



SmartZone Metric Report

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

May 2011



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May-2011

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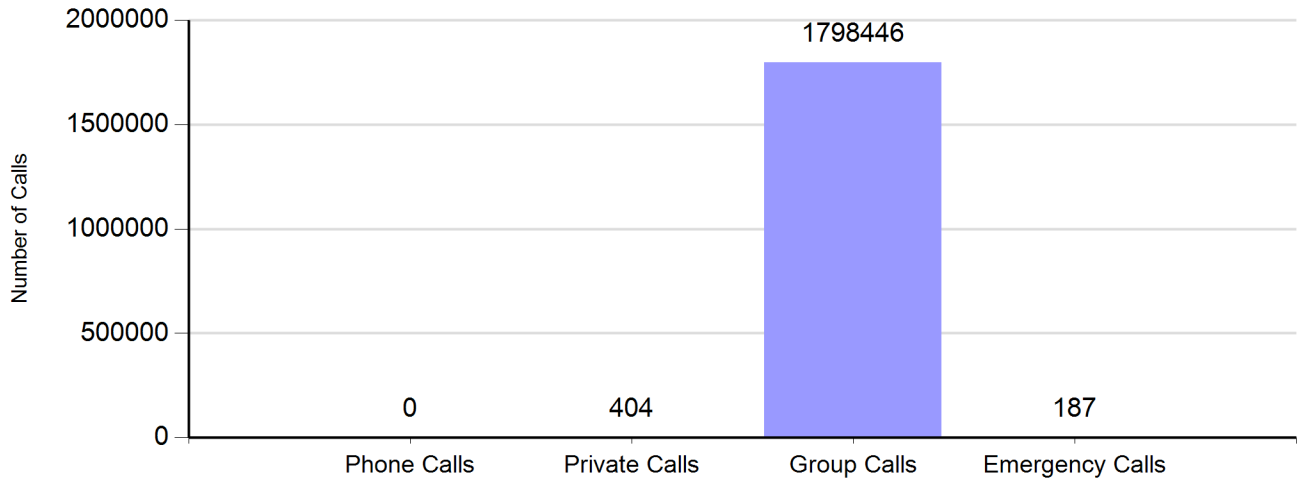
R.A.D.I.O Summary		
Charlotte/Mecklenburg P25 and SIMULCAST System		
May-2011		
Cases	82	
System Push To Talks	2,947,978	

Charlotte/Mecklenburg P2 Site		
Unplanned Nines	8.1	Comments Equals 99.9999991% Available
Nines without RFI	8.1	Equals 99.9999991% Available
P25 Calls	110,139	
No Site Resouce Count	0	

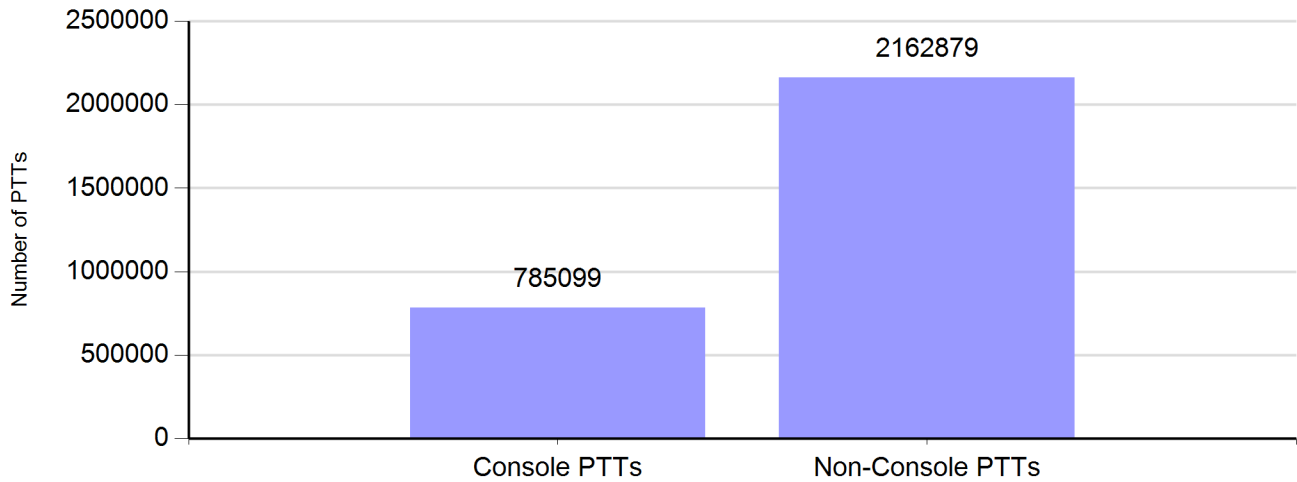
Charlotte/Mecklenburg SIMULCAST Site		
Unplanned Nines	4.8	Comments Equals 99.9998% Available
Nines without RFI	5.8	Equals 99.9998% Available
SIMULCAST Calls	1,595,223	
No Site Resouce Count	0	

