



SmartZone Metric Report

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

February 2012
(Week 5 - 8)



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February-2012

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R.A.D.I.O Summary		
Charlotte/Mecklenburg P25 and SIMULCAST System		
February-2012		
Cases	27	Sev 1, 2, and 3
System Push To Talks	2,613,393	

Charlotte/Mecklenburg P25 Site		
Total 5-9's	7.22	
P25 Calls	201,944	
No Site Resouce Count	0	

Charlotte/Mecklenburg SIMULCAST Site		
Total 5-9's	6.40	
SIMULCAST Calls	1,416,134	
No Site Resouce Count	0	

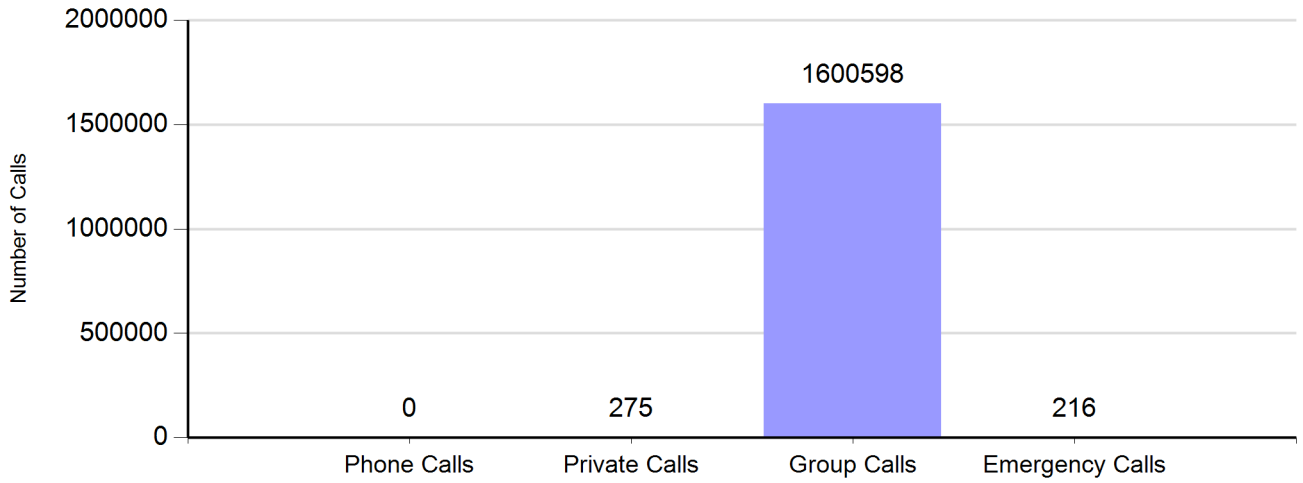
Note: 5-9's includes interference and no preventative maintenance

Definition:

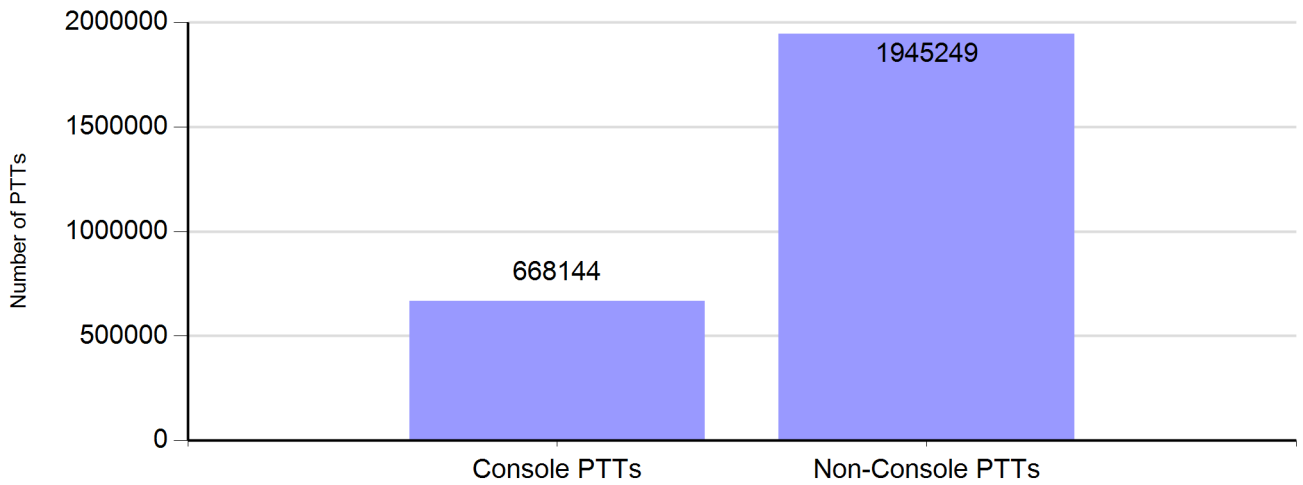
5-9's = Motorola standard for system availability of 5NINES, or 99.999% availability

Zone Call Report (Includes Gastonia, Union, and Cherryville)

