



# SmartZone Metric Report

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

**June 2011**



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June-2011

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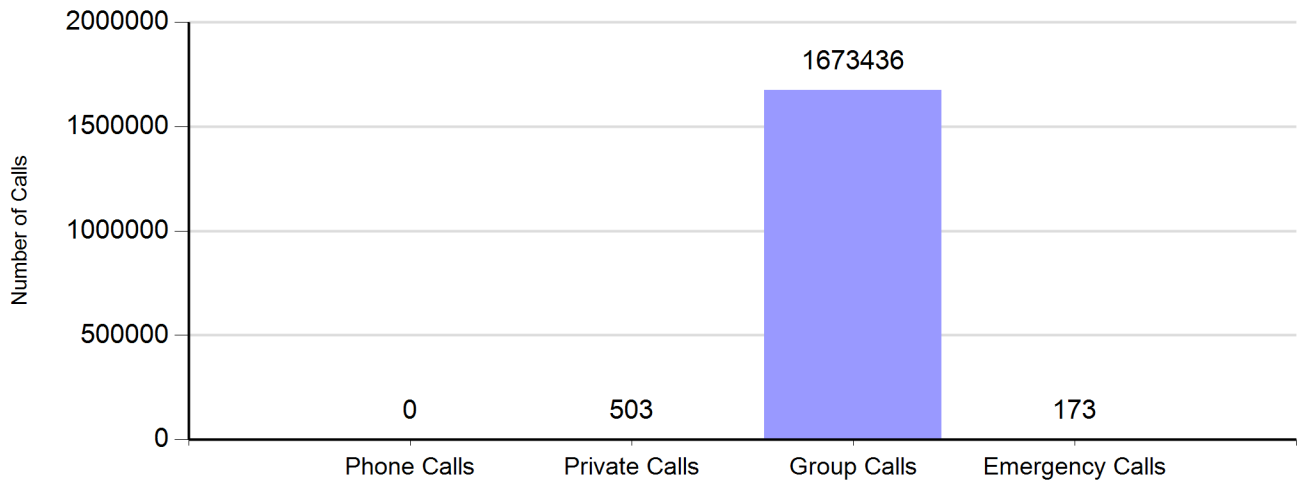
R.A.D.I.O Summary		
Charlotte/Mecklenburg P25 and SIMULCAST System		
June-2011		
Cases	33	
System Push To Talks	2,760,834	

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	114,616	
No Site Resouce Count	0	

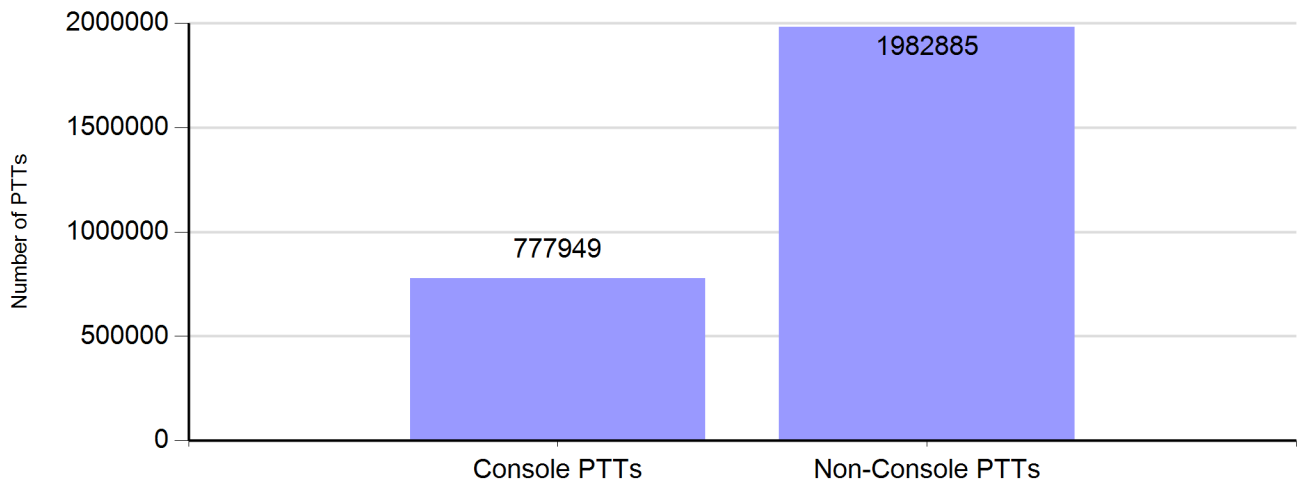
Charlotte/Mecklenburg SIMULCAST Site		
Unplanned Nines	5.5	<b>Comments</b> Equals 99.9997 Available
Nines without RFI	6.4	Equals 99.99994% Available
SIMULCAST Calls	1,467,013	
No Site Resouce Count	3	