Zone Call Report

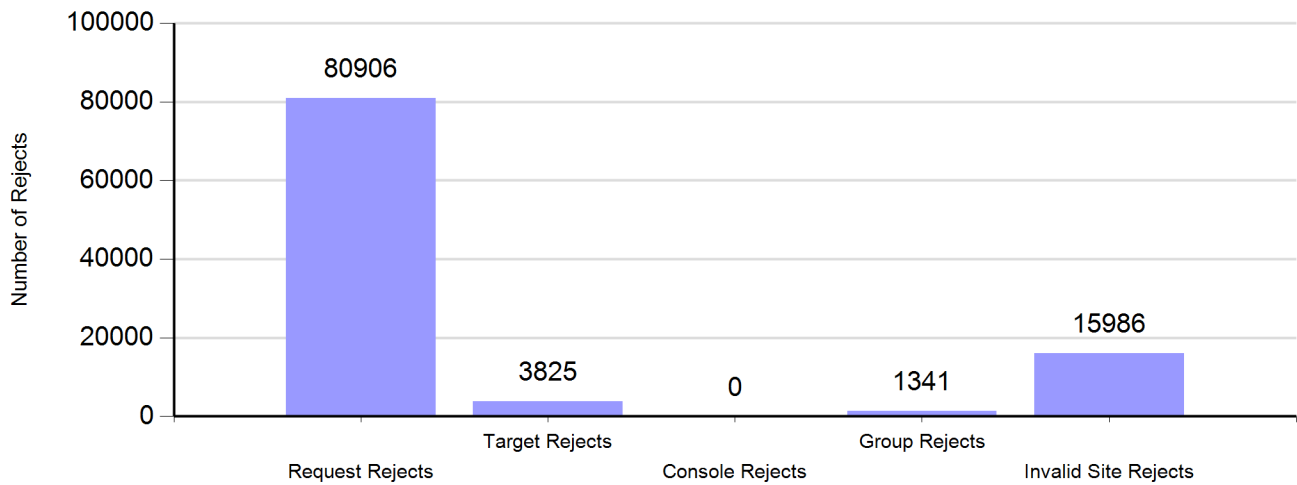
Number of Calls by Type



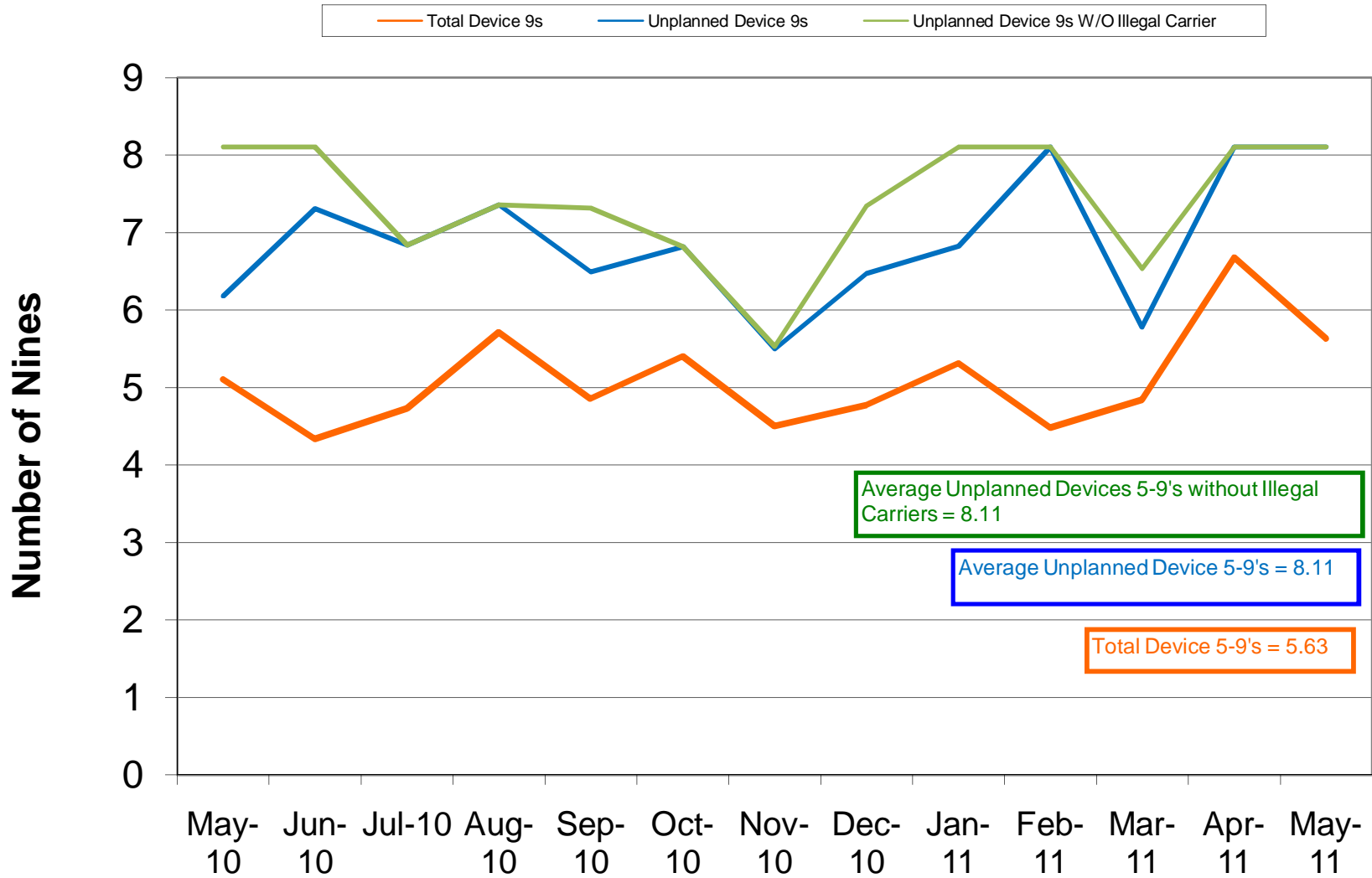
Number of Zone PTTs



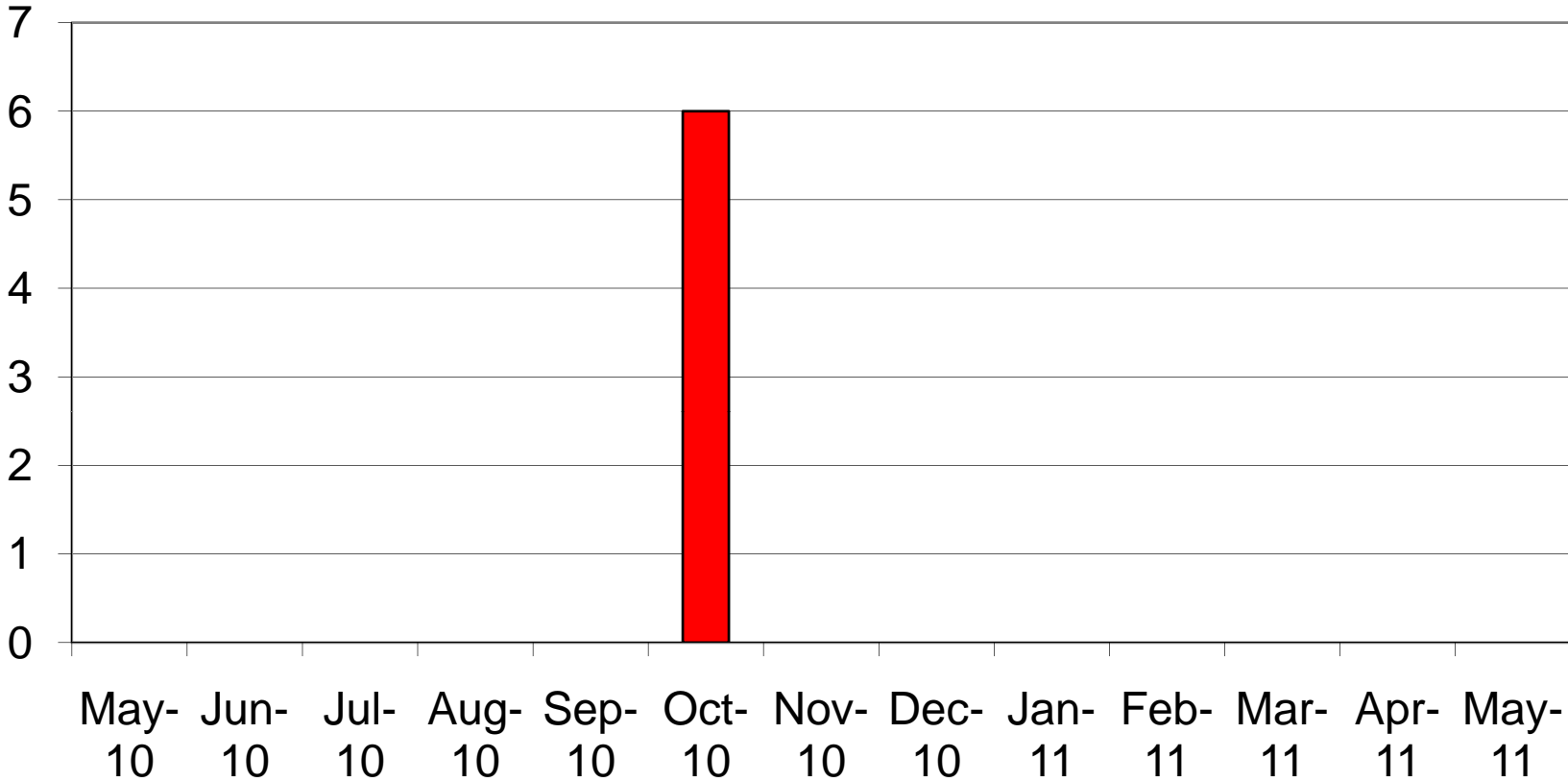
Reasons for Reject



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

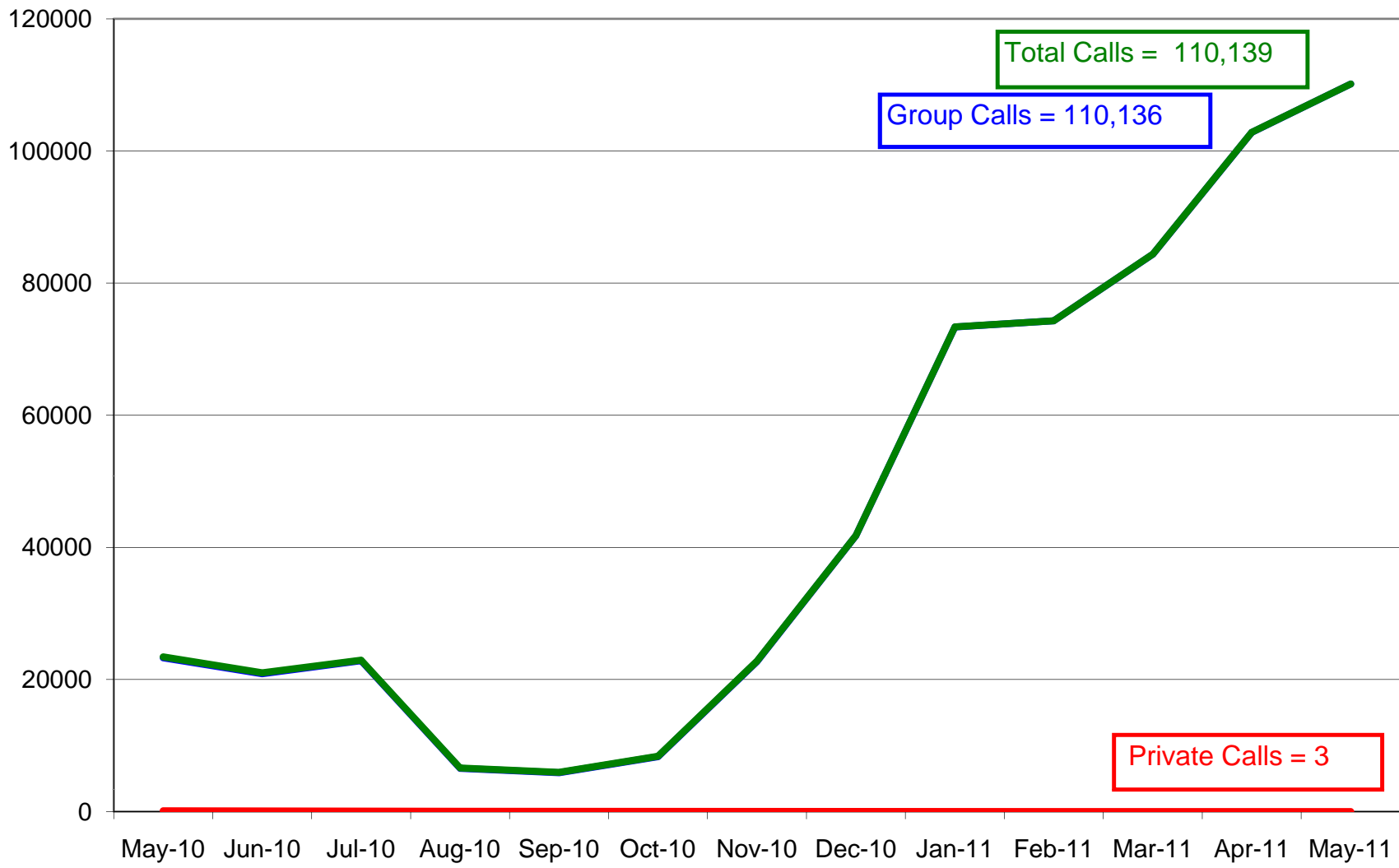


Charlotte/ Mecklenburg P25 No Site Resources May 2011



Charlotte/Mecklenburg P25 System Calls May 2011

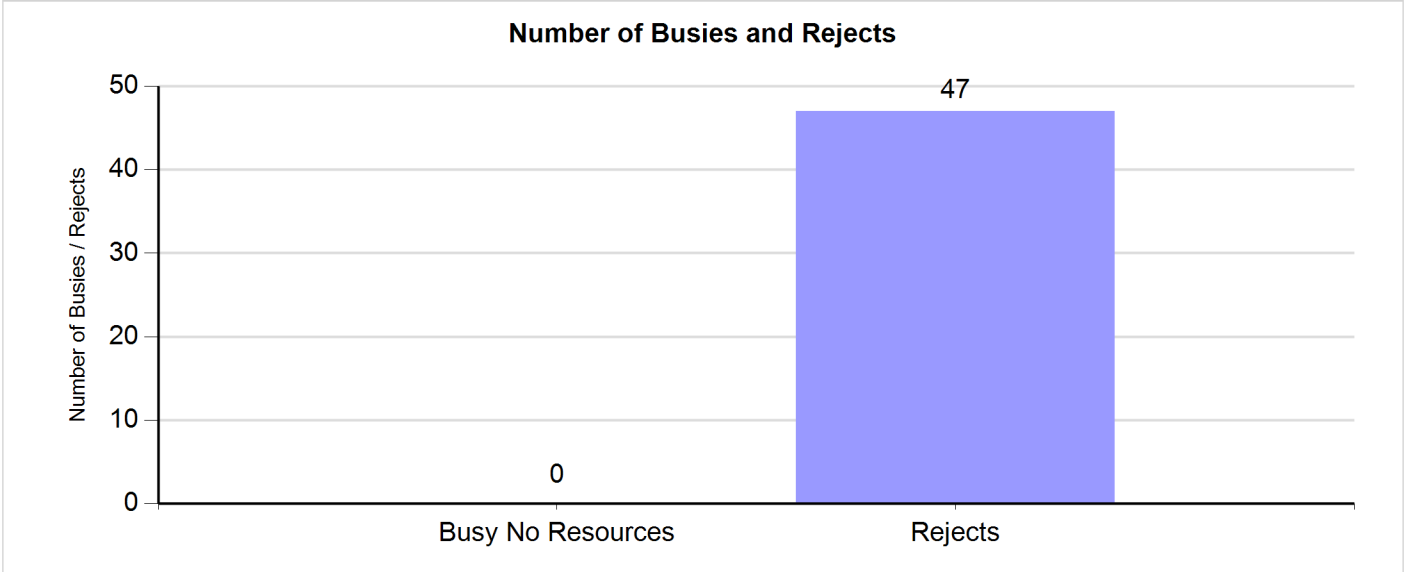
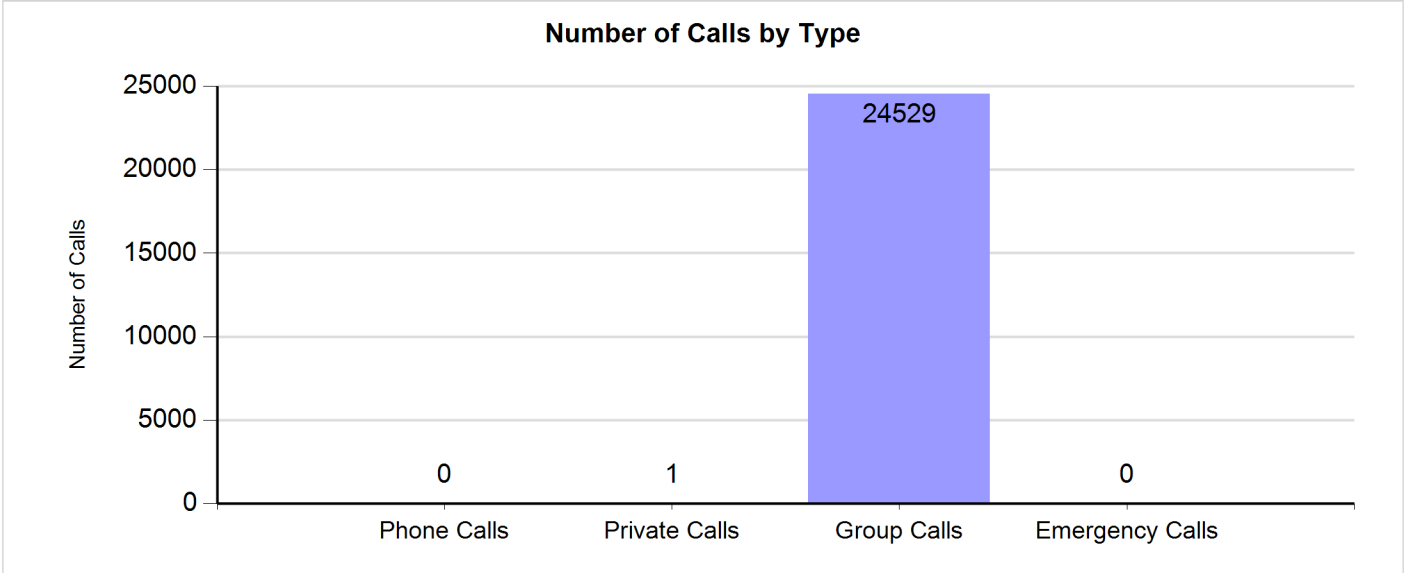
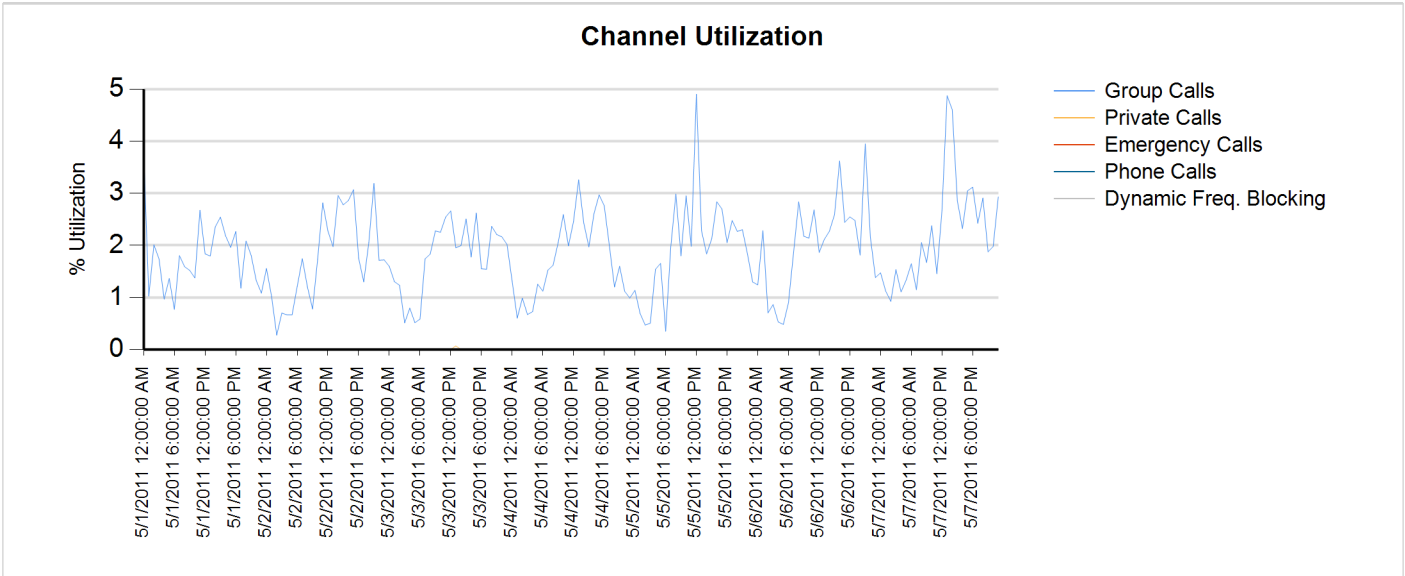
Group Private Total



