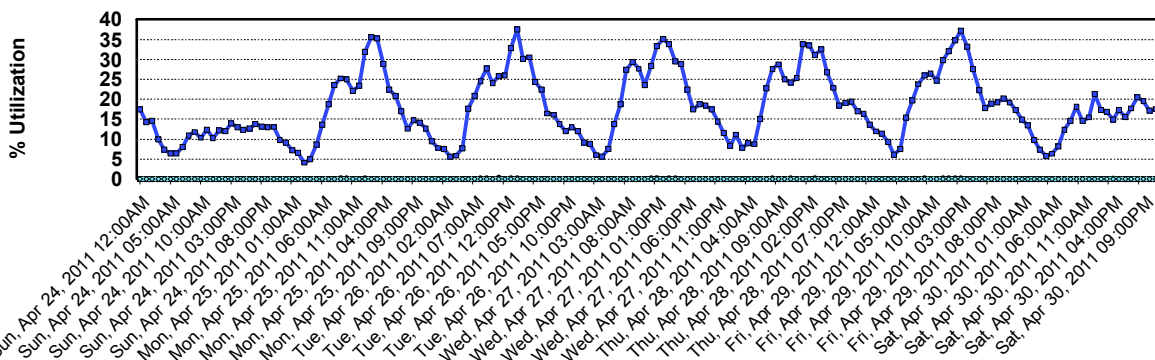
April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM