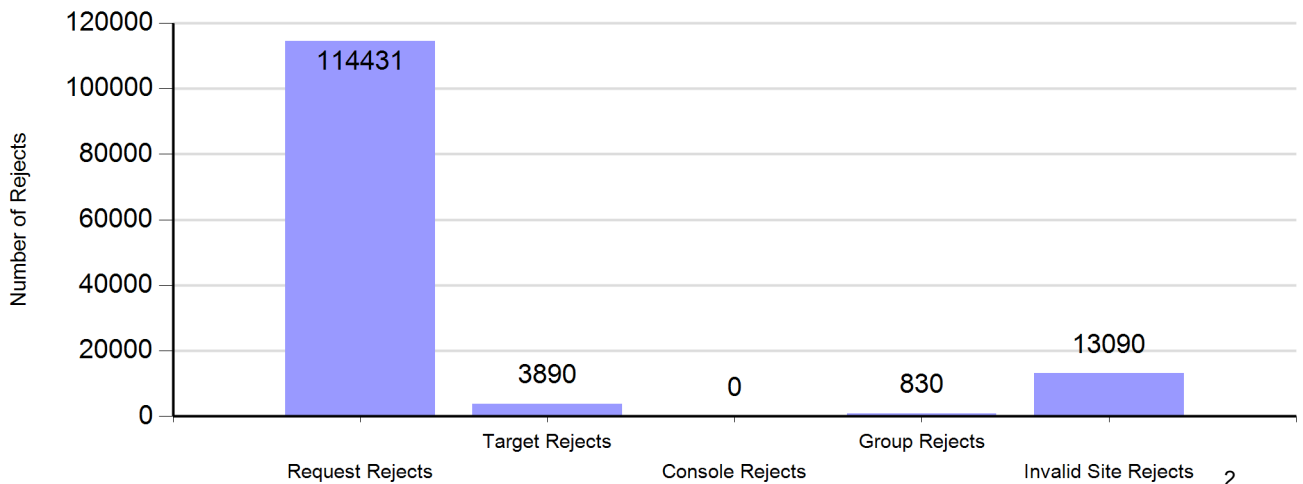
Number of Calls by Type



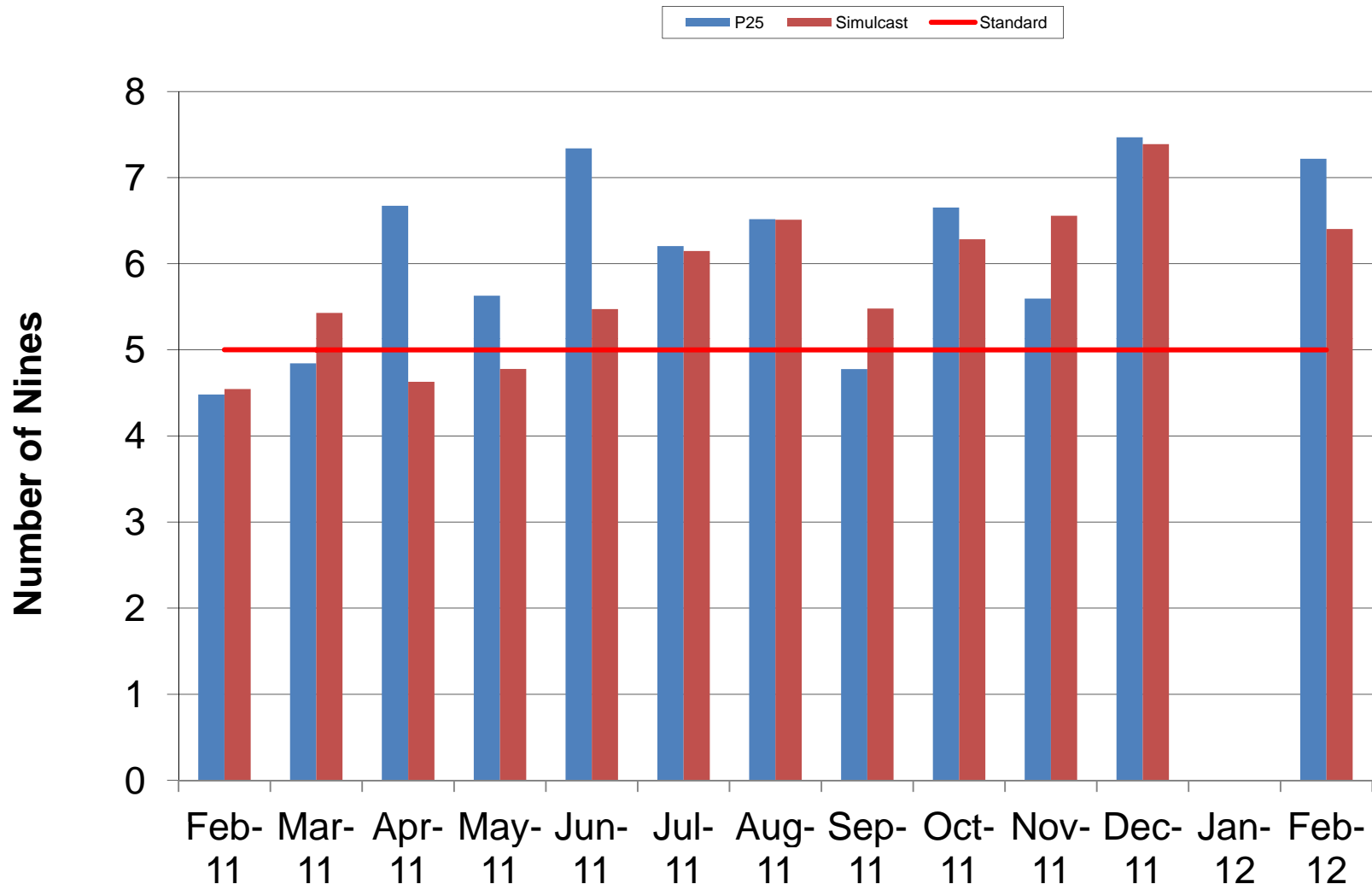
Number of Zone PTTs



Reasons for Reject



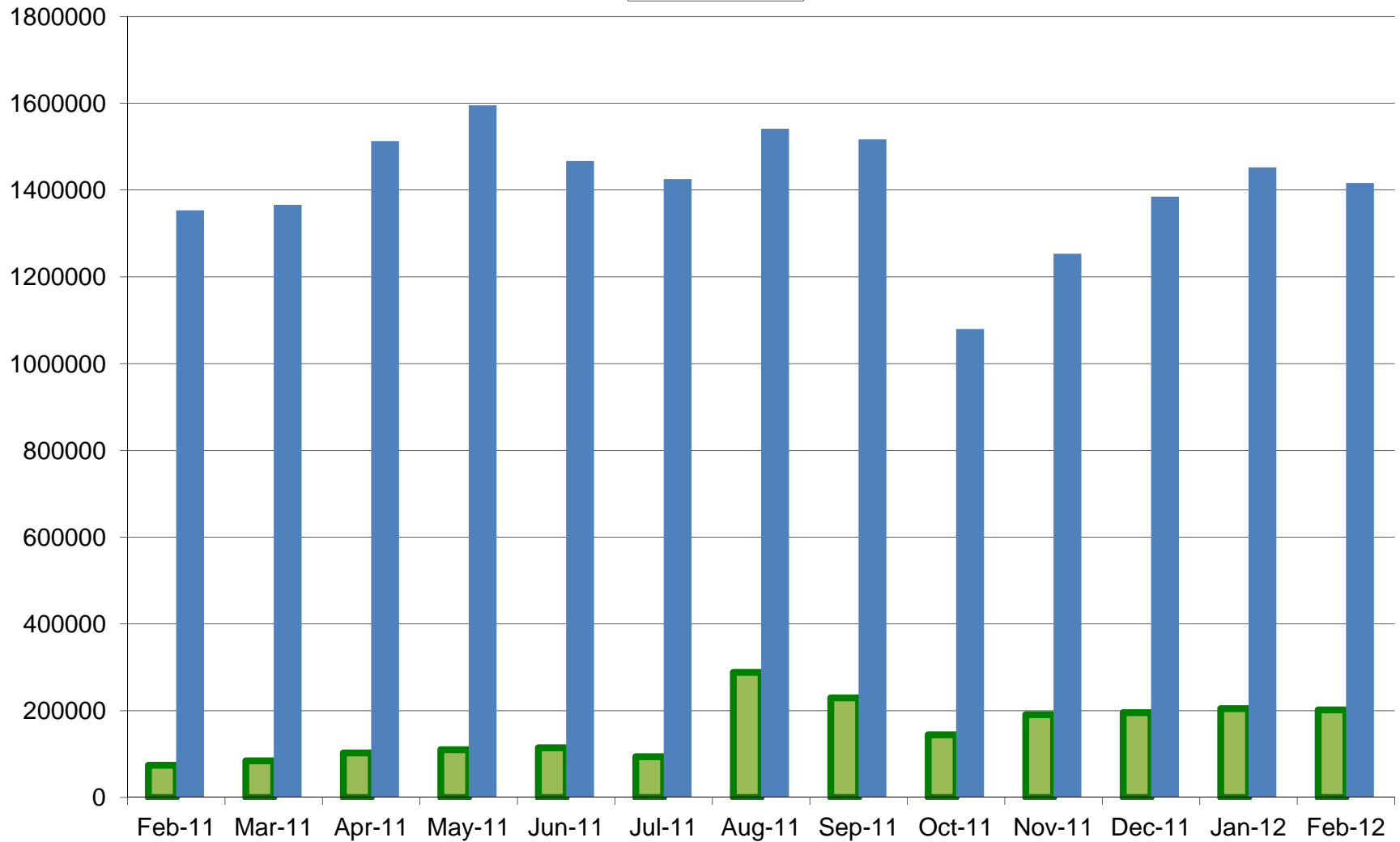
Charlotte/Mecklenburg P25 and Simulcast 5-9's