Site Report

Zone: CHARLOT - Site: Matthews Prime

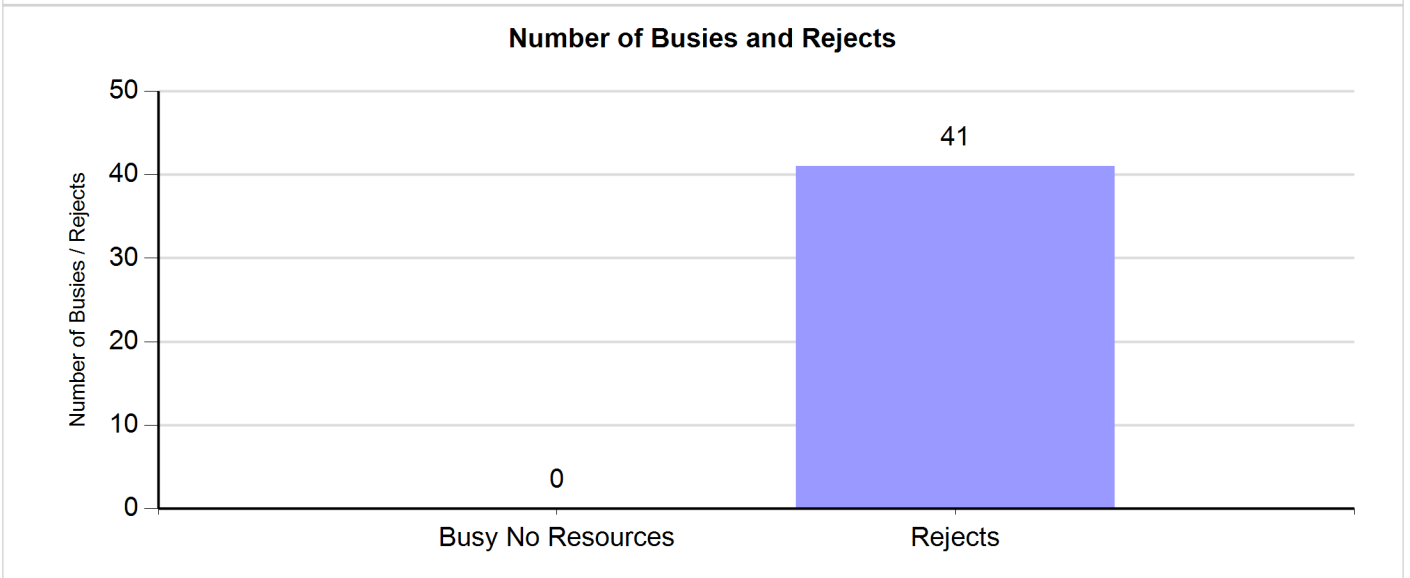
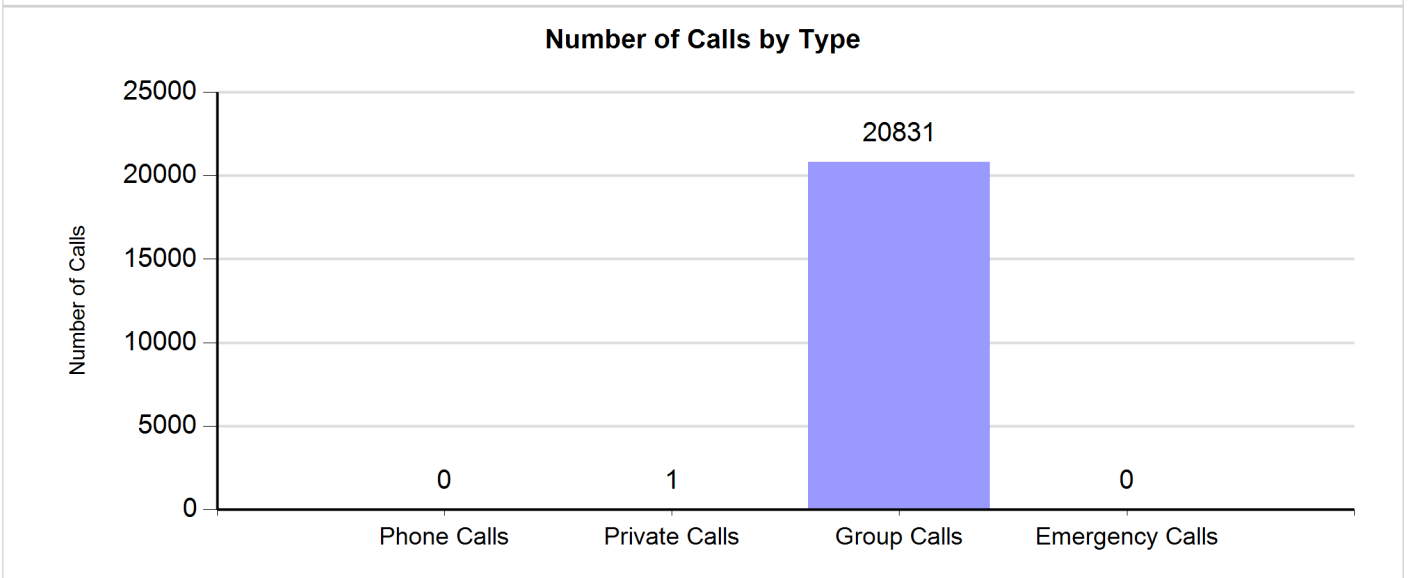
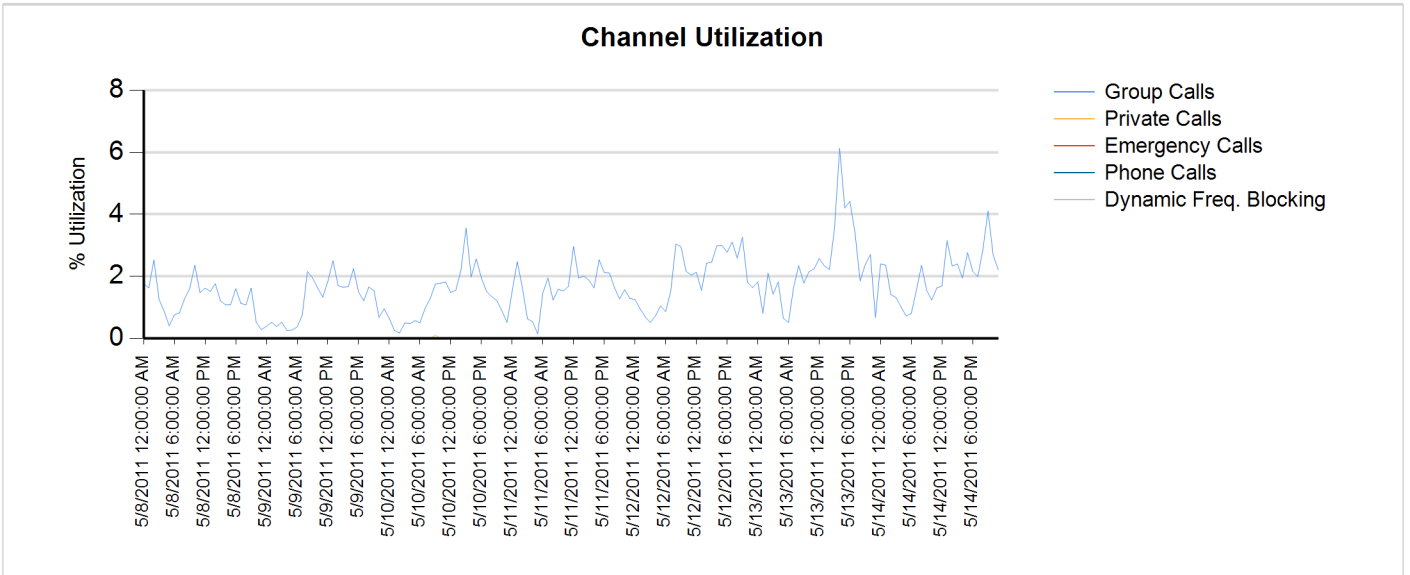
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Site Report

Zone: CHARLOT - Site: Matthews Prime

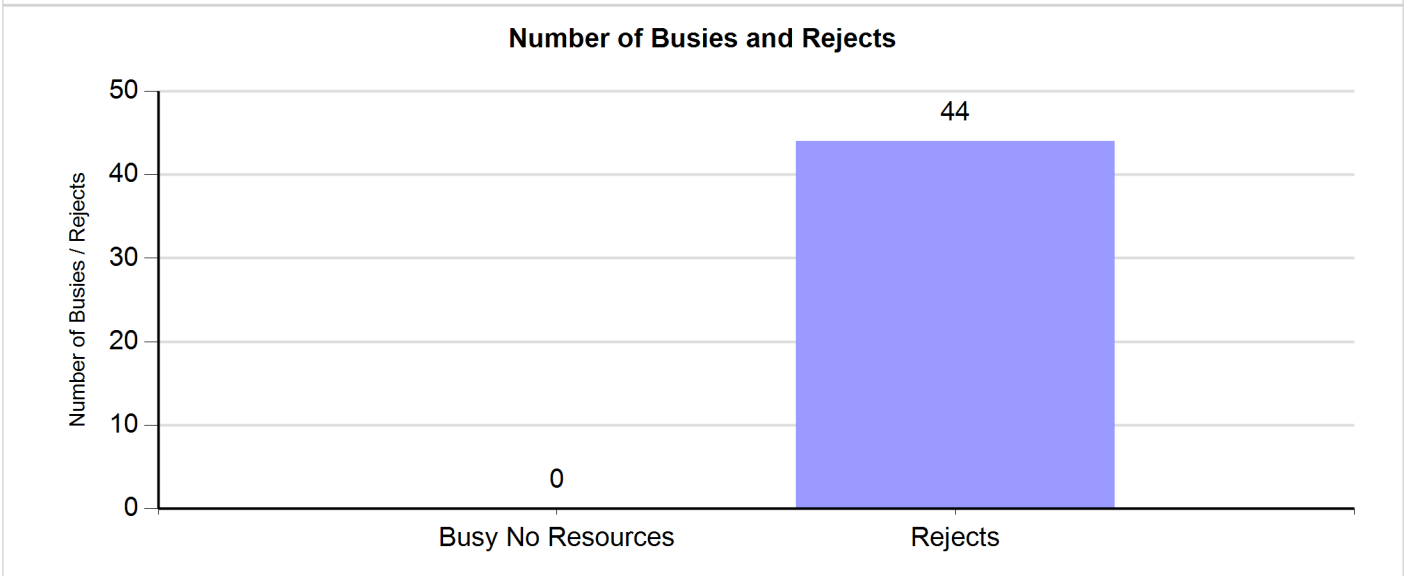
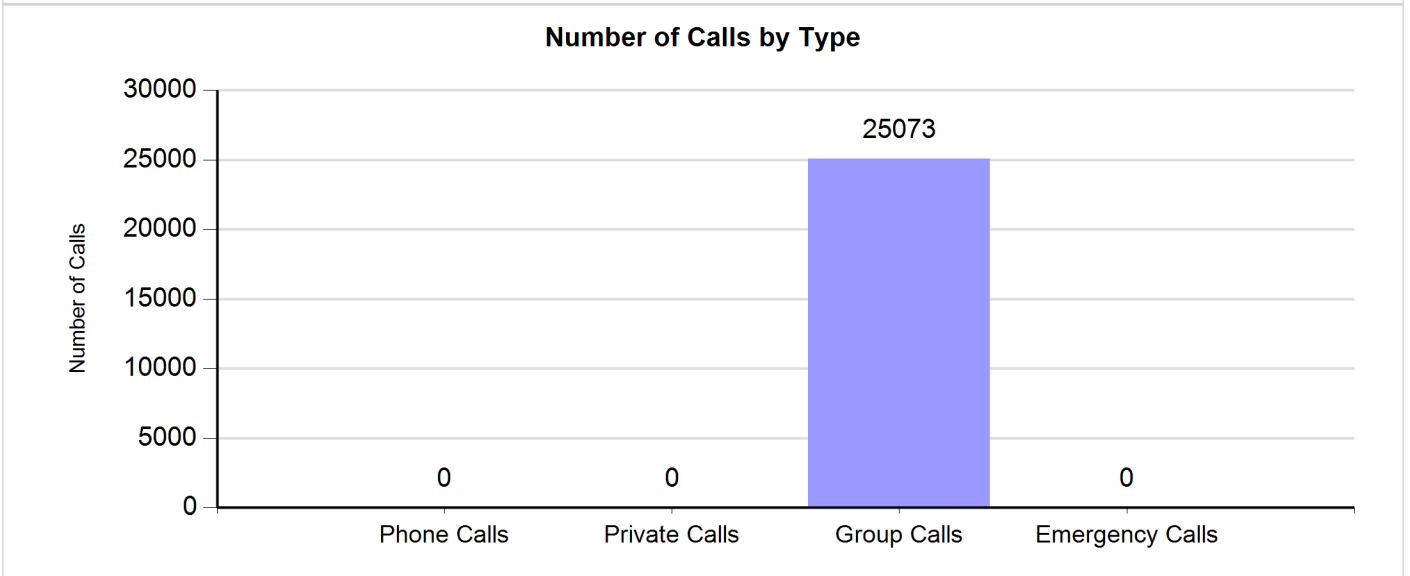
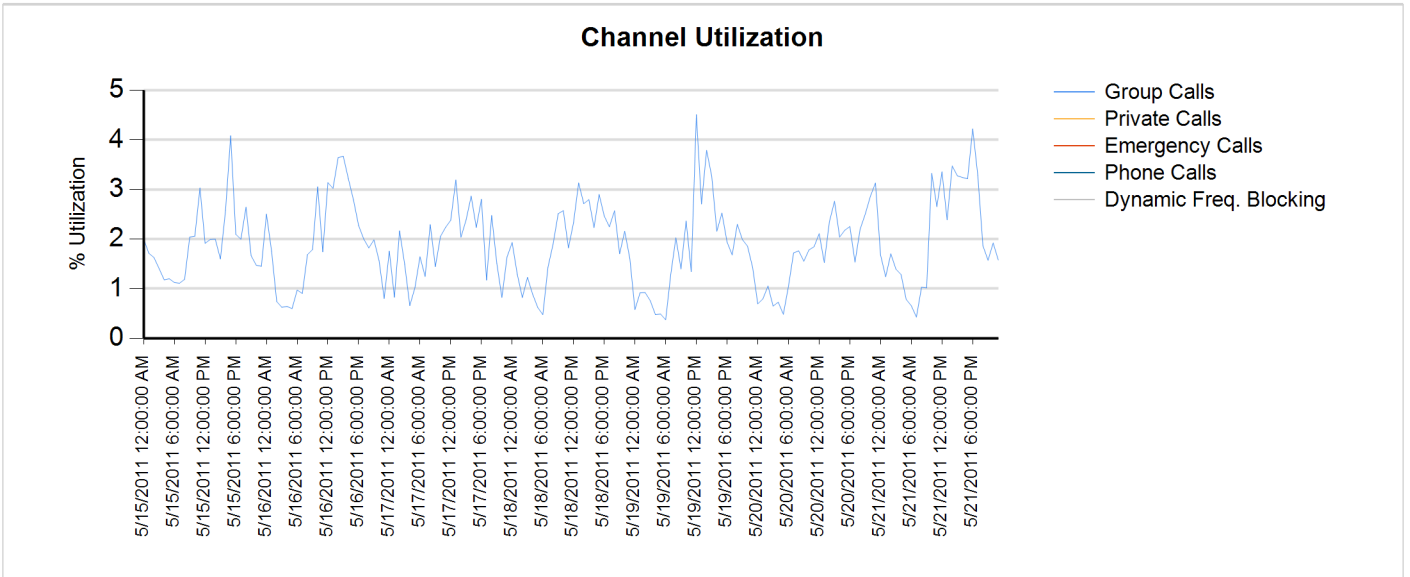
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Site Report