## Channel Utilization

**Zone: CHARLOT - Site: SIMULCAST**

April 01, 2011 12:00:00AM - April 30, 2011 11:59:59PM





**Charlotte/Mecklenburg Monthly Case Report April 2011**

Case ID	Status	Type	Site Name	Severity	Title	Create Date
22635445	Closed	Technical Dispatch	SIMULCAST-NORTH TOWER - CHARLOTTE, CITY OF	Severity 3	Maintenance On Ch. 24	3/28/2011 14:16
22635663	Closed	Request for RA	SIMULCAST-NORTH TOWER - CHARLOTTE, CITY OF	Severity 2	Request for Advance Replacement Part#CLN1677A	3/28/2011 15:47
22636490	Closed	Technical Dispatch	SIMULCAST-MATTHEWS - CHARLOTTE, CITY OF	Severity 3	UPS B maintenance	3/29/2011 10:41
22637627	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 3	Fire station # 9 light in capt. bedroom are not coming on	3/30/2011 3:20
22637733	Closed	Technical Dispatch	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CITY OF	Severity 3	Zone database optimization	3/30/2011 8:53
22637900	Closed	Technical Dispatch	MPD/ MATTHEWS DISPATCH CENTER - CHARLOTTE, CITY OF	Severity 1	Dispatch number 2 and has message that flashed up on console	3/30/2011 10:17
22640786	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Firestation 27 has lost audio	3/31/2011 19:52
22640803	Closed	Network Management	SIMULCAST-CGMC - CHARLOTTE, CITY OF	Severity 1	NMO - Channel 21 Malfunctioning Illegal Carrier	3/31/2011 20:48
22642190	Closed	Technical Dispatch	UNC CHARLOTTE - CHARLOTTE, CITY OF	Severity 1	mischel 8 not work on console	4/1/2011 20:29
22642329	Closed	Network Management	CORNELIUS/NORTH MECK-CHAROLOTT	Severity 2	NMO - Z001S012VPM02.NMD12 Minor Malfunction, Lack of Keys	4/3/2011 5:46
22642343	Closed	Technical Dispatch	MATTHEWS P25 PRIME SITE	Severity 1	Microwave space diversity T25 sites will be down	4/3/2011 10:08
22642355	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, CITY OF	Severity 1	Backup radio issues	4/3/2011 10:51
22642388	Closed	Technical Dispatch	MPD/ MATTHEWS DISPATCH CENTER - CHARLOTTE, CITY OF	Severity 1	Beeping every couple of mins on open mic & console button is sticking	4/3/2011 15:51
22642396	Closed	Technical Dispatch	MPD/ MATTHEWS DISPATCH CENTER - CHARLOTTE, CITY OF	Severity 2	Track ball is sticking	4/3/2011 16:56
22644211	Closed	Technical Dispatch	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CITY OF	Severity 3	Database optimization	4/5/2011 7:58
22645702	Closed	Technical Dispatch	SIMULCAST-CGMC - CHARLOTTE, CITY OF	Severity 3	Pm on site taking channels up and down	4/6/2011 9:30
22645734	Closed	Technical Dispatch	MATTHEWS P25 PRIME SITE	Severity 3	All talkgroups are not passing audio through all sites	4/6/2011 9:42
22647262	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 2	Console radio postion # 2 has bad track ball.	4/7/2011 8:58
22648116	Closed	Technical Dispatch	CHARLOTTE P25 MASTER	Severity 1	SOC_RSA SecureID turned off	4/7/2011 16:14
22648373	Closed	Technical Dispatch	CHARLOTTE P25 MASTER	Severity 2	SOC_Removed SAV client for CFD_ACAD_4	4/7/2011 17:12
22648538	Closed	Technical Dispatch	SIMULCAST- MIDLAND - CHARLOTTE, CITY OF	Severity 1	NMO SIMULCAST- MIDLAND CHAN 3 MALFUNCTIONING DUE TO ILLEGAL CA	4/8/2011 8:24
22648778	Closed	Technical Dispatch	SIMULCAST-CGMC - CHARLOTTE, CITY OF	Severity 3	Maintenance on channel 21	4/8/2011 10:48
22649632	Closed	Technical Dispatch	CORNELIUS/NORTH MECK-CHAROLOTT	Severity 2	Static on all the Radios.	4/8/2011 17:55
22653074	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Station 31 has no MOSCAD audio. . .	4/10/2011 11:50
22653224	Closed	Technical Dispatch	MT HOLLY PD - CHARLOTTE, CITY OF	Severity 1	Dispatch 1 is down	4/11/2011 8:15
22653289	Closed	Technical Dispatch	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CITY OF	Severity 3	Database Optimization	4/11/2011 9:06
22653572	Closed	Technical Dispatch	SIMULCAST-NORTH TOWER - CHARLOTTE, CITY OF	Severity 1	NMO-North Tower-Chan26-BS Front Panel Disabled	4/11/2011 11:38
22654074	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 2	Cannot access Alias database or ADM	4/11/2011 14:57
22654435	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, CITY OF	Severity 1	Unable to log any radios on the radio user side	4/11/2011 20:36
22654606	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 2	Console 8 has no moscad interface	4/12/2011 9:02
22656018	Closed	Technical Dispatch	MCSO/ SHERIFFS DISPATCH CENTER - CHARLOTTE, CITY OF	Severity 3	Unable to log on network management terminal	4/13/2011 8:31
22657401	Closed	Technical Dispatch	MPD/ MATTHEWS DISPATCH CENTER - CHARLOTTE, CITY OF	Severity 2	Console 2 is down	4/13/2011 20:25
22658323	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Moscad issue at station #9 - not alerting at all	4/14/2011 13:33
22658506	Closed	Request for RA	MATTHEWS P25 PRIME SITE	Severity 2	Request for Exchange on TRN9892B (x2) and DSPREM891830 (x2)	4/14/2011 15:18
22658759	Closed	Technical Dispatch	SIMULCAST- MIDLAND - CHARLOTTE, CITY OF	Severity 1	NMO - CHAN 14 MALFUNCTION - NO TSTAT DURING CALL	4/14/2011 19:51
22659851	Closed	Technical Dispatch	SIMULCAST- MIDLAND - CHARLOTTE, CITY OF	Severity 3	Maintenance on channel # 8	4/15/2011 13:22
22660525	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Console 6 Radio mouse sticking; needs fixed ASAP	4/16/2011 11:02
22660630	Closed	Network Management	SIMULCAST-CGMC - CHARLOTTE, CITY OF	Severity 1	NMO CGMC Charlotte Chan 1 / illegal carrier > 15 mins	4/17/2011 0:28
22660761	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 3	TRAK BALL STICKING ON RADIO MOUSE	4/18/2011 6:03
22661199	Closed	Network Management	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 1	NMO-site6.ss2.chan14-RTib: No Tstat during a call	4/18/2011 12:07
22661519	Closed	Technical Dispatch	SIMULCAST-NORTH TOWER - CHARLOTTE, CITY OF	Severity 1	NMO-site6.ss6.chan17-RTib: No Tstat during a call	4/18/2011 14:44
22662818	Closed	Technical Dispatch	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CITY OF	Severity 2	SOC_RSA locked out	4/19/2011 14:24
22663291	Closed	Network Management	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY OF	Severity 1	NMO - Chan 14 No Tstat during a call	4/19/2011 18:06
22664827	Deferred	Technical Dispatch	CORNELIUS/NORTH MECK-CHAROLOTT	Severity 2	NMO - Cornelius OP04 Minor Malfunction, Lack of Keys	4/20/2011 19:12
22665035	Closed	Technical Dispatch	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CITY OF	Severity 3	Zone DB optimization	4/21/2011 8:58
22666971	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	MOSCAD communication failure	4/22/2011 21:03
22667186	Closed	Network Management	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY OF	Severity 1	NMO-Sugar creek and North Tower - Chan 10 Malf illegal carrier > 15 min	4/24/2011 6:55
22667219	Closed	Technical Dispatch	CORNELIUS/NORTH MECK-CHAROLOTT	Severity 1	Console Radios has low modulation, officers unable to hear dispatchers	4/24/2011 14:51
22668378	Closed	Technical Dispatch	UNC CHARLOTTE - CHARLOTTE, CITY OF	Severity 3	Please call Linda about recording radio talk groups.	4/25/2011 16:08
22668578	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	No audio or PA on Fire Station 3	4/25/2011 20:30
22668967	Closed	Technical Dispatch	SUGAR CREEK P25 SUB SITE-CHARLOTTE, CITY OF	Severity 2	Replacing Multi coupler in the channel 14 and 15	4/26/2011 10:40
22669135	Closed	Technical Dispatch	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CITY OF	Severity 3	Zone Data Base Optimization	4/26/2011 11:06
22669621	Closed	Request for RA	SIMULCAST-MATTHEWS - CHARLOTTE, CITY OF	Severity 2	Request for repair	4/26/2011 15:25
22670440	Closed	Technical Dispatch	SIMULCAST- MIDLAND - CHARLOTTE, CITY OF	Severity 3	Channel maintenance	4/27/2011 10:38
22670577	Deferred	Technical Support	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CITY OF	Severity 2	SOC_SAV removed from Z001S018OP08	4/27/2011 11:38
22671386	Closed	Technical Dispatch	CORNELIUS/NORTH MECK-CHAROLOTT	Severity 1	IRR license says that is expired on console 1	4/27/2011 18:11
22671505	Closed	Network Management	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 1	NMO SUMULCAST-TYVOLA Channel 22 RTIB malfunction No TSTAT	4/28/2011 0:42
				<b>Severity 1</b>	<b>26</b>	
				<b>Severity 2</b>	<b>15</b>	
				<b>Severity 3</b>	<b>15</b>	
				<b>Total</b>	<b>56</b>	

# 2011

JANUARY						
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SEPTEMBER						
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OCTOBER						
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DECEMBER						
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