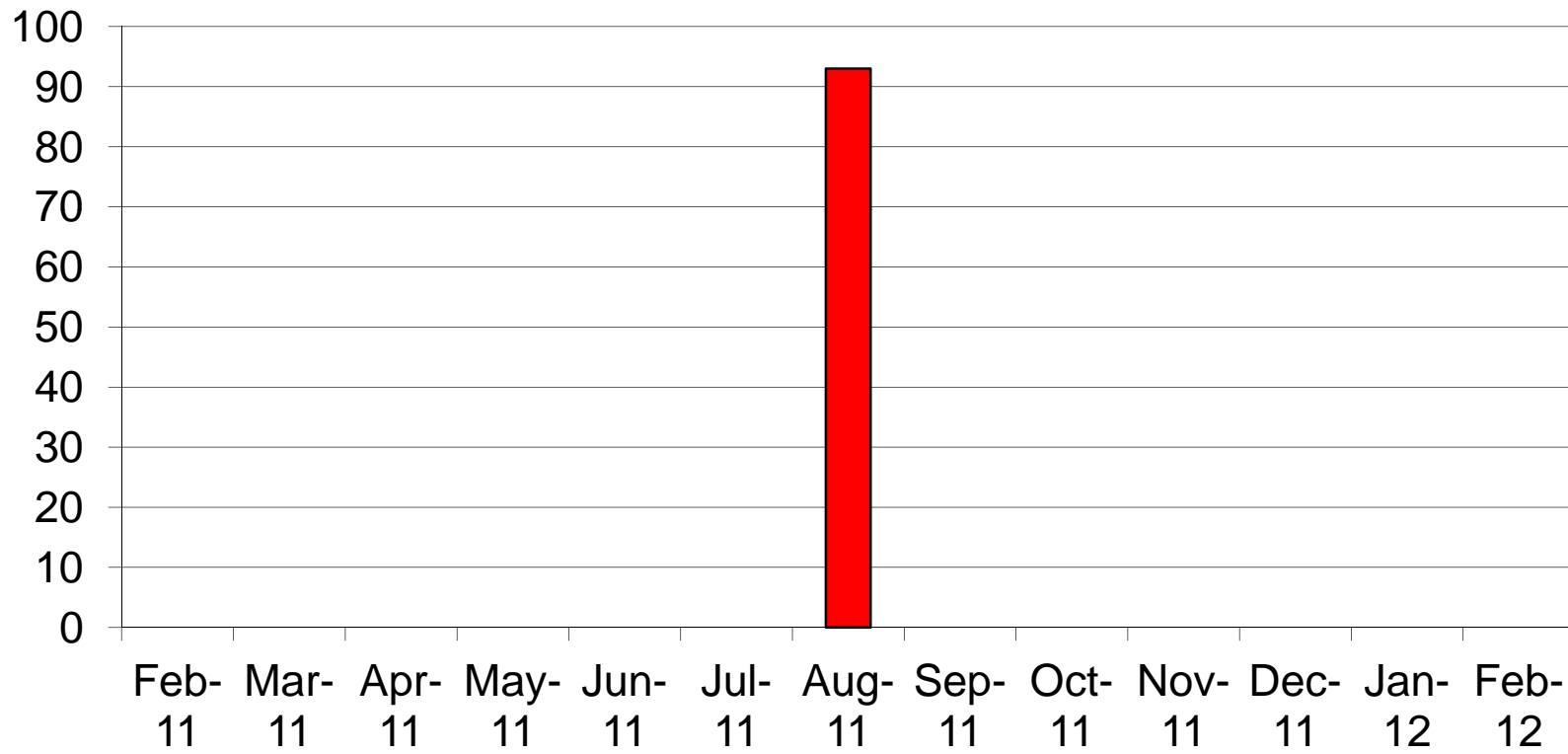
Note: 5-9's data missing for Jan'2012

Charlotte/Mecklenburg P25 and Simulcast System Calls

P25 Simulcast



Charlotte/ Mecklenburg P25 No Site Resources

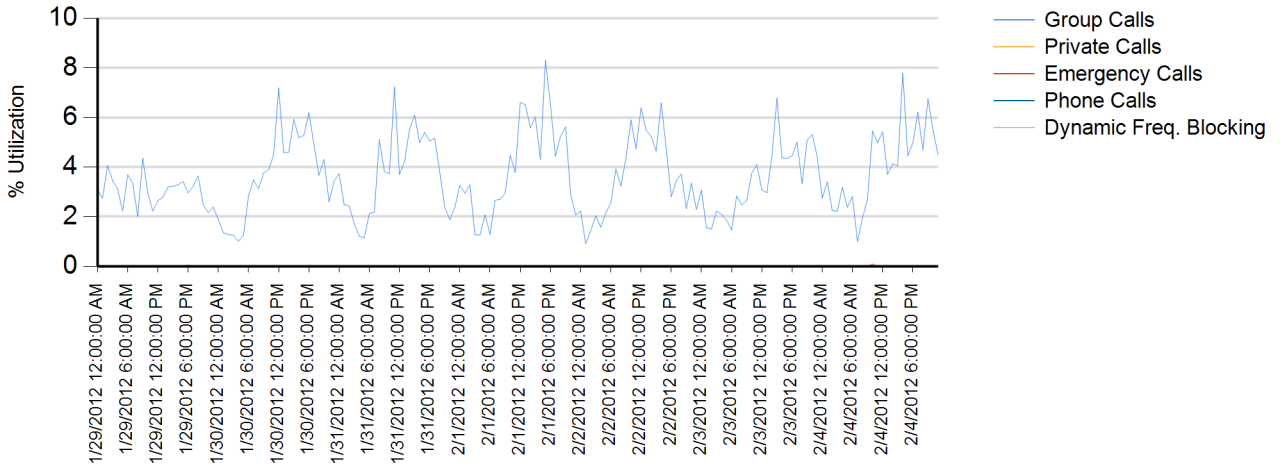


Site Report

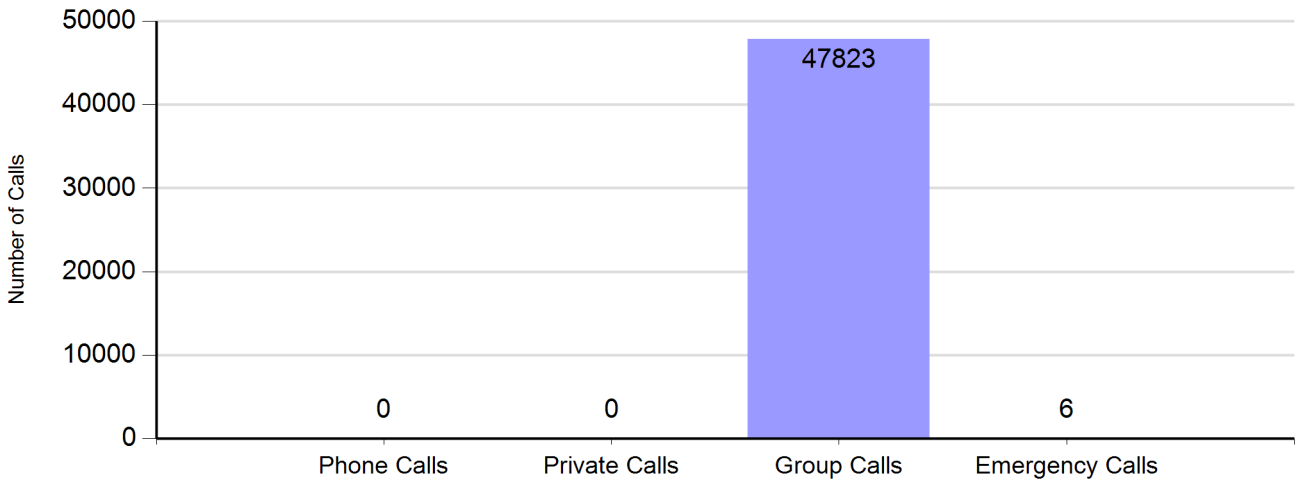
Zone: CHARLOT - Site: Matthews Prime

Sunday, January 29, 2012 12:00:00 AM - Saturday, February 04, 2012 11:59:59 PM

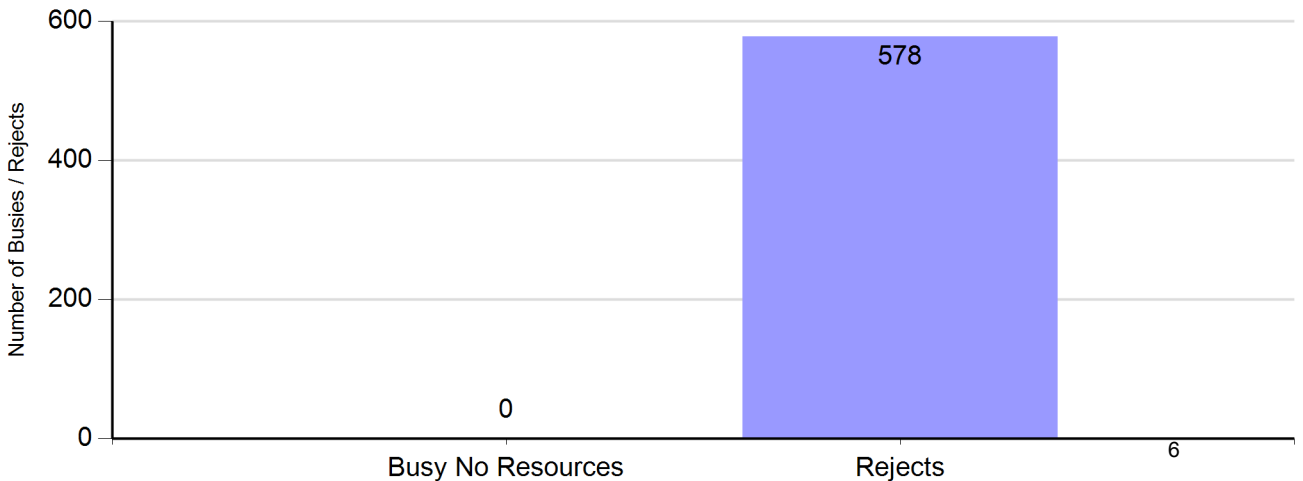
Channel Utilization



Number of Calls by Type



Number of Buses and Rejects

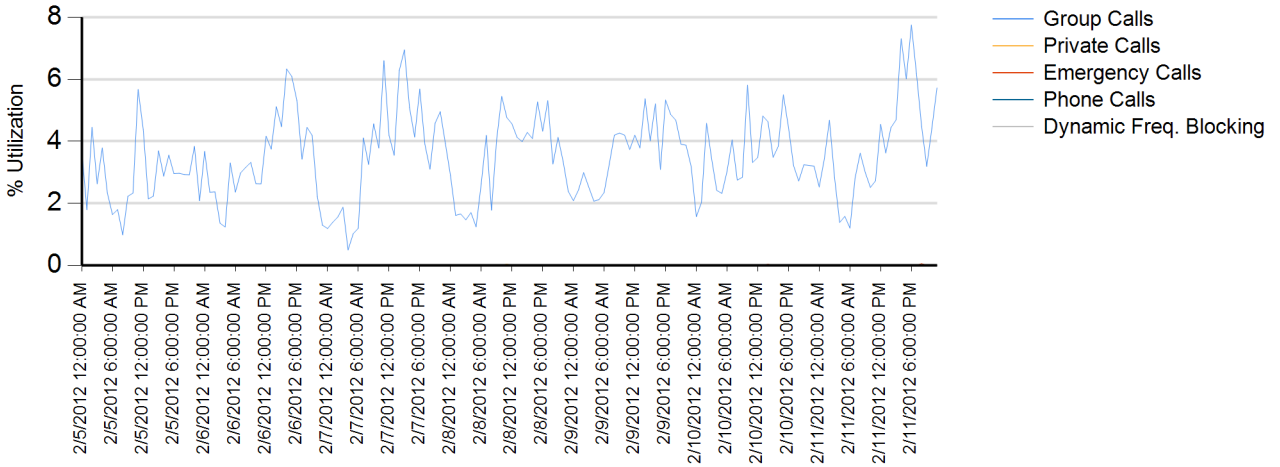


Site Report

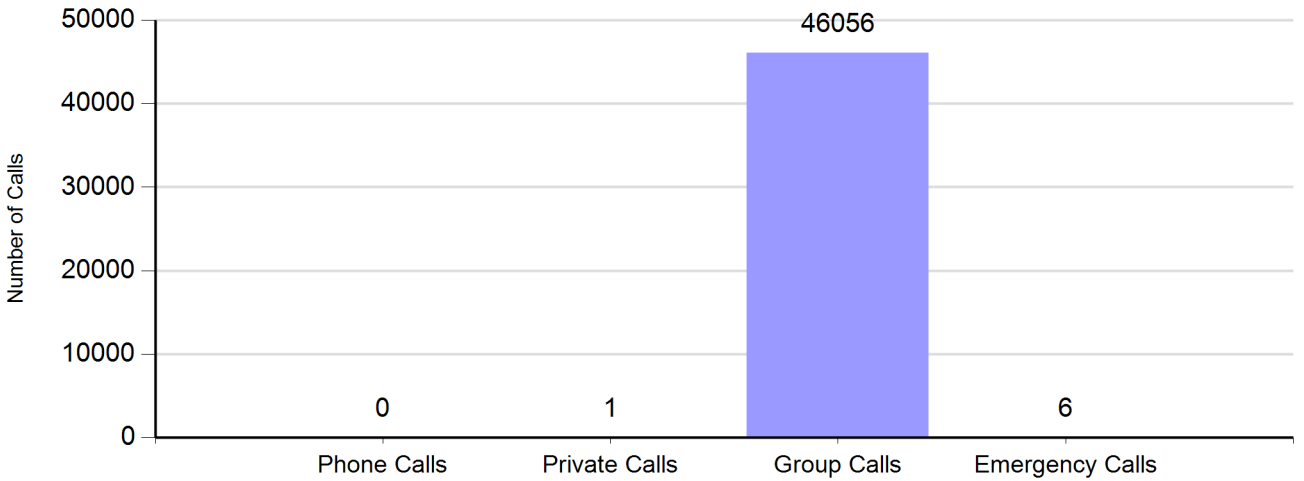