Zone: CHARLOT - Site: Matthews Prime

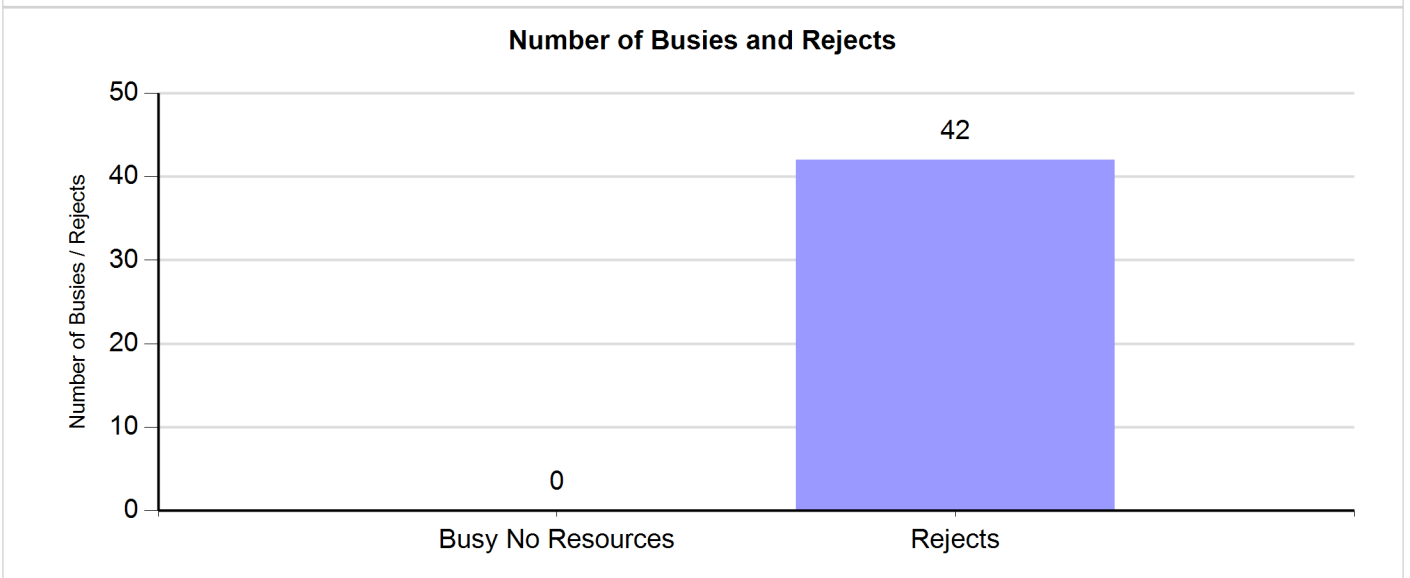
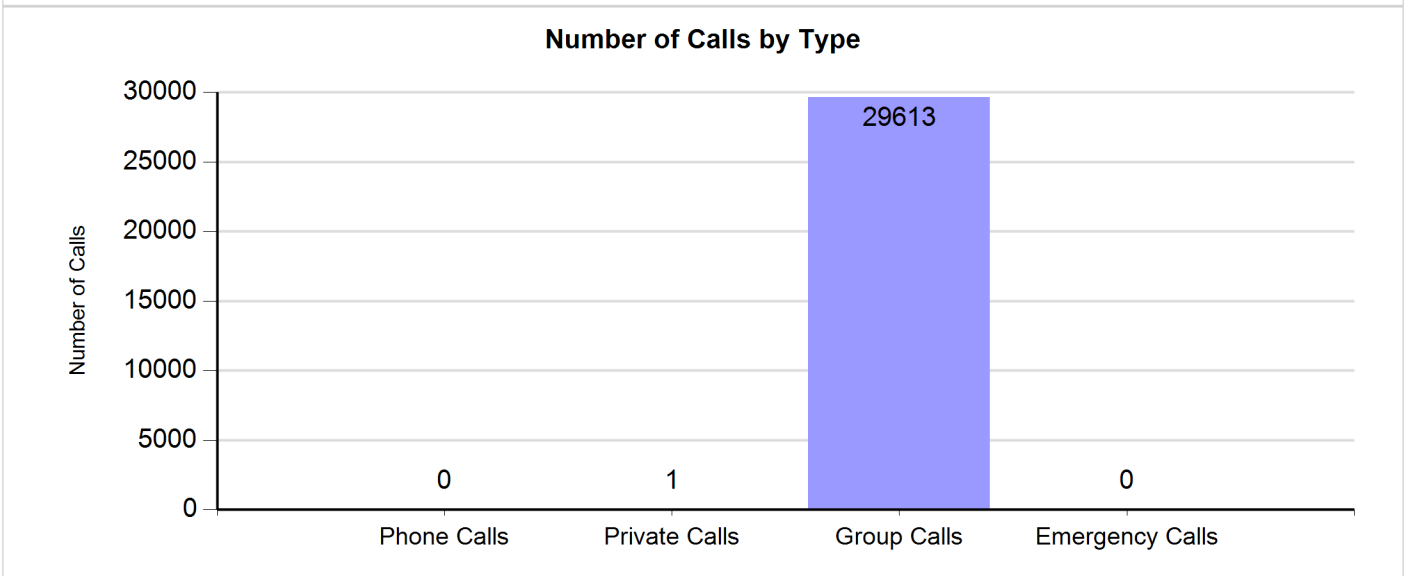
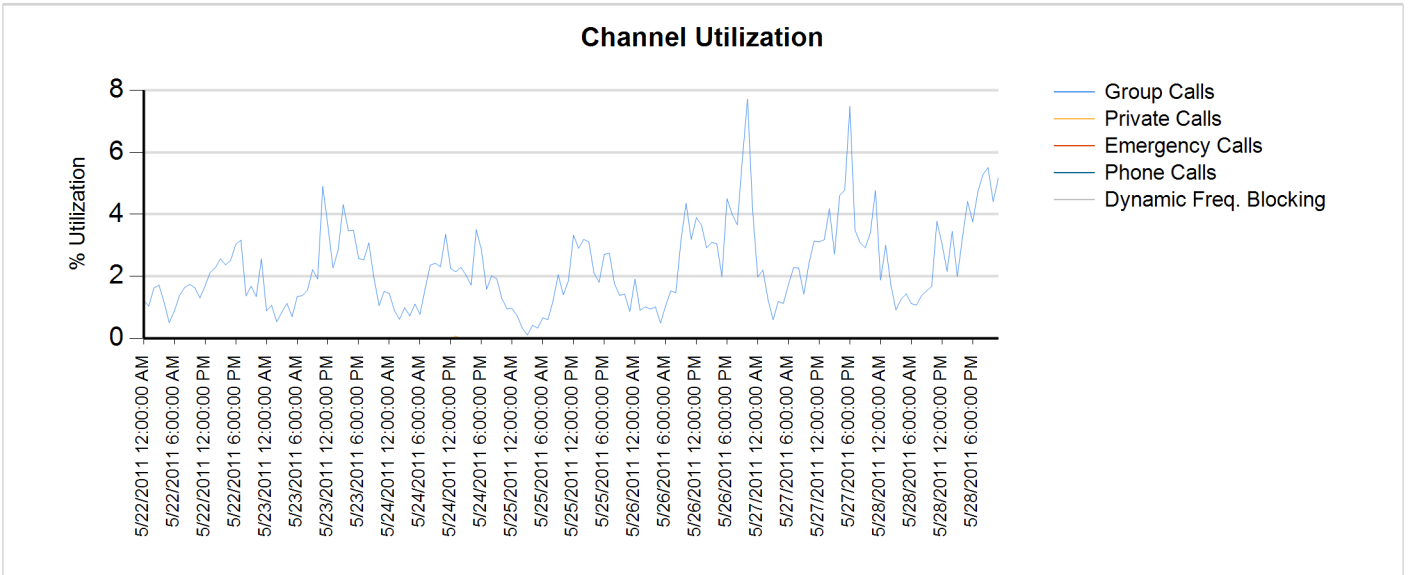
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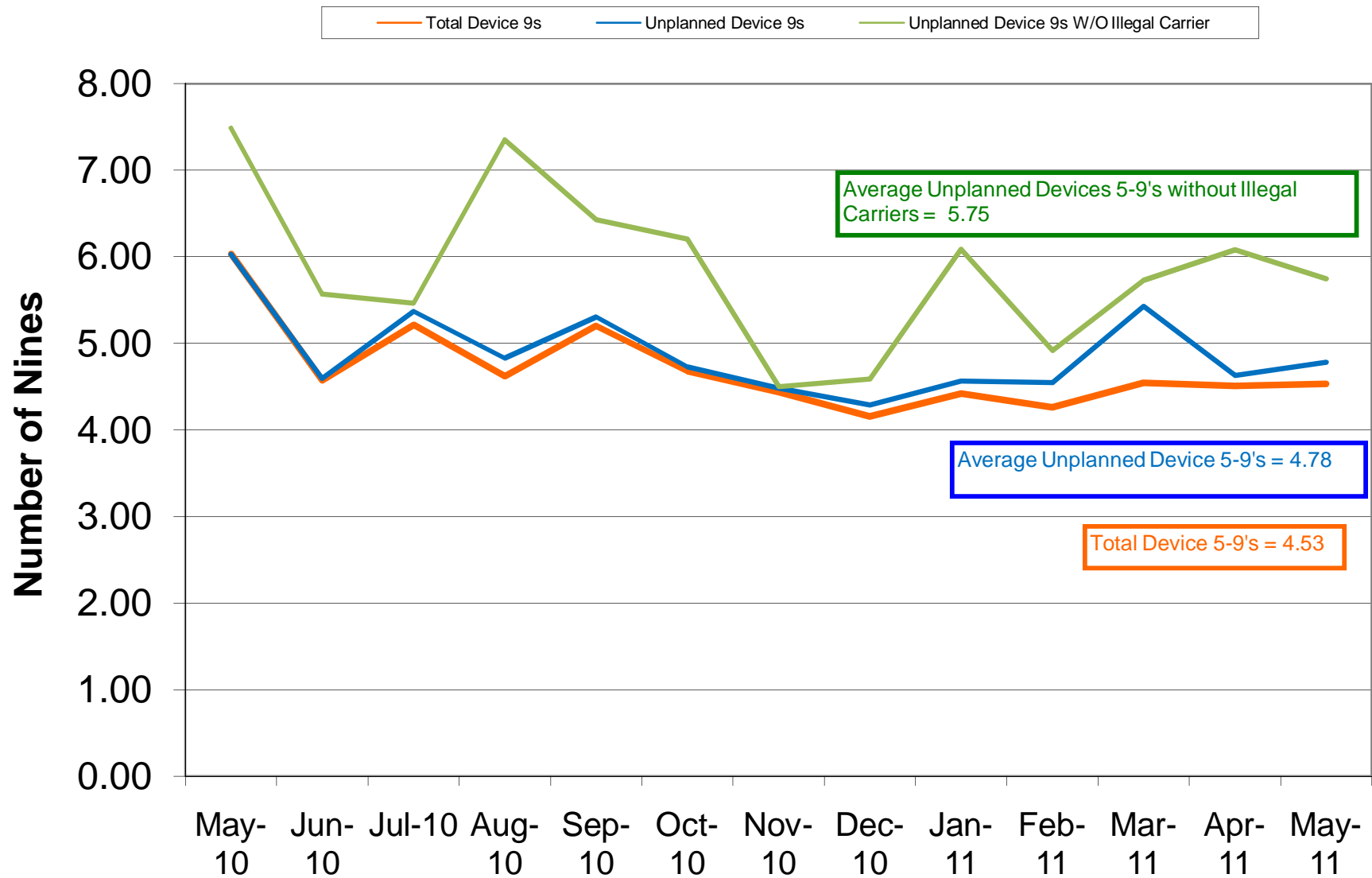
Site Report