# Zone Call Report

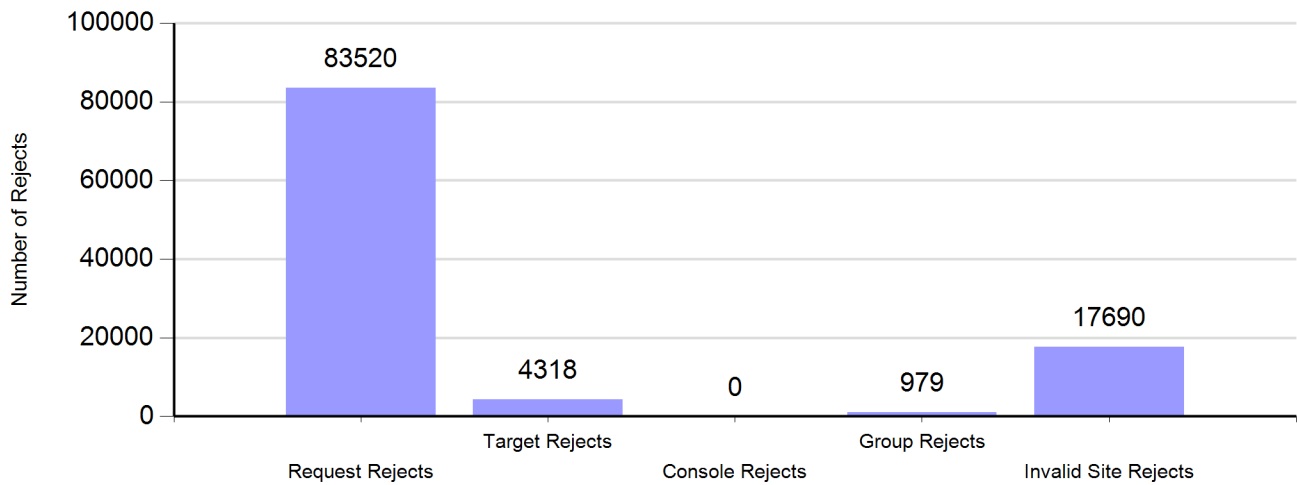
## Number of Calls by Type



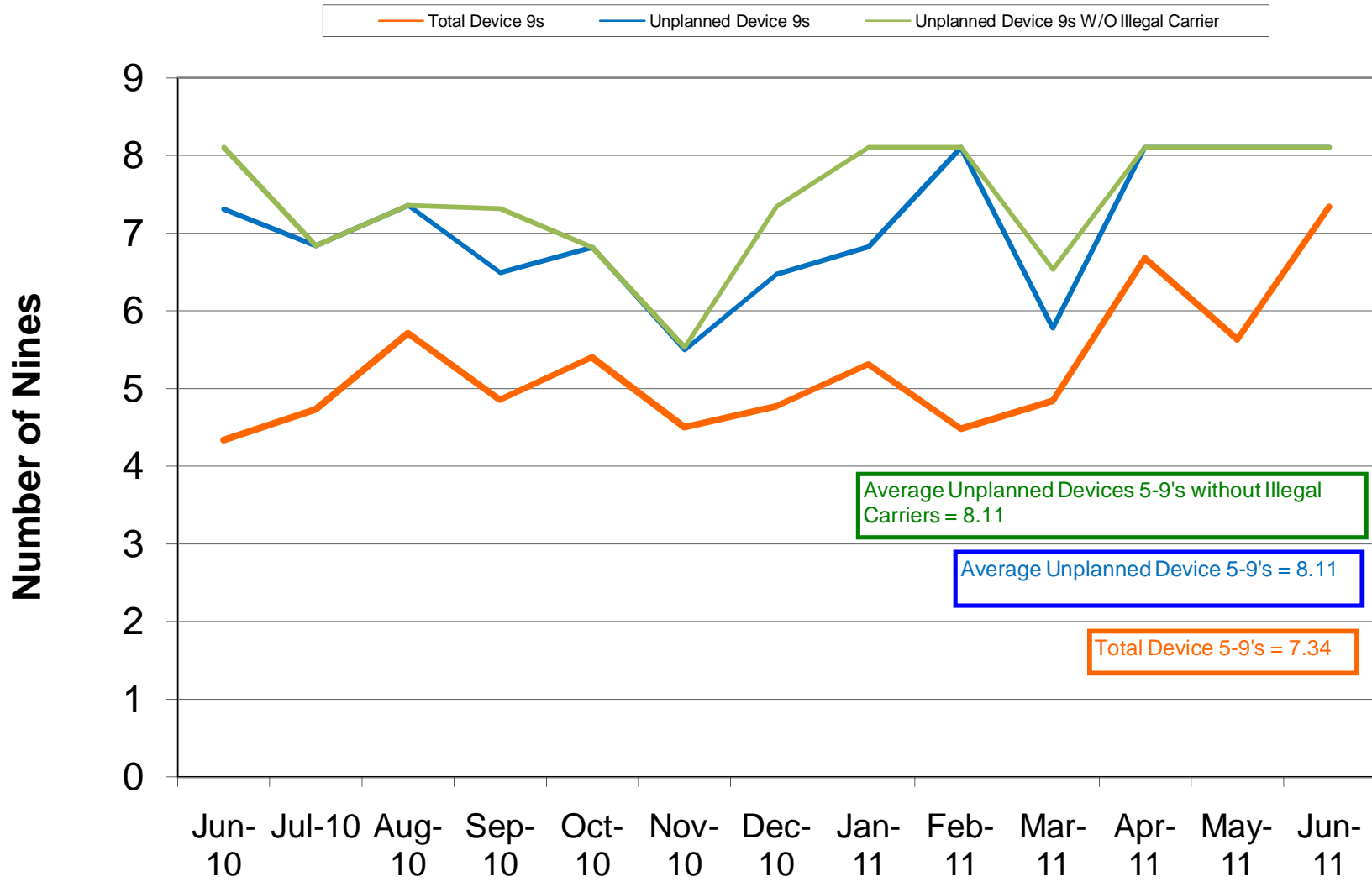