Zone: CHARLOT - Site: Matthews Prime

Sunday, February 05, 2012 12:00:00 AM - Saturday, February 11, 2012 11:59:59 PM

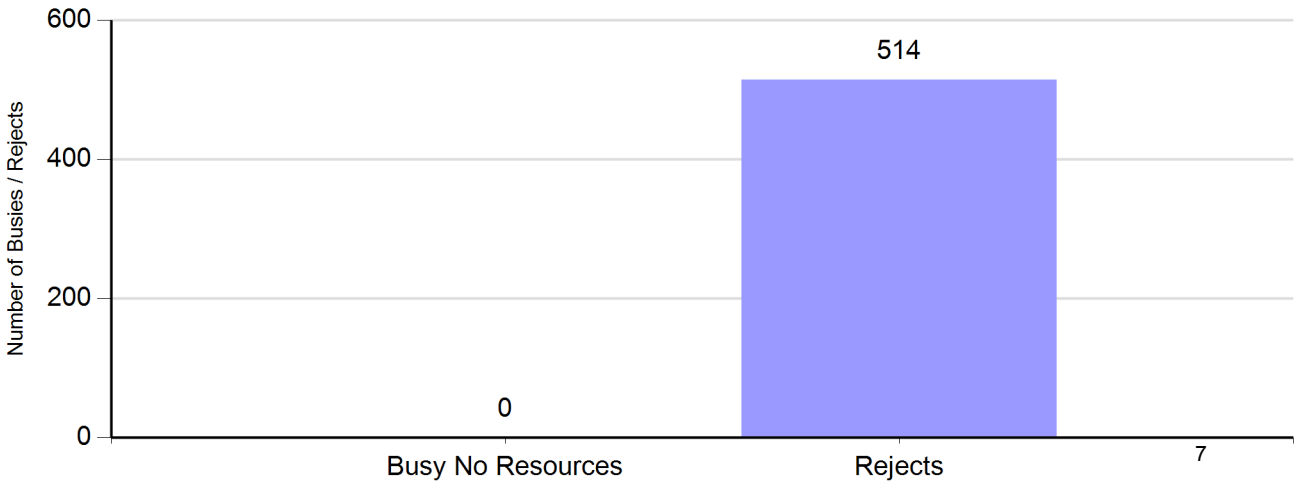
Channel Utilization



Number of Calls by Type



Number of Buses and Rejects

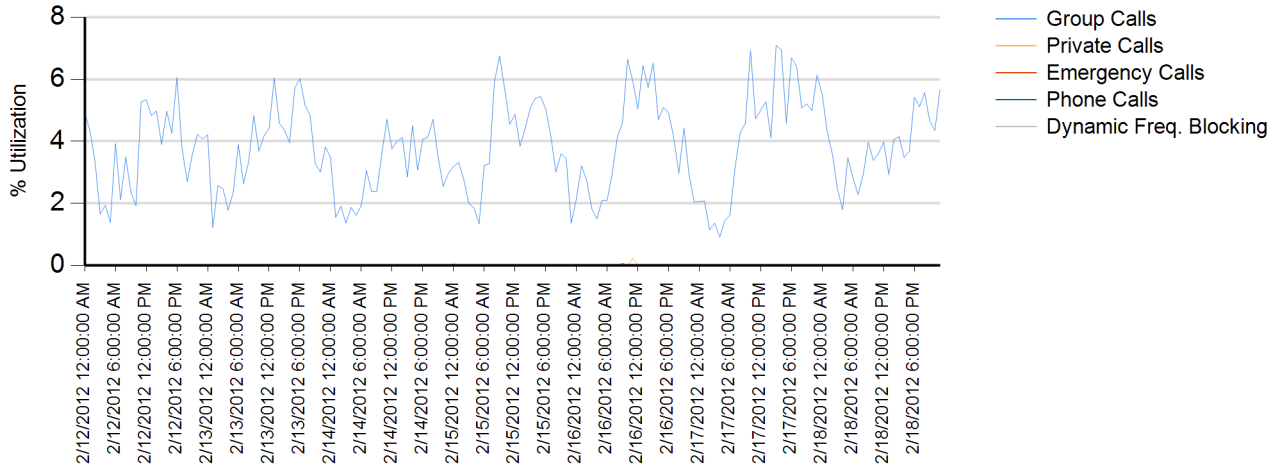


Site Report

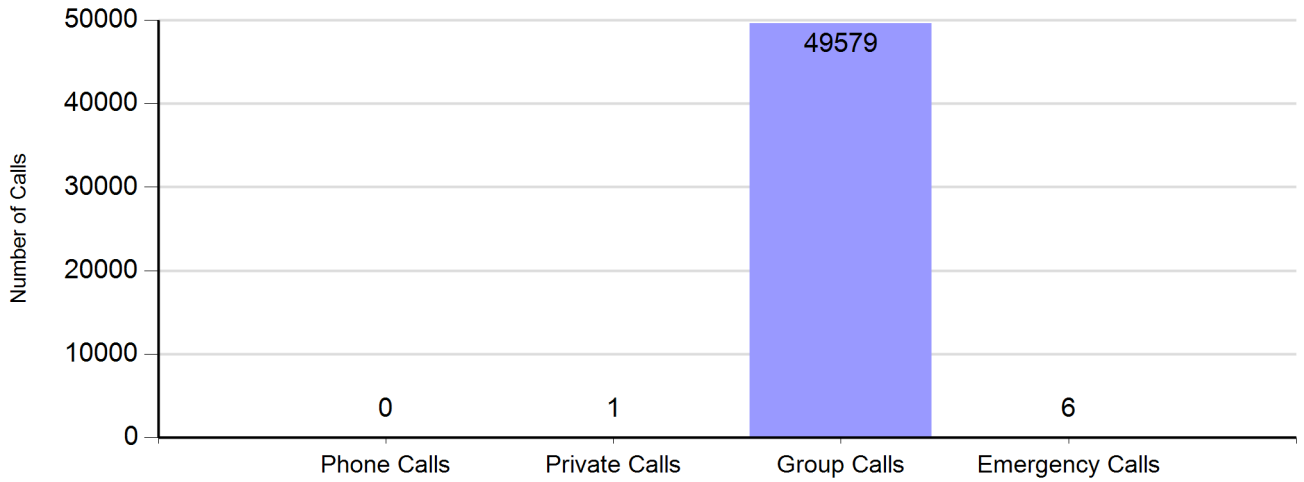
Zone: CHARLOT - Site: Matthews Prime

Sunday, February 12, 2012 12:00:00 AM - Saturday, February 18, 2012 11:59:59 PM

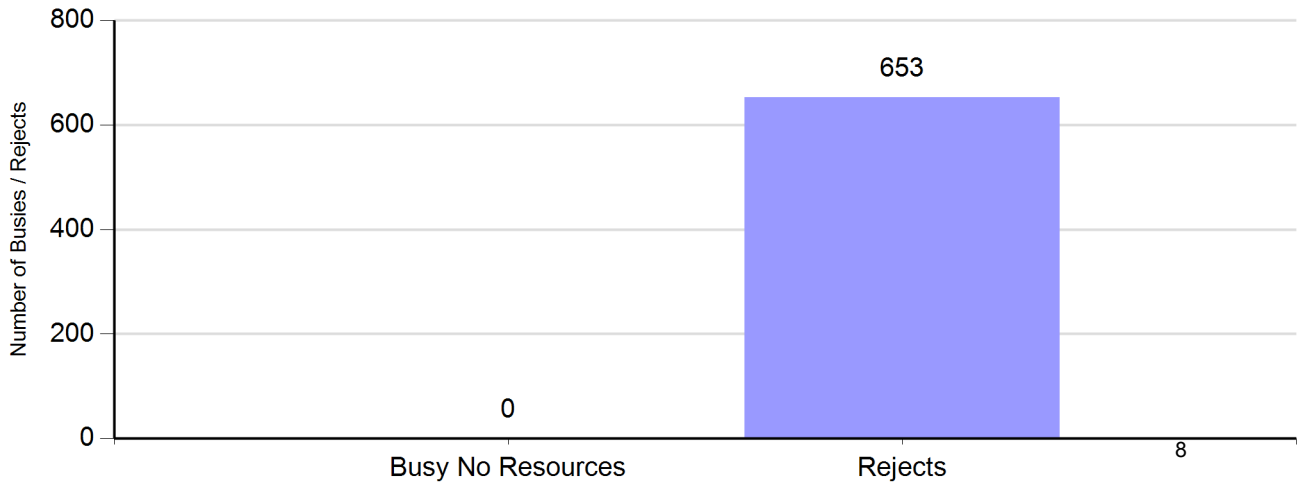
Channel Utilization



Number of Calls by Type



Number of Buses and Rejects

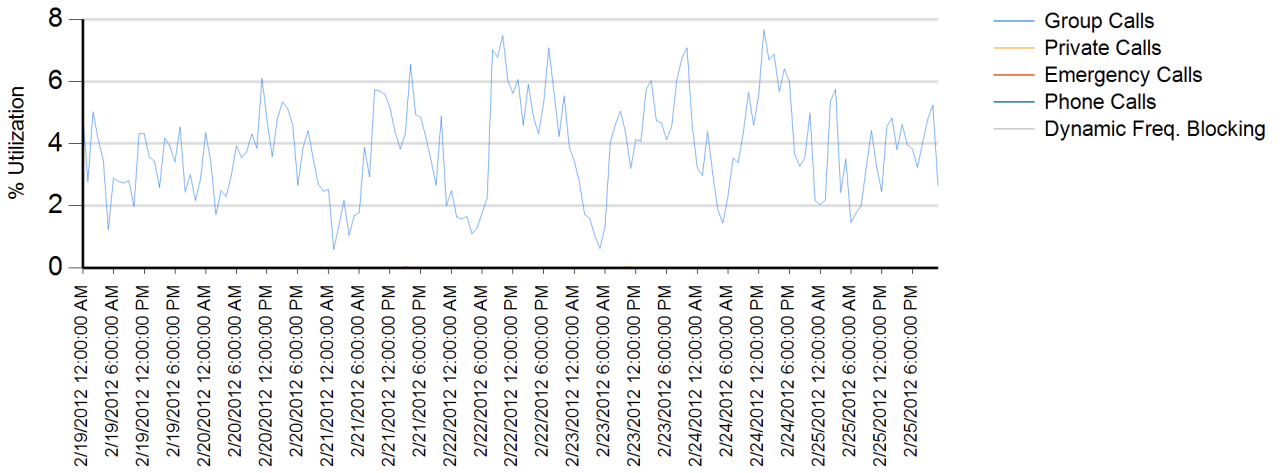


Site Report