Zone: CHARLOT - Site: Matthews Prime

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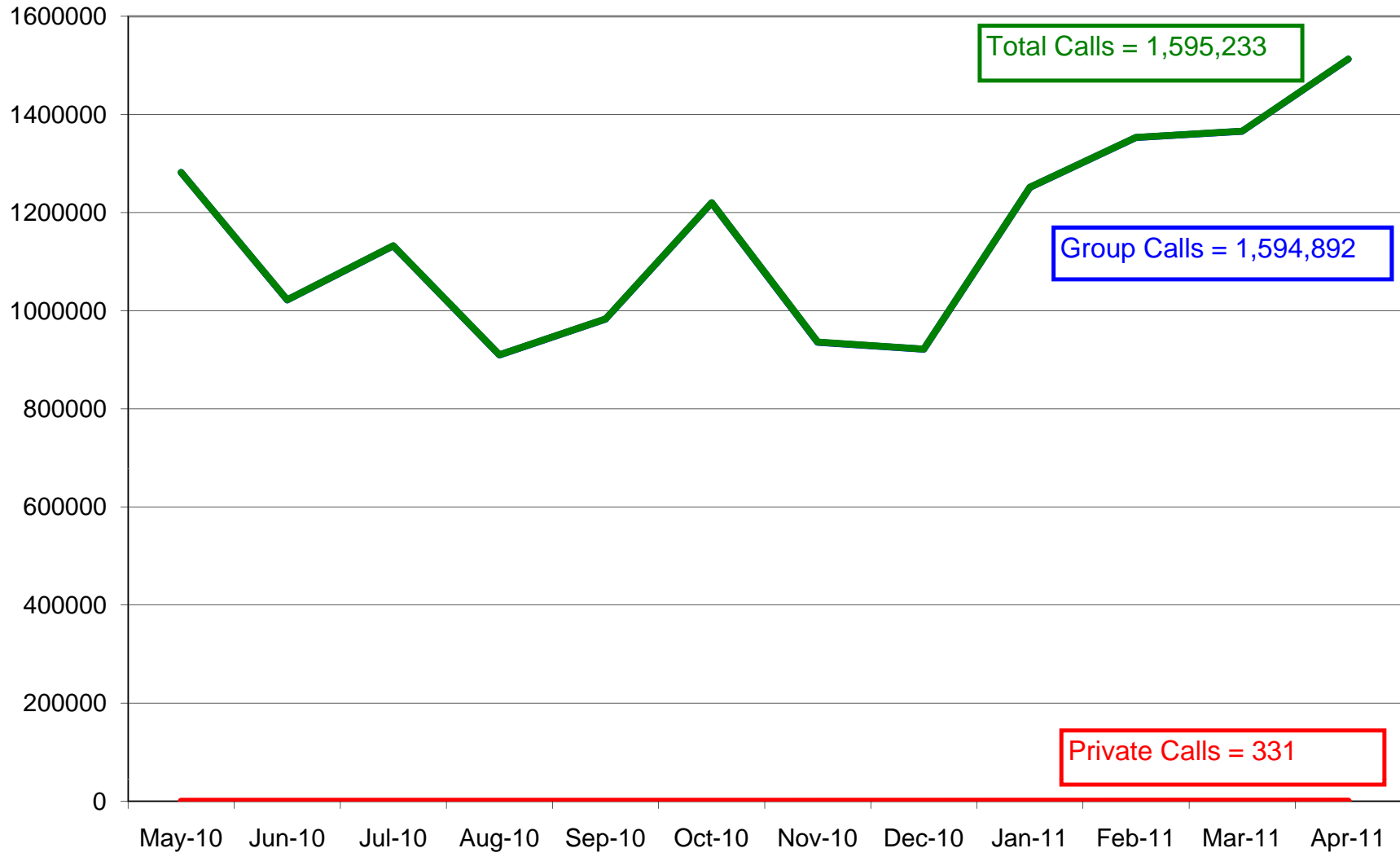


Charlotte/Mecklenburg (SIMULCAST) 5-9's Device Availability May 2011

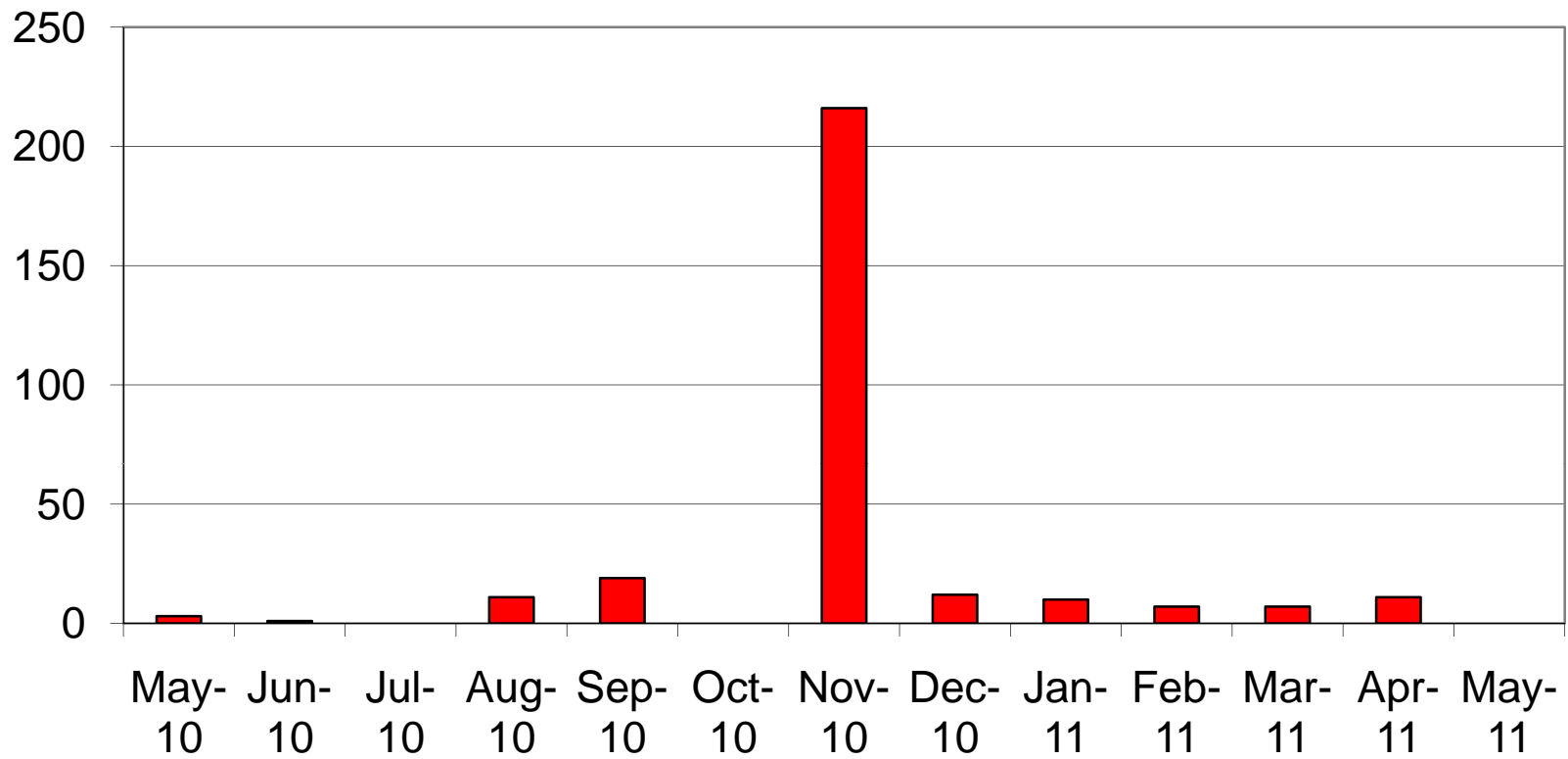


Charlotte/Mecklenburg (SIMULCAST) Site Calls May 2011

Group Private Total



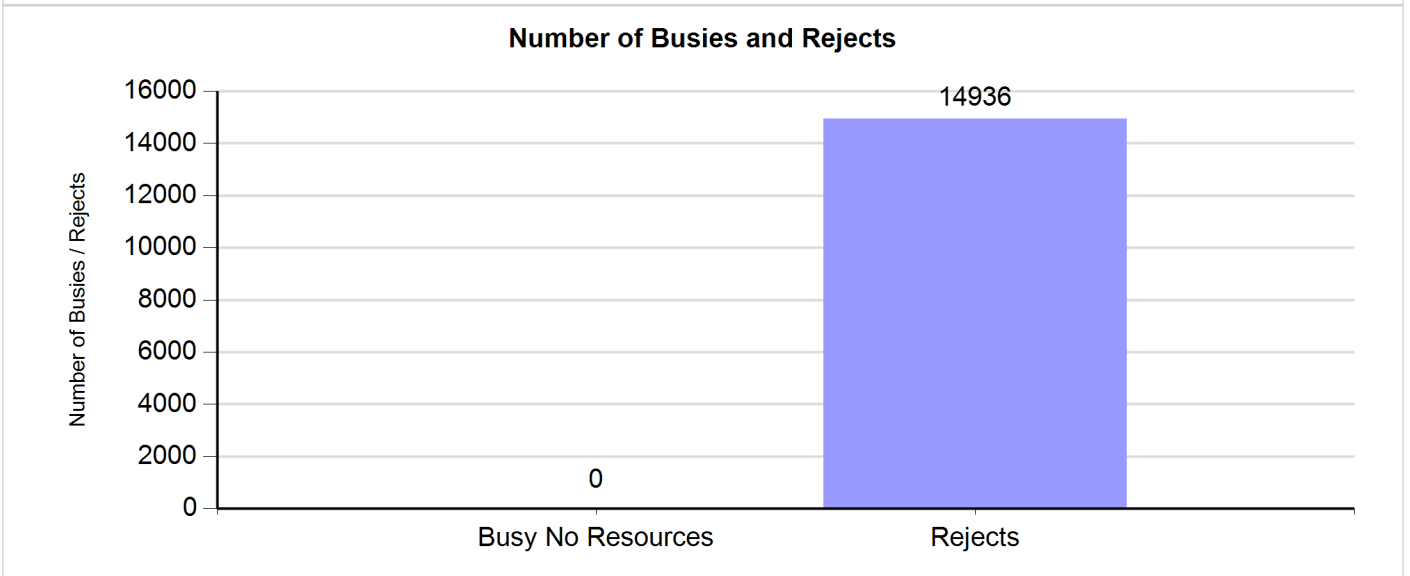
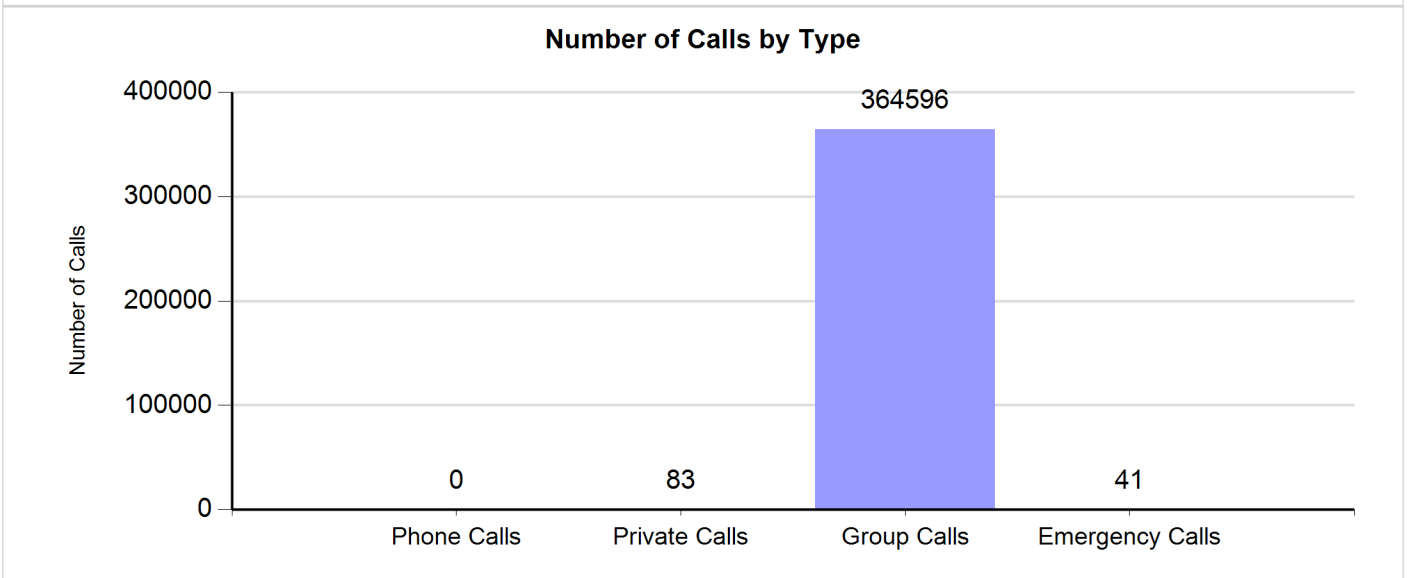
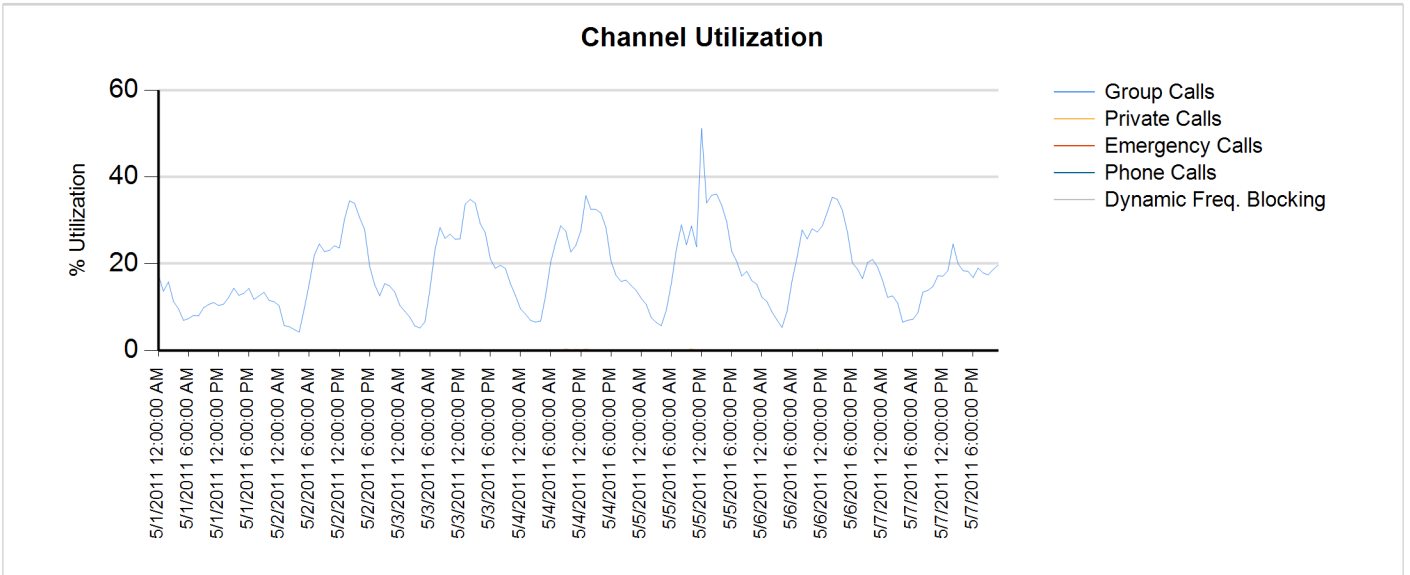
**Charlotte/ Mecklenburg (SIMULCAST)
No Zone Resources
May 2011**



Site Report

Zone: CHARLOT - Site: SIMULCAST

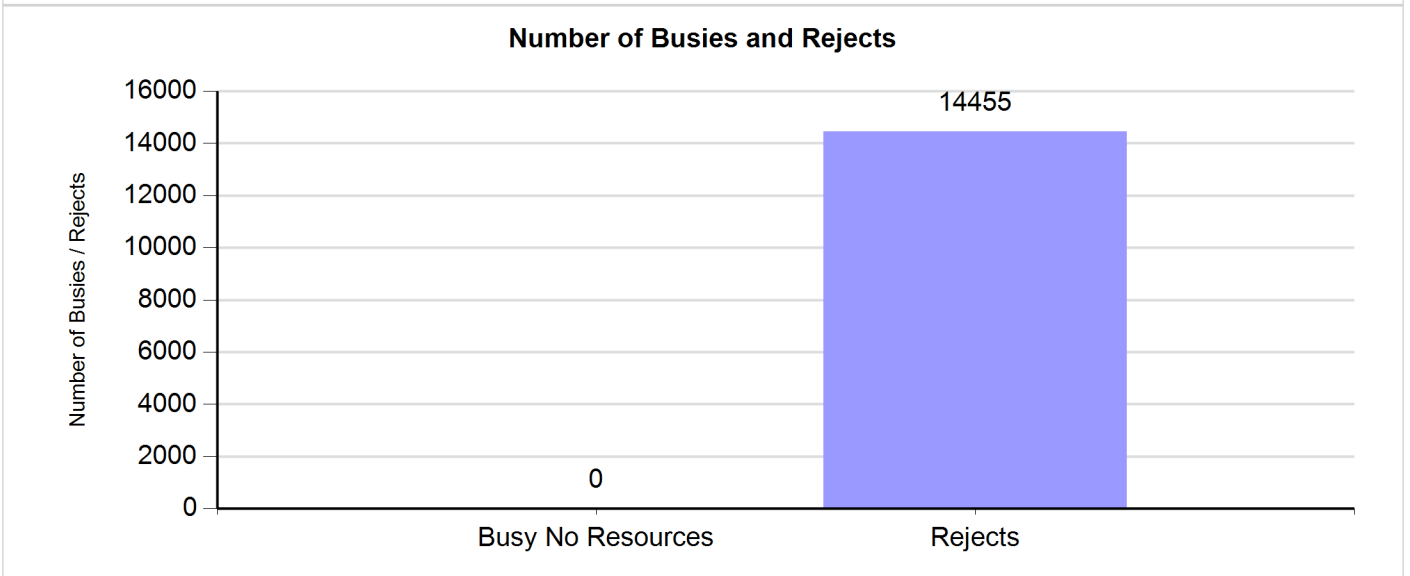
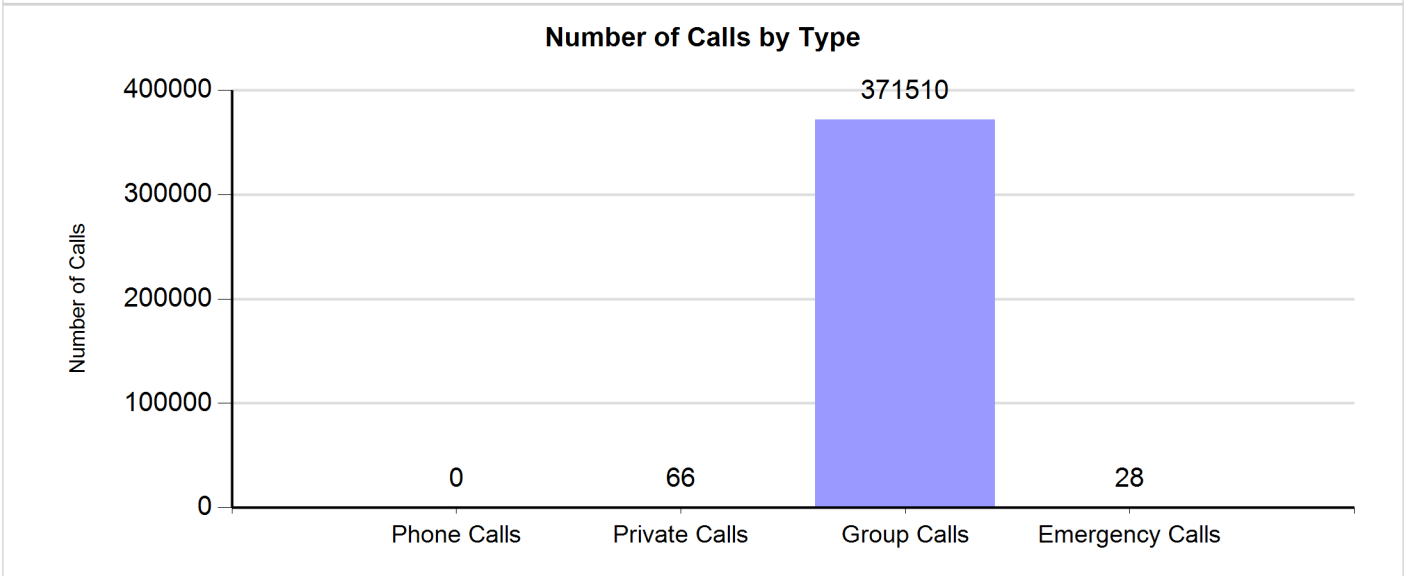
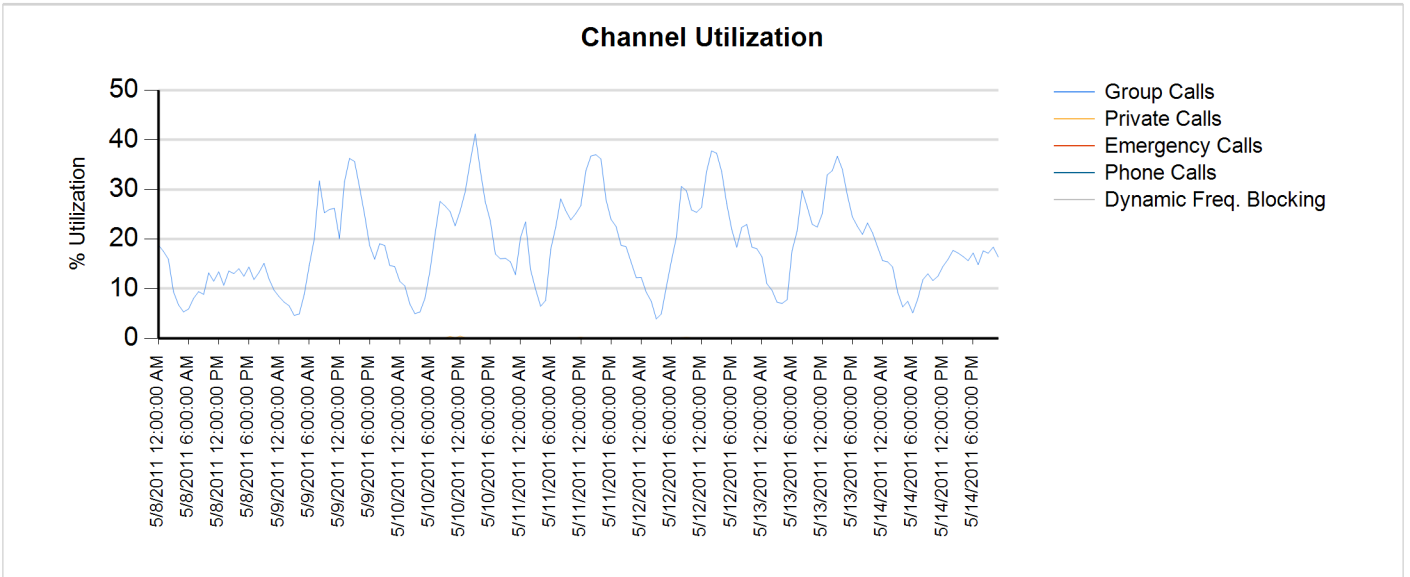
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Site Report