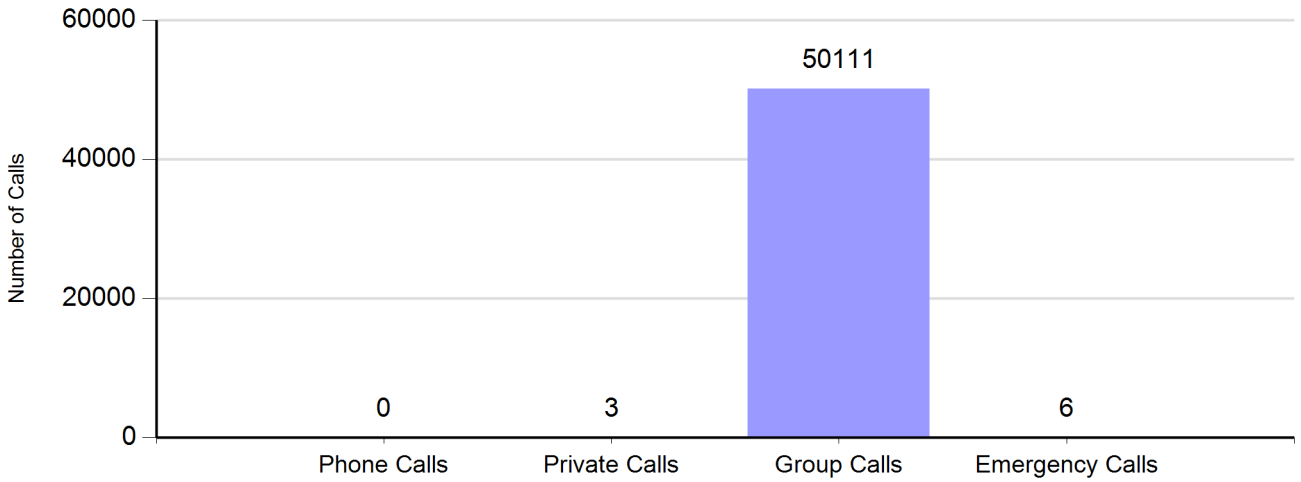
Zone: CHARLOT - Site: Matthews Prime

Sunday, February 19, 2012 12:00:00 AM - Saturday, February 25, 2012 11:59:59 PM

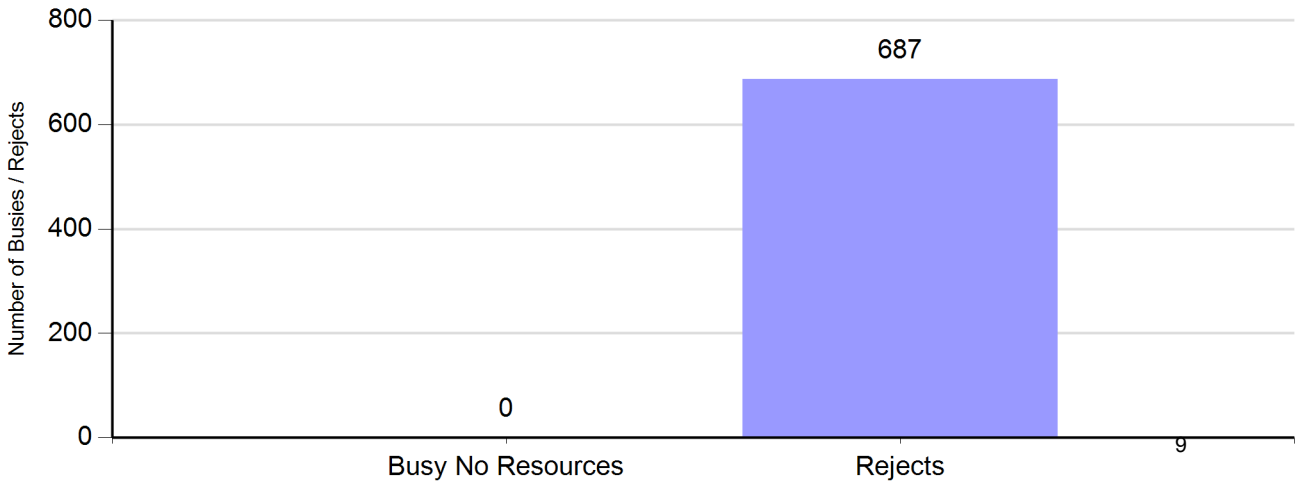
Channel Utilization



Number of Calls by Type



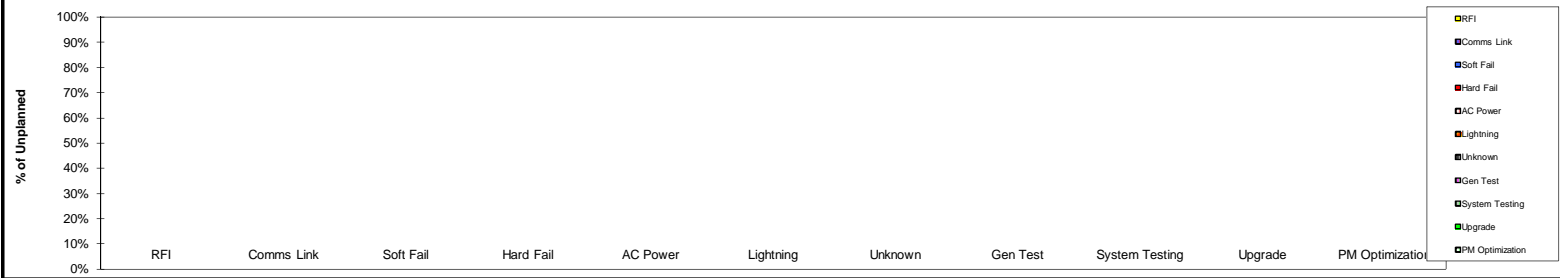
Number of Buses and Rejects



Root-Cause/Action Items Charlotte/Mecklenburg P25

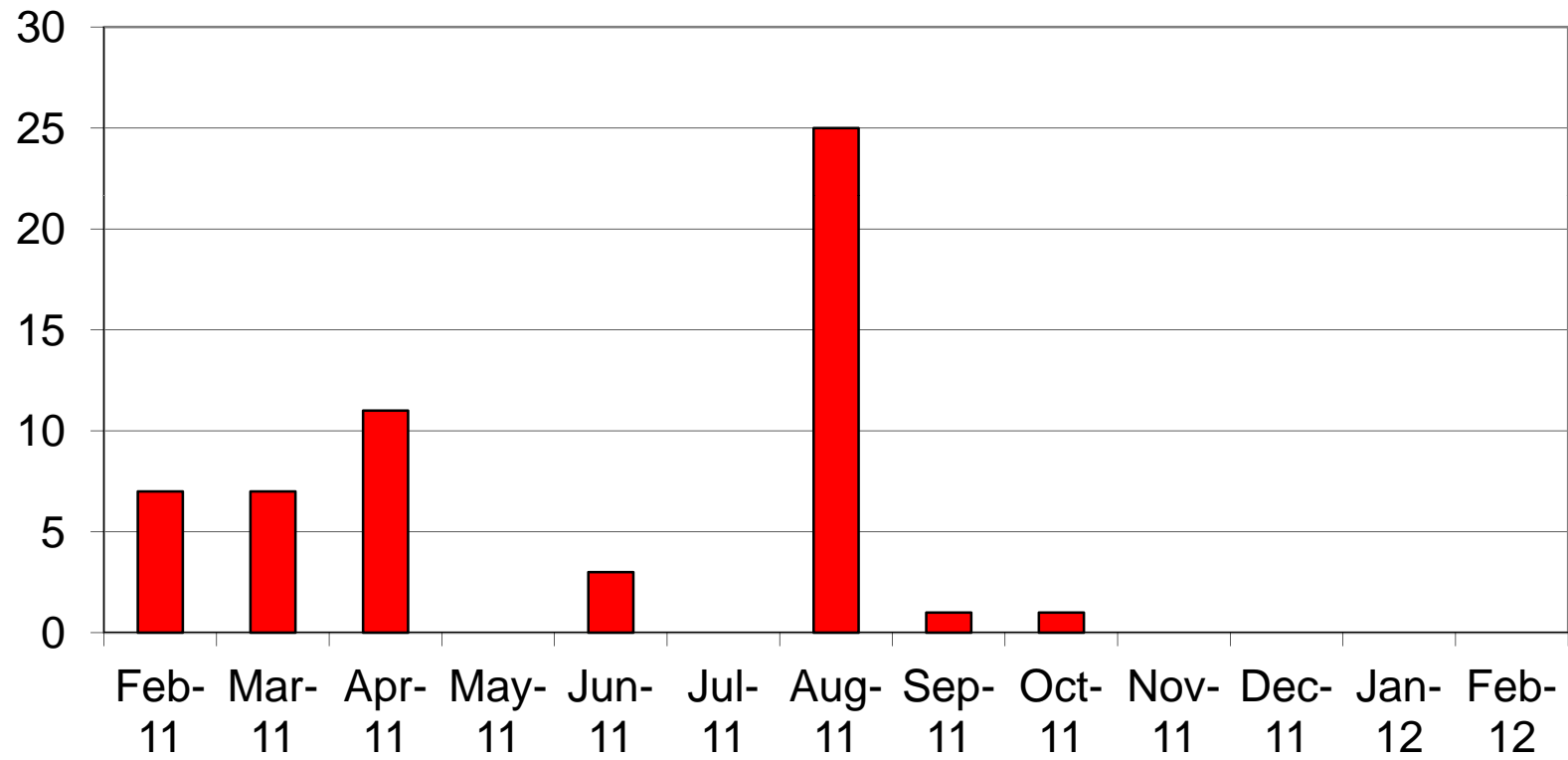
date: 1/29/2012 - 2/25/2012

Unplanned Downtime Root-Cause



Date of Event	Device Description	Seconds Device Downtime	Problem Description	Root Cause	Mot. OR 3rd Party Equip.	Customer Impact	Solution Identified	Case Number	Target Date