Zone: CHARLOT - Site: SIMULCAST

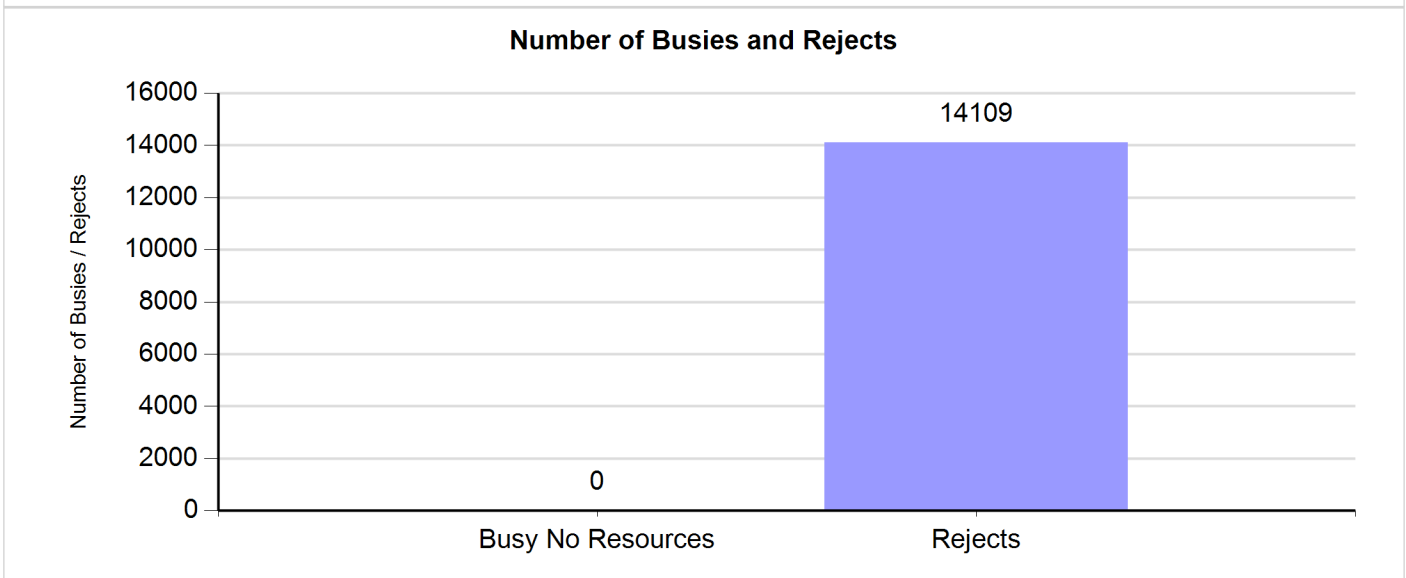
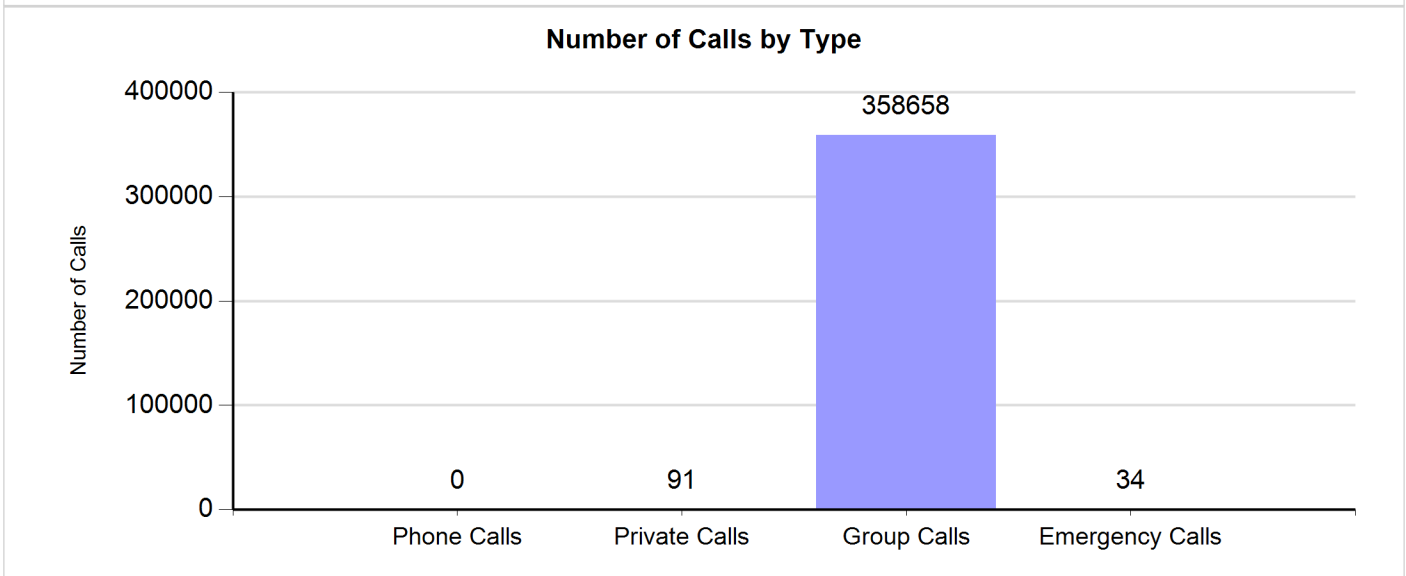
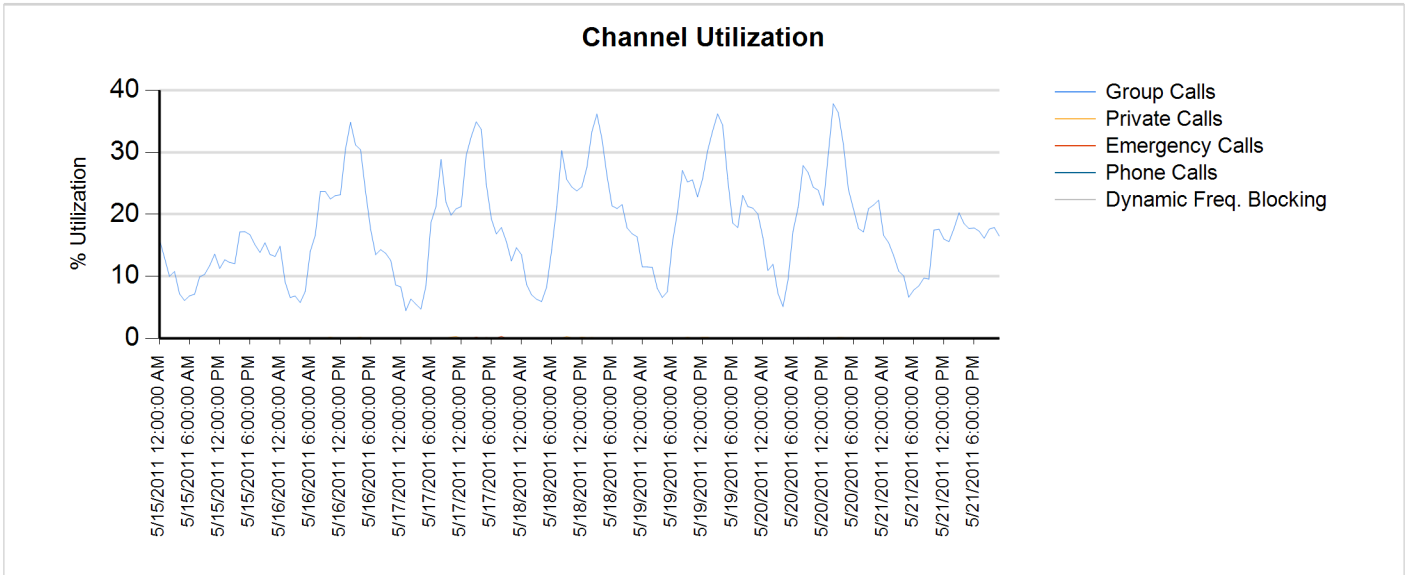
Sunday, May 08, 2011 12:00:00 AM - Saturday, May 14, 2011 11:59:59 PM



Site Report

Zone: CHARLOT - Site: SIMULCAST

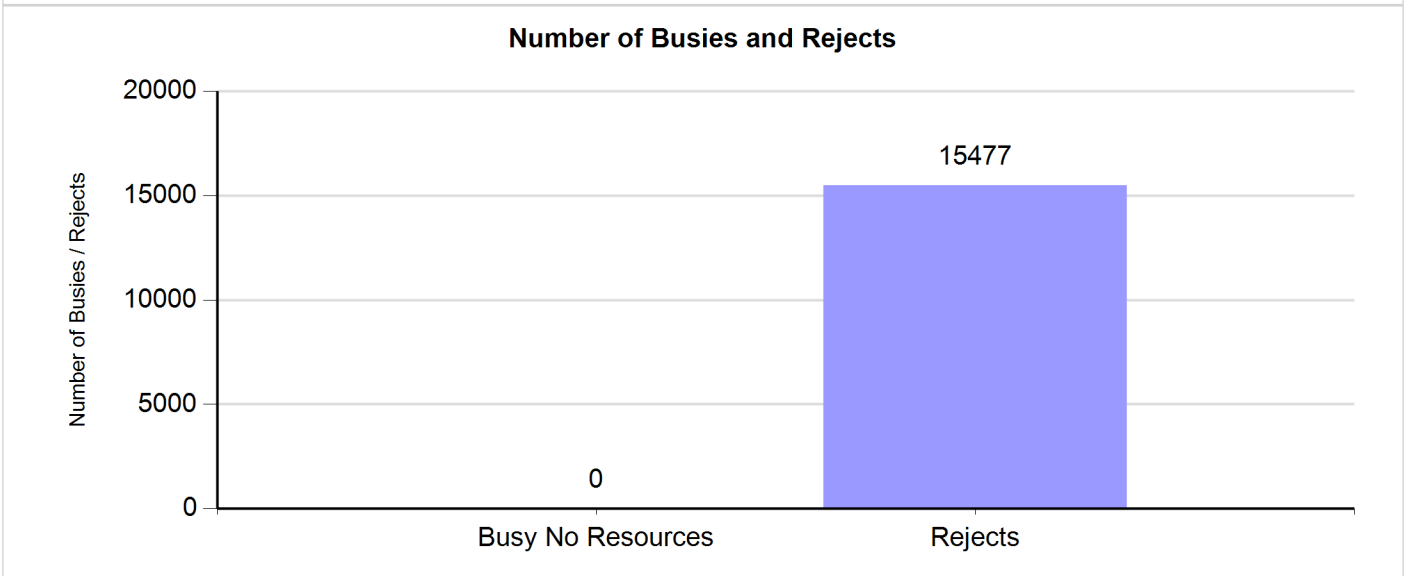
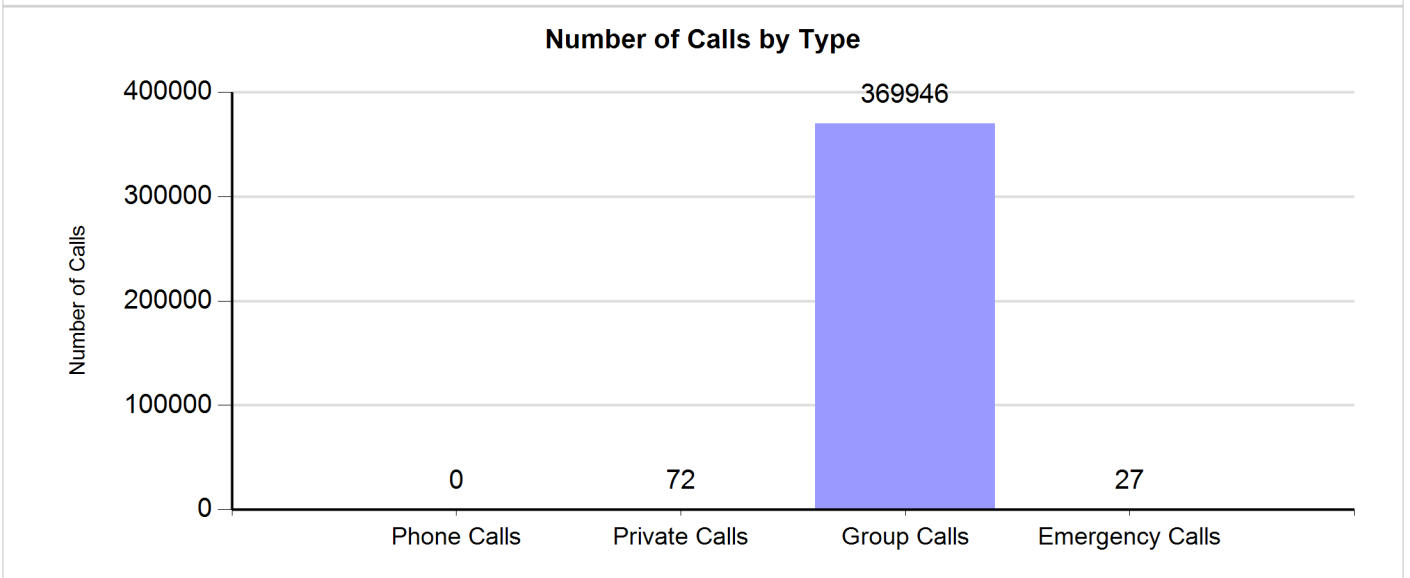
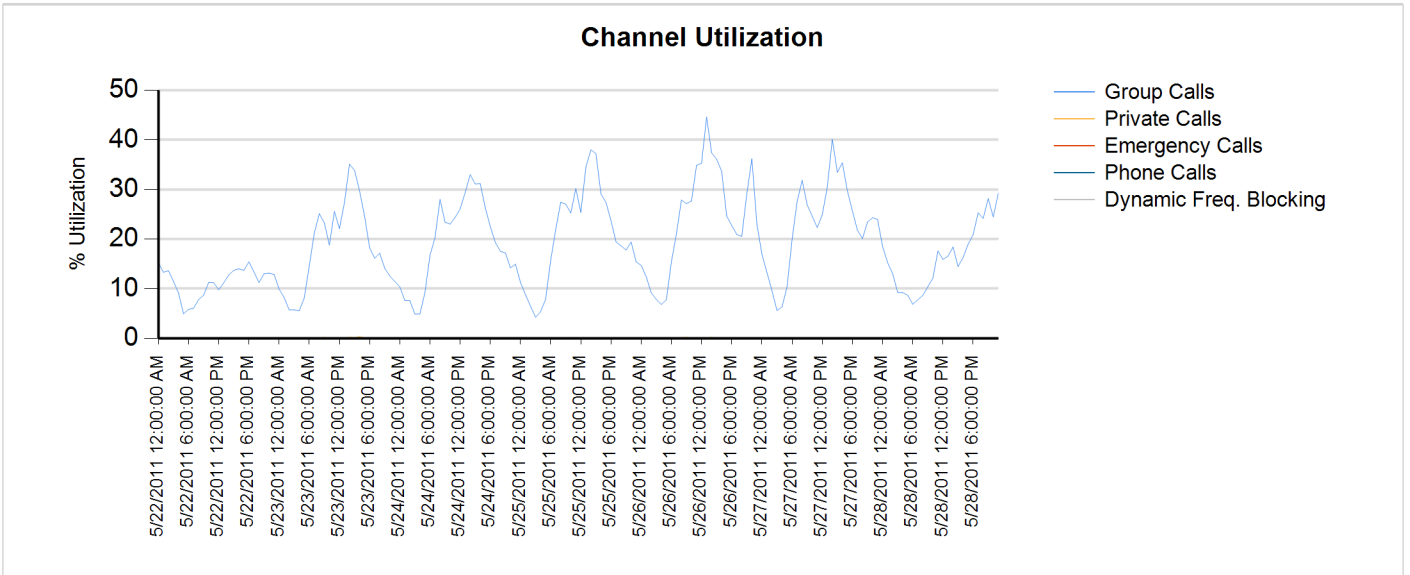
Sunday, May 15, 2011 12:00:00 AM - Saturday, May 21, 2011 11:59:59 PM