Charlotte/ Mecklenburg 4.1 SIMULCAST No Zone Resources

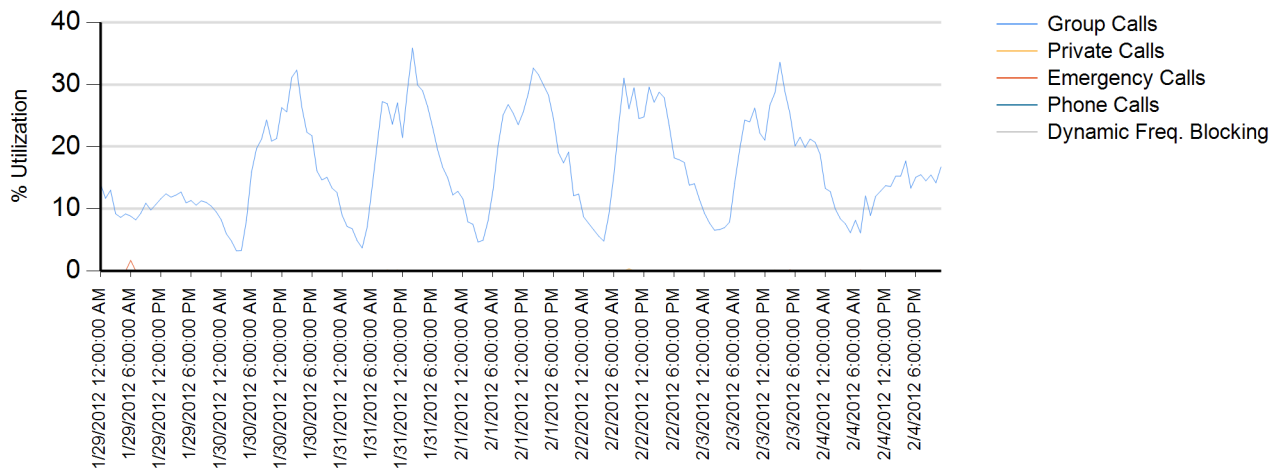


Site Report

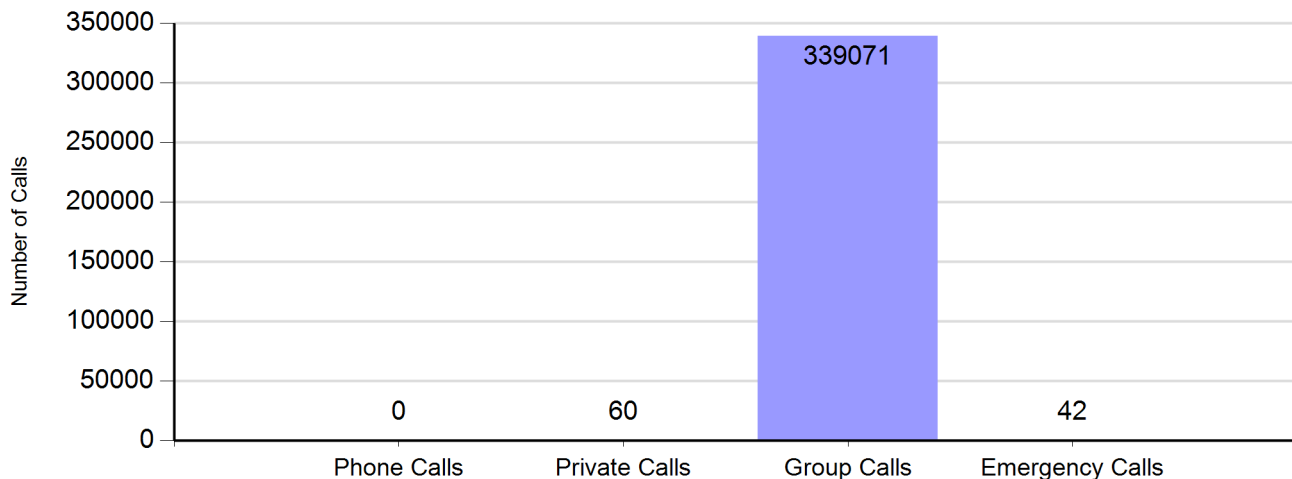
Zone: CHARLOT - Site: SIMULCAST

Sunday, January 29, 2012 12:00:00 AM - Saturday, February 04, 2012 11:59:59 PM

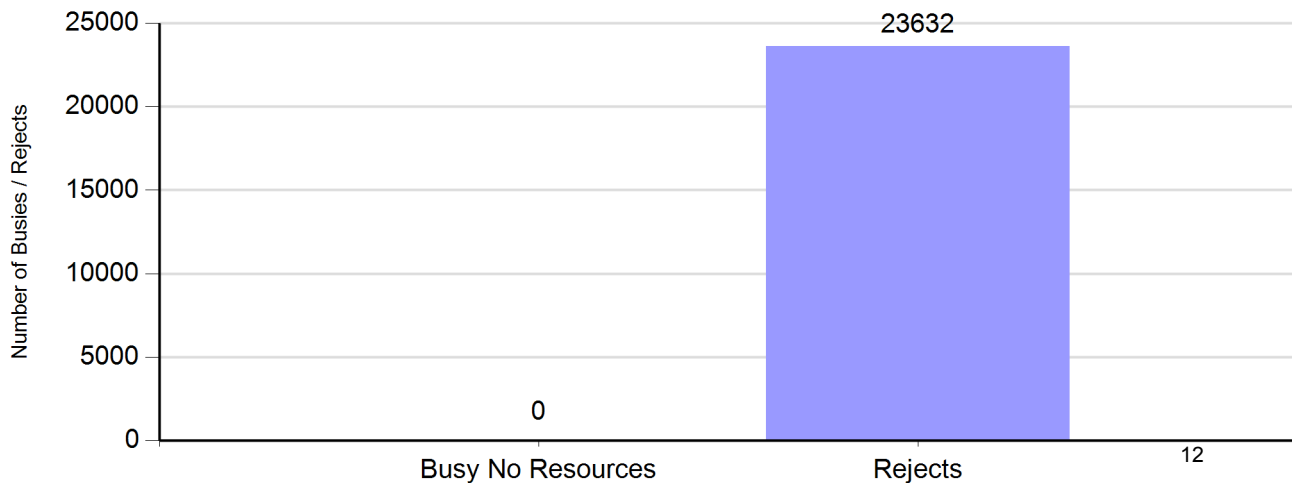
Channel Utilization



Number of Calls by Type



Number of Busies and Rejects

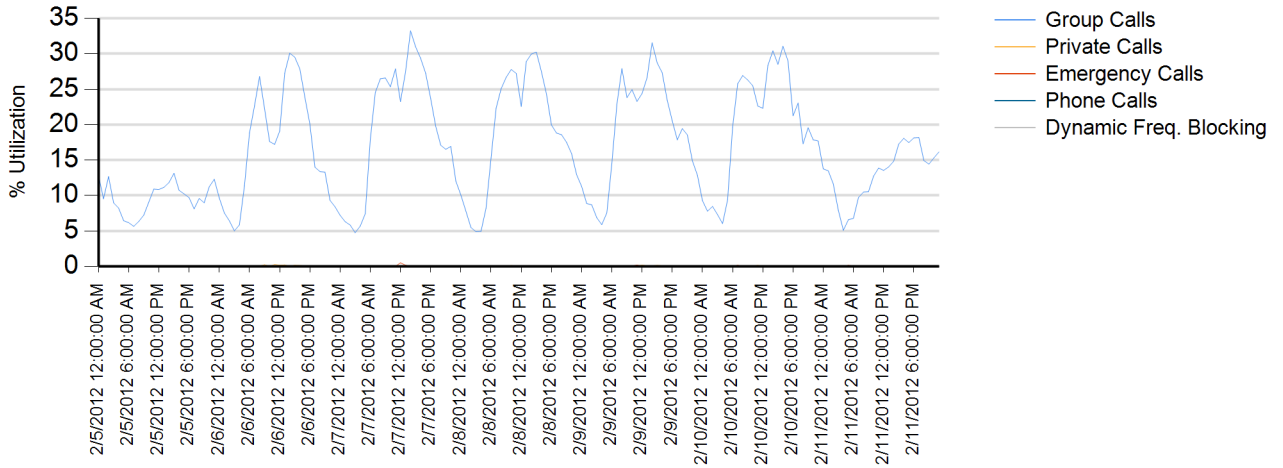


Site Report

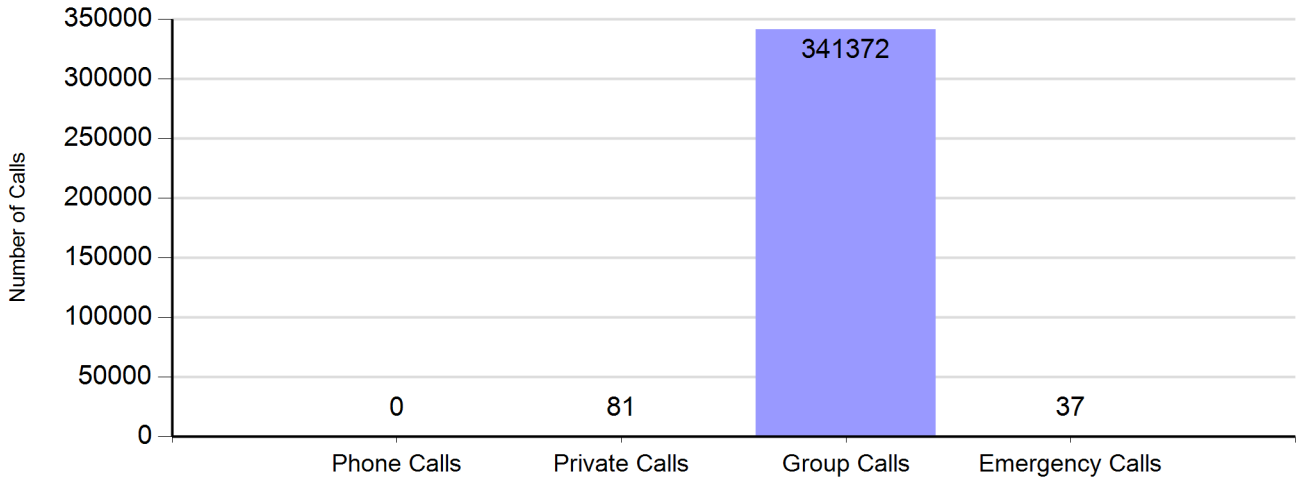
Zone: CHARLOT - Site: SIMULCAST

Sunday, February 05, 2012 12:00:00 AM - Saturday, February 11, 2012 11:59:59 PM

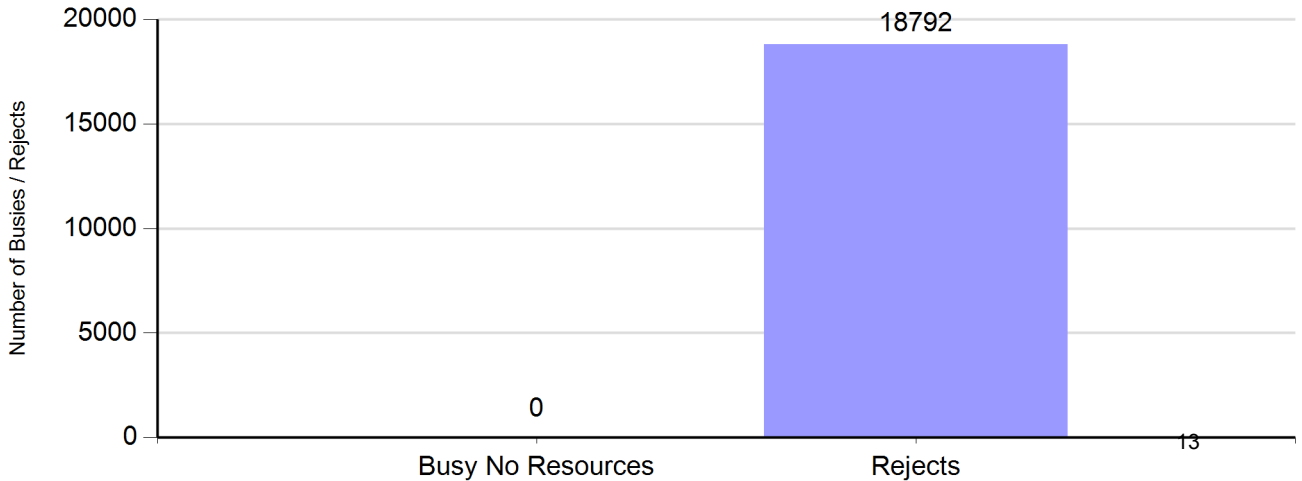
Channel Utilization



Number of Calls by Type



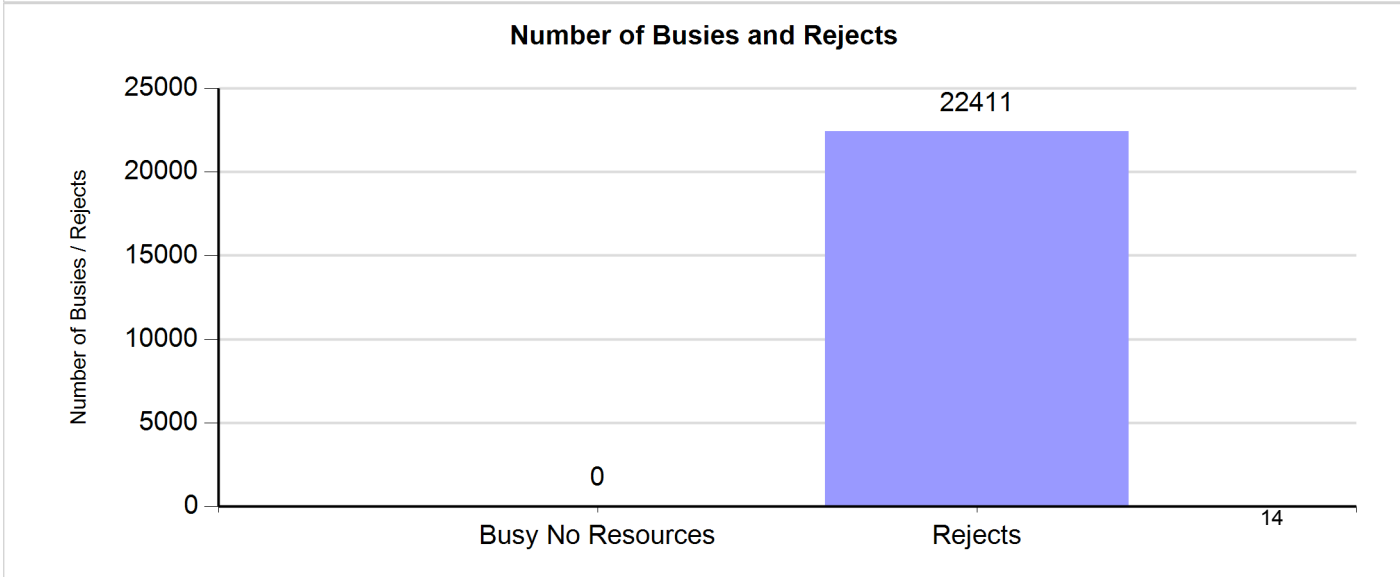
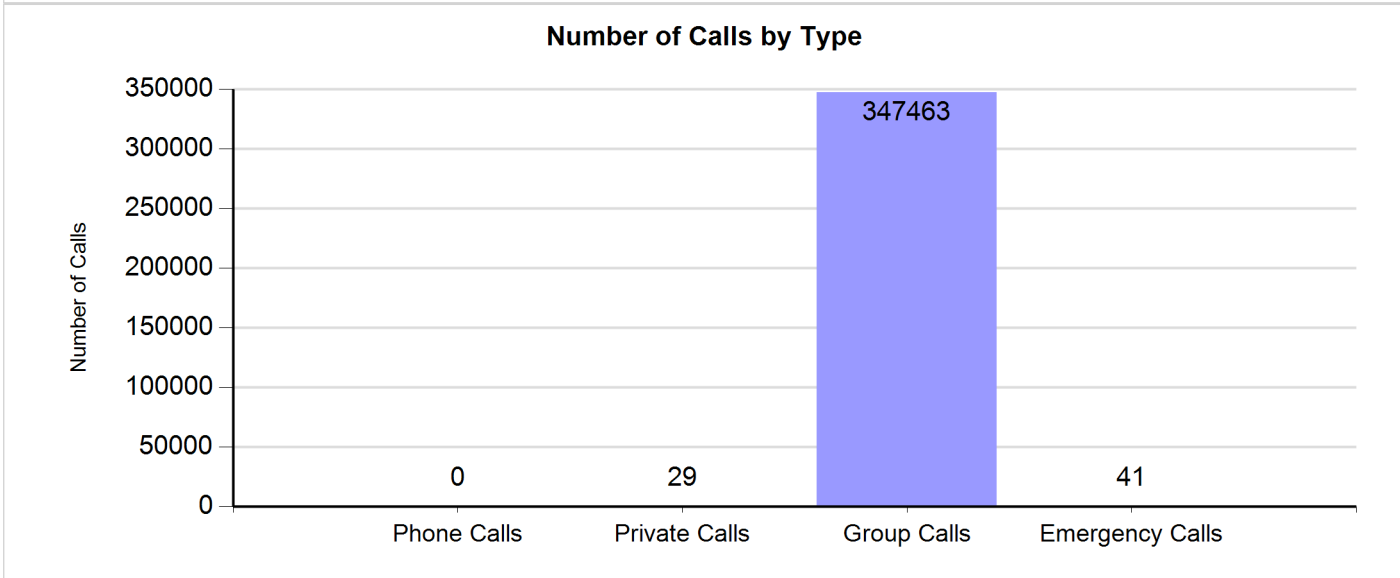
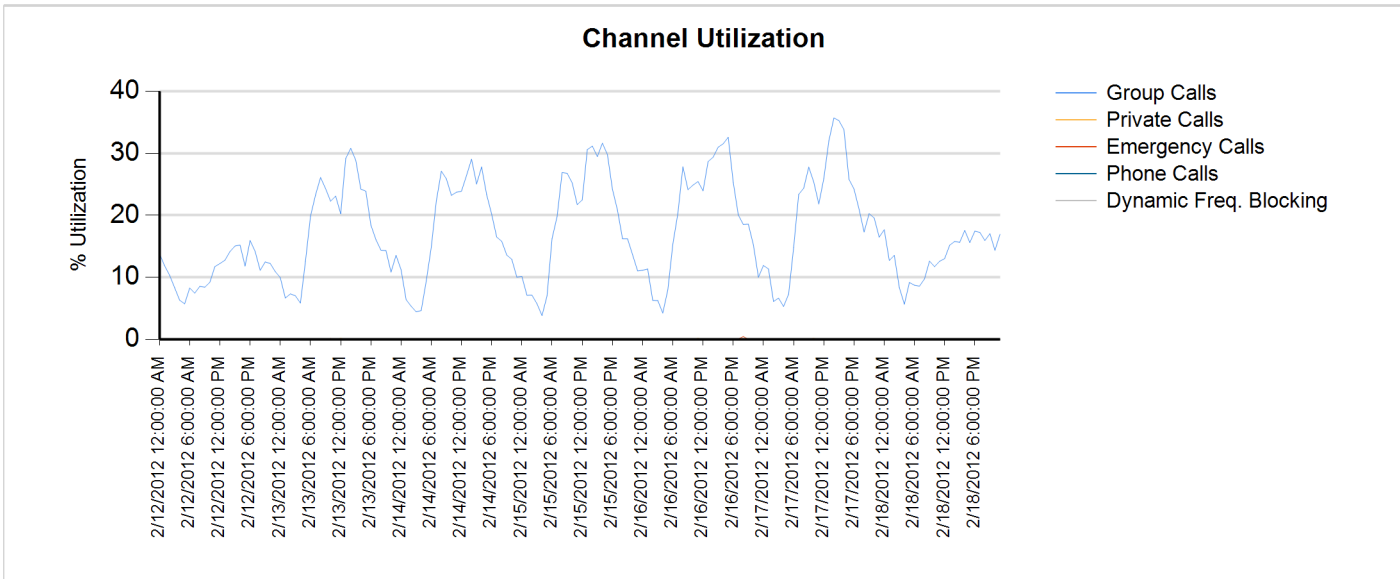
Number of Busies and Rejects