Site Report

Zone: CHARLOT - Site: SIMULCAST

Sunday, May 22, 2011 12:00:00 AM - Saturday, May 28, 2011 11:59:59 PM



Charlotte/Mecklenburg Monthly Case Report May 2011

Case ID	Status	Type	Site Name	Severity	Title	Create Date
22674152	Deferred	Technical Dispatch	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CITY	Severity 1	NMO Core2 wanslot 4 bouncing	5/1/2011 0:33
22674333	Closed	Network Manager	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY	Severity 1	NMO-Illegal carrier channel 10, subsites 4 & 8 > 15 minutes	5/2/2011 2:10
22674454	Closed	Technical Dispatch	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CITY	Severity 2	Optimization of database	5/2/2011 8:30
22674982	Closed	Technical Dispatch	SIMULCAST-SOUTH POINT - CHARLOTTE, CITY OF	Severity 3	Maintenance on Channel #20	5/2/2011 12:48
22675579	Closed	Technical Dispatch	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY	Severity 1	NMO - Channel 14 Out of Wide Trunking	5/2/2011 17:42
22677442	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 2	Radio Console#02 is down	5/4/2011 8:10
22678017	Closed	Network Manager	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY	Severity 1	NMO - SIMULCAST-SUGAR CREEK - Channel 14 RTIB malfunction	5/4/2011 12:44
22678541	Closed	Technical Dispatch	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY	Severity 1	Network Paths Are Down Due to CPU Channel Bank	5/4/2011 17:32
22678559	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	FS#26 MOSCAD is not working, no sound or lights	5/4/2011 17:50
22678767	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 3	mouse isn't on the radio consoles.	5/5/2011 6:49
22679408	Closed	Technical Dispatch	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CITY	Severity 1	NMO-Atr01.zone1-Disabled, user requested	5/5/2011 12:41
22680213	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Station 26 is not getting calls and very low volume on MOSCAD system	5/6/2011 1:23
22680680	Closed	Technical Dispatch	MATTHEWS P25 PRIME SITE	Severity 3	implementing moto patches	5/6/2011 12:10
22681060	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 1	Position 6 has a trackball TX button sticking, OP 7 needs to be replaced	5/6/2011 14:42
22681557	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Station 11 is not alerting	5/8/2011 18:40
22682409	Closed	Technical Dispatch	SIMULCAST-NORTH TOWER - CHARLOTTE, CITY OF	Severity 1	NMO - North Tower Channel 11 TSTAT Failure > 15 minutes	5/9/2011 13:32
22682493	Closed	Technical Dispatch	CHARLOTTE P25 MASTER	Severity 2	SOC Unable to log into the CSMS to check SAV on Z0015003MNC01	5/9/2011 14:20
22683210	Closed	Technical Dispatch	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY	Severity 3	Working on CH 14	5/10/2011 10:13
22683214	Closed	Request for RA	SIMULCAST-SOUTH POINT - CHARLOTTE, CITY OF	Severity 2	Request for repair	5/10/2011 10:15
22683436	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, CITY OF	Severity 2	Radio CMPD 4 right headset jack is cutting in & out	5/10/2011 12:06
22684371	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 1	Consoles 8, 9 and 10 are down due to a lightning strike	5/11/2011 1:07
22685985	Closed	Technical Dispatch	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CITY	Severity 2	Zone DB optimization	5/12/2011 8:27
22687527	Closed	Technical Dispatch	SIMULCAST-MATTHEWS - CHARLOTTE, CITY OF	Severity 2	Maintenance on ch. 12	5/13/2011 10:21
22688517	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	PA not open when call coming in	5/14/2011 6:17
22688531	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Station 26 has an alerting system failure	5/14/2011 8:48
22688658	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	station 25 PA opened when call comes in	5/15/2011 6:41
22688663	Closed	Technical Dispatch	SIMULCAST- MIDLAND - CHARLOTTE, CITY OF	Severity 1	NMO CHANNEL 5 MALF	5/15/2011 7:46
22688708	Closed	Network Manager	SIMULCAST- MIDLAND - CHARLOTTE, CITY OF	Severity 2	NMO - Channel 6 Malfunctioned	5/15/2011 16:04
22689328	Closed	Request for RA	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY	Severity 2	Request for repair	5/16/2011 11:33
22690024	Closed	Technical Dispatch	SIMULCAST-MATTHEWS - CHARLOTTE, CITY OF	Severity 1	NMO - Channel 12 Malfunction No Tstat During a Call > 5 Mins	5/16/2011 17:39
22691818	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 2	Firestation # 11 lights are coming on but no audio over speaker system	5/18/2011 8:23
22693003	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 3	Radio OPS 10 bad headset jack on the left side.	5/18/2011 16:26
22694584	Closed	Technical Dispatch	SIMULCAST-NORTH TOWER - CHARLOTTE, CITY OF	Severity 1	NMO - Channels 3 and 23 Illegal Carrier > 15 min	5/20/2011 5:42
22694623	Closed	Technical Dispatch	SIMULCAST SUGARCREEK P25- CHARLOTTE, CITY	Severity 3	Database optimization	5/20/2011 8:17
22695772	Closed	Technical Dispatch	CORNELIUS/NORTH MECK-CHARLOTTE	Severity 1	NMO - Z001DS012R1.NMD12.Zone1 Down Wan Slot 5 / Bouncing	5/21/2011 0:08
22695868	Closed	Technical Dispatch	MCSO/ SHERIFFS DISPATCH CENTER - CHARLOTTE	Severity 2	No access to channels for Matthews PD and vice versa	5/21/2011 16:54
22695940	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Station 2 MOSCAD has failed	5/22/2011 13:14
22696119	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 3	Console 6 - the telephone is not muting when the radio is being used	5/23/2011 8:41
22696837	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Significantly degraded radio coverage on south end of city	5/23/2011 13:50
22697073	Closed	Technical Dispatch	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 1	NMO-Tyvola-chan9 disabled, user requested	5/23/2011 15:38
22700388	Closed	Technical Dispatch	SUGAR CREEK P25 SUB SITE-CHARLOTTE, CITY OF	Severity 1	NMO Chan 1 Illegal Carrier longer than 15 min	5/25/2011 20:55
22674152	Deferred	Technical Dispatch	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CITY	Severity 1	NMO Core2 wanslot 4 bouncing	5/1/2011 0:33
22674333	Closed	Network Manager	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY	Severity 1	NMO-Illegal carrier channel 10, subsites 4 & 8 > 15 minutes	5/2/2011 2:10
22674454	Closed	Technical Dispatch	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CITY	Severity 2	Optimization of database	5/2/2011 8:30
22674982	Closed	Technical Dispatch	SIMULCAST-SOUTH POINT - CHARLOTTE, CITY OF	Severity 3	Maintenance on Channel #20	5/2/2011 12:48
22675579	Closed	Technical Dispatch	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY	Severity 1	NMO - Channel 14 Out of Wide Trunking	5/2/2011 17:42
22677442	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 2	Radio Console#02 is down	5/4/2011 8:10
22678017	Closed	Network Manager	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY	Severity 1	NMO - SIMULCAST-SUGAR CREEK - Channel 14 RTIB malfunction	5/4/2011 12:44
22678541	Closed	Technical Dispatch	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY	Severity 1	Network Paths Are Down Due to CPU Channel Bank	5/4/2011 17:32
22678559	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	FS#26 MOSCAD is not working, no sound or lights	5/4/2011 17:50
22678767	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 3	mouse isn't on the radio consoles.	5/5/2011 6:49
22679408	Closed	Technical Dispatch	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CITY	Severity 1	NMO-Atr01.zone1-Disabled, user requested	5/5/2011 12:41
22680213	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Station 26 is not getting calls and very low volume on MOSCAD system	5/6/2011 1:23
22680680	Closed	Technical Dispatch	MATTHEWS P25 PRIME SITE	Severity 3	implementing moto patches	5/6/2011 12:10
22681060	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 1	Position 6 has a trackball TX button sticking, OP 7 needs to be replaced	5/6/2011 14:42
22681557	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Station 11 is not alerting	5/8/2011 18:40
22682409	Closed	Technical Dispatch	SIMULCAST-NORTH TOWER - CHARLOTTE, CITY OF	Severity 1	NMO - North Tower Channel 11 TSTAT Failure > 15 minutes	5/9/2011 13:32
22682493	Closed	Technical Dispatch	CHARLOTTE P25 MASTER	Severity 2	SOC Unable to log into the CSMS to check SAV on Z0015003MNC01	5/9/2011 14:20
22683210	Closed	Technical Dispatch	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY	Severity 3	Working on CH 14	5/10/2011 10:13
22683214	Closed	Request for RA	SIMULCAST-SOUTH POINT - CHARLOTTE, CITY OF	Severity 2	Request for repair	5/10/2011 10:15
22683436	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, CITY OF	Severity 2	Radio CMPD 4 right headset jack is cutting in & out	5/10/2011 12:06
22684371	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 1	Consoles 8, 9 and 10 are down due to a lightning strike	5/11/2011 1:07
22685985	Closed	Technical Dispatch	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CITY	Severity 2	Zone DB optimization	5/12/2011 8:27
22687527	Closed	Technical Dispatch	SIMULCAST-MATTHEWS - CHARLOTTE, CITY OF	Severity 2	Maintenance on ch. 12	5/13/2011 10:21
22688517	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	PA not open when call coming in	5/14/2011 6:17
22688531	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Station 26 has an alerting system failure	5/14/2011 8:48
22688658	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	station 25 PA opened when call comes in	5/15/2011 6:41
22688663	Closed	Technical Dispatch	SIMULCAST- MIDLAND - CHARLOTTE, CITY OF	Severity 1	NMO CHANNEL 5 MALF	5/15/2011 7:46
22688708	Closed	Network Manager	SIMULCAST- MIDLAND - CHARLOTTE, CITY OF	Severity 2	NMO - Channel 6 Malfunctioned	5/15/2011 16:04
22689328	Closed	Request for RA	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE, CITY	Severity 2	Request for repair	5/16/2011 11:33
22690024	Closed	Technical Dispatch	SIMULCAST-MATTHEWS - CHARLOTTE, CITY OF	Severity 1	NMO - Channel 12 Malfunction No Tstat During a Call > 5 Mins	5/16/2011 17:39
22691818	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 2	Firestation # 11 lights are coming on but no audio over speaker system	5/18/2011 8:23
22693003	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 3	Radio OPS 10 bad headset jack on the left side.	5/18/2011 16:26
22694584	Closed	Technical Dispatch	SIMULCAST-NORTH TOWER - CHARLOTTE, CITY OF	Severity 1	NMO - Channels 3 and 23 Illegal Carrier > 15 min	5/20/2011 5:42
22694623	Closed	Technical Dispatch	SIMULCAST SUGARCREEK P25- CHARLOTTE, CITY	Severity 3	Database optimization	5/20/2011 8:17
22695772	Closed	Technical Dispatch	CORNELIUS/NORTH MECK-CHARLOTTE	Severity 1	NMO - Z001DS012R1.NMD12.Zone1 Down Wan Slot 5 / Bouncing	5/21/2011 0:08
22695868	Closed	Technical Dispatch	MCSO/ SHERIFFS DISPATCH CENTER - CHARLOTTE	Severity 2	No access to channels for Matthews PD and vice versa	5/21/2011 16:54
22695940	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Station 2 MOSCAD has failed	5/22/2011 13:14
22696119	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 3	Console 6 - the telephone is not muting when the radio is being used	5/23/2011 8:41
22696837	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Significantly degraded radio coverage on south end of city	5/23/2011 13:50
22697073	Closed	Technical Dispatch	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 1	NMO-Tyvola-chan9 disabled, user requested	5/23/2011 15:38
22700388	Closed	Technical Dispatch	SUGAR CREEK P25 SUB SITE-CHARLOTTE, CITY OF	Severity 1	NMO Chan 1 Illegal Carrier longer than 15 min	5/25/2011 20:55

Severity 1

Severity 2

Severity 3

Total

46

22

14

82

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