Site Report

Zone: CHARLOT - Site: SIMULCAST

Sunday, February 12, 2012 12:00:00 AM - Saturday, February 18, 2012 11:59:59 PM

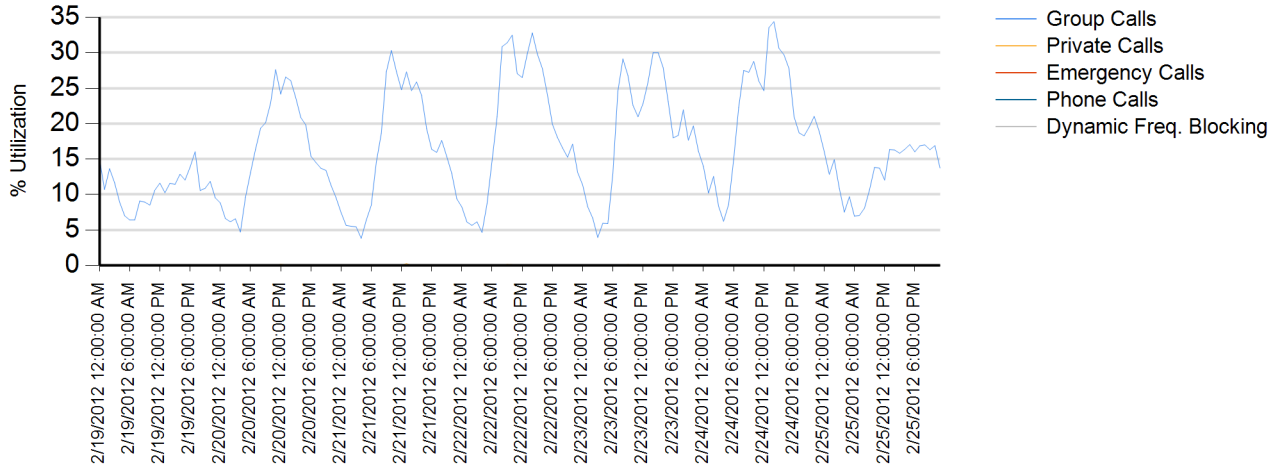


Site Report

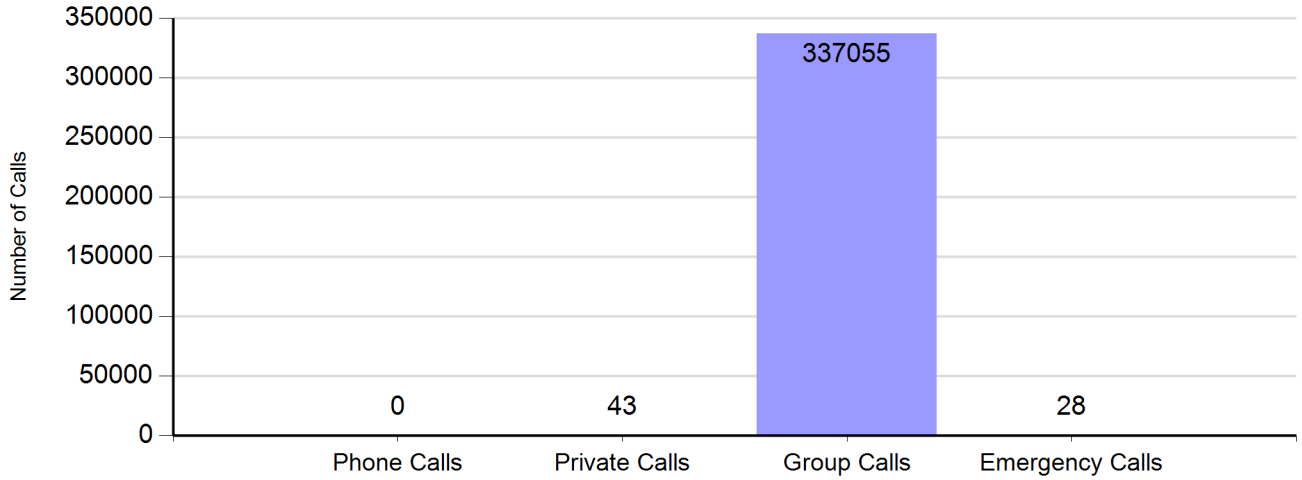
Zone: CHARLOT - Site: SIMULCAST

Sunday, February 19, 2012 12:00:00 AM - Saturday, February 25, 2012 11:59:59 PM

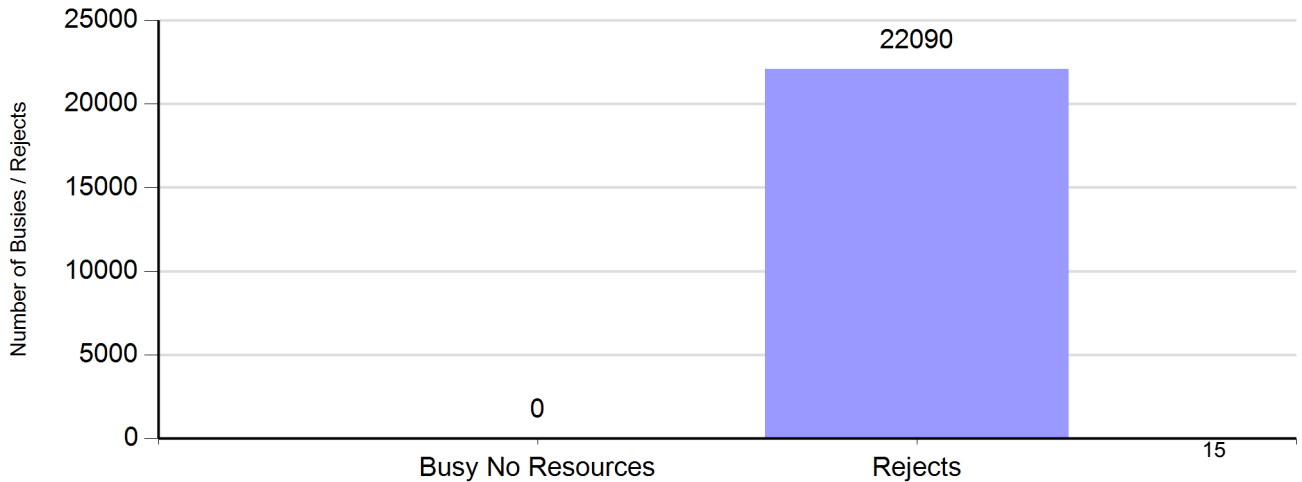
Channel Utilization



Number of Calls by Type

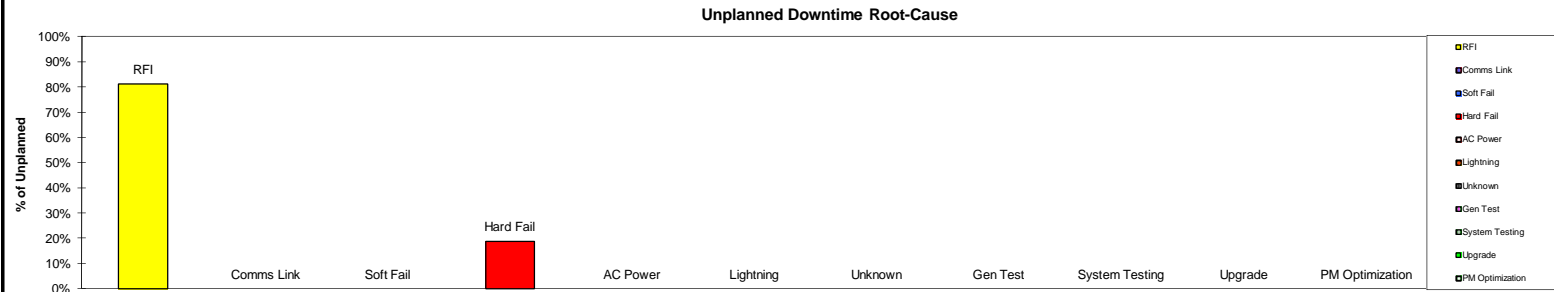


Number of Buses and Rejects



Root-Cause/Action Items Charlotte/Mecklenburg SIMULCAST

date: 1/29/2012 - 2/25/2012



Date of Event	Device Description	Seconds Device Downtime	Problem Description	Root Cause	Mot. OR 3rd Party Equip.	Customer Impact	Solution Identified	Case Number	Target Date
1/30	Base Radio	1,951	SIMULCAST-CGMC	Malfunction due to illegal carrier	Mot	Sev. 1	Channel Self restored	22967640	Closed
2/13	Base Radio	2,383	SIMULCAST-CGMC - Ch. 7	RSRTIB malf on chan 7	Mot	Sev. 1	Alarm stopped sounding and bouncing	22983072	Closed
2/16	Base Radio	1,005	SIMULCAST-CGMC - Ch. 7	Channel 7 NO TSTAT 3x30 mins	Mot.	Sev. 1	Hardware Failure, Replaced the Exciter	22986235	Closed

Charlotte/Mecklenburg Monthly Case Report February 2012

Case ID	Status	Type	Site Name	Severity	Title	Create Date
22967640	Closed	Technical Dispatch	SIMULCAST-CGMC - CHARLOTTE, CITY OF	Severity 1	NMO SIMULCAST-CGMC - chan 1 malfunctioning due to illegal carrier	1/30/2012 11:31
22968643	Closed	Technical Support	MEDIC - CHARLOTTE, CITY OF	Severity 2	\$CONSOLES - MCC7500 - Multi Select not working	1/31/2012 8:41
22973212	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 1	VPM 9 is locked up	2/3/2012 12:07
22975305	Closed	Technical Dispatch	MCSO/ SHERIFFS DISPATCH CENTER - CHAR	Severity 3	Radio is off, X's on everything, and buzzing sound	2/6/2012 13:19
22975985	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, CI	Severity 1	CAD upgrade, rollerball at providence not working	2/7/2012 4:22
22976411	Closed	Technical Dispatch	MCSO/ SHERIFFS DISPATCH CENTER - CHAR	Severity 2	All patches are lighting up with X	2/7/2012 10:36
22976418	Closed	Technical Support	RADIO SHOP - CHARLOTTE, CITY OF	Severity 2	NM cliant will not allow ATIA to open incorrect credentials since upgrade 7.11	2/7/2012 10:39
22976610	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, CI	Severity 3	Fiber Link work and will affect dispatch centers-	2/7/2012 11:58
22977526	Deferred	Technical Dispatch	Gastonia PD-Charlotte, City of; NC	Severity 1	NMO CHANNEL 1 DISABLED USER REQUESTED	2/8/2012 5:40
22977953	Closed	Technical Dispatch	SIMULCAST-NORTH TOWER - CHARLOTTE, C	Severity 3	Working on channel 7	2/8/2012 11:26
22981799	Closed	Network Management	SIMULCAST-NORTH TOWER - CHARLOTTE, C	Severity 1	NMO-Channel 14 Malfunction	2/12/2012 13:19
22982231	Closed	Technical Support	RADIO SHOP - CHARLOTTE, CITY OF	Severity 3	A7.11 need to turn off switch port	2/13/2012 11:14
22982753	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, CI	Severity 2	Instant recall recorder isn't functioning on the freedom division	2/13/2012 14:37
22983072	Closed	Technical Dispatch	SIMULCAST-CGMC - CHARLOTTE, CITY OF	Severity 1	NMO RSRTIB malf on chan 7	2/13/2012 16:56
22984994	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, CI	Severity 3	On OP-12 main transmit button is sticking on the tracker mouse	2/15/2012 9:40
22986235	Closed	Technical Dispatch	SIMULCAST-CGMC - CHARLOTTE, CITY OF	Severity 1	NMO - Channel 7 NO TSTAT 3x30 mins	2/16/2012 1:08
22987474	Closed	Technical Dispatch	SIMULCAST-CGMC - CHARLOTTE, CITY OF	Severity 3	Channel 7 is down no TSTAT	2/17/2012 7:16
22989044	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY O	Severity 2	Channel 15 is extremely low volume	2/19/2012 15:30
22989378	Closed	Technical Support	CHARLOTTE P25 MASTER SITE-CHARLOTTE,	Severity 2	Voyence account locked out	2/20/2012 10:21
22991009	Closed	Technical Support	SOUTH POINT P25 SUB SITE-CHARLOTTE, CI	Severity 3	channel ten fan assembly is vibrating and needs to be replaced	2/21/2012 15:12
22992118	Closed	Technical Dispatch	SIMULCAST-SOUTH POINT - CHARLOTTE, CIT	Severity 3	Channel 24 will not optimize	2/22/2012 13:22
22992140	Closed	Technical Dispatch	MPD/ MATTHEWS DISPATCH CENTER - CHAR	Severity 2	Need volume buffer on OP 1 and OP 3	2/22/2012 13:31
22992667	Closed	Network Management	SIMULCAST-SUGAR CREEK CO LOC - CHARL	Severity 1	NMO SIMULCAST-SUGAR CREEK CH.5 Bouncing 3 in 30	2/23/2012 2:58
22992762	Closed	Technical Dispatch	SIMULCAST SUGARCREEK P25- CHARLOTTE	Severity 3	working on channels 1, 2 and 24	2/23/2012 7:30
22994313	Closed	Technical Support	CHARLOTTE P25 MASTER SITE-CHARLOTTE,	Severity 2	ASTRO 7.11: Not able to login to VMS .121 or .122	2/24/2012 9:47
22995418	Closed	Technical Dispatch	MATTHEWS P25 PRIME SITE	Severity 1	NMO-CHANNEL 1, ILLEGAL CARRIER ACROSS SIMULCAST > 15 MIN	2/25/2012 11:08
22995482	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY O	Severity 1	console position 7 can't TX or RX on the phone	2/25/2012 20:48
				Severity 1	10	
				Severity 2	8	
				Severity 3	9	
				Total	27	

2012

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	29			

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					