## Number of Zone PTTs



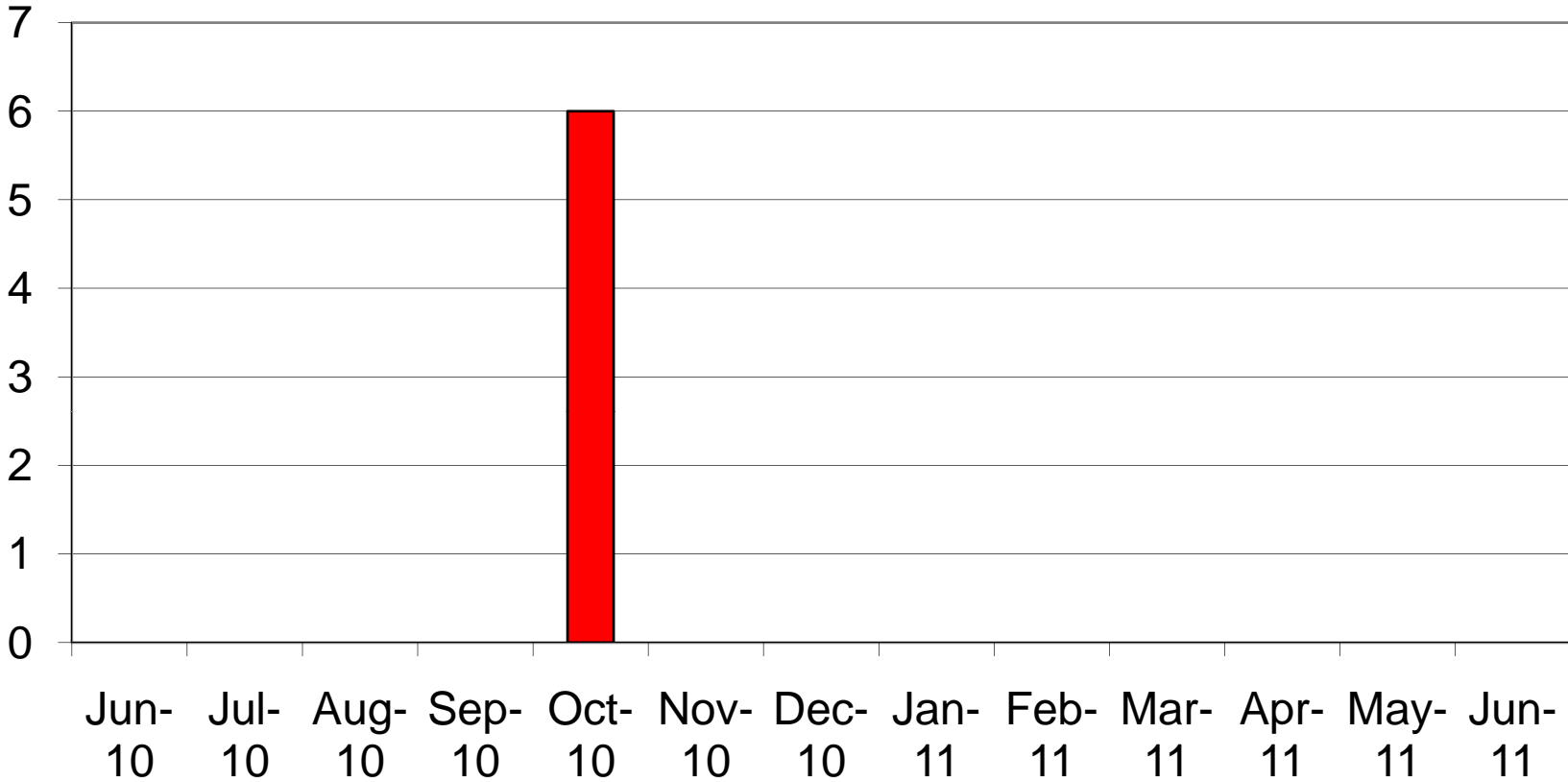
## Reasons for Reject



# Charlotte/Mecklemburg P25 5-9's Device Availability June 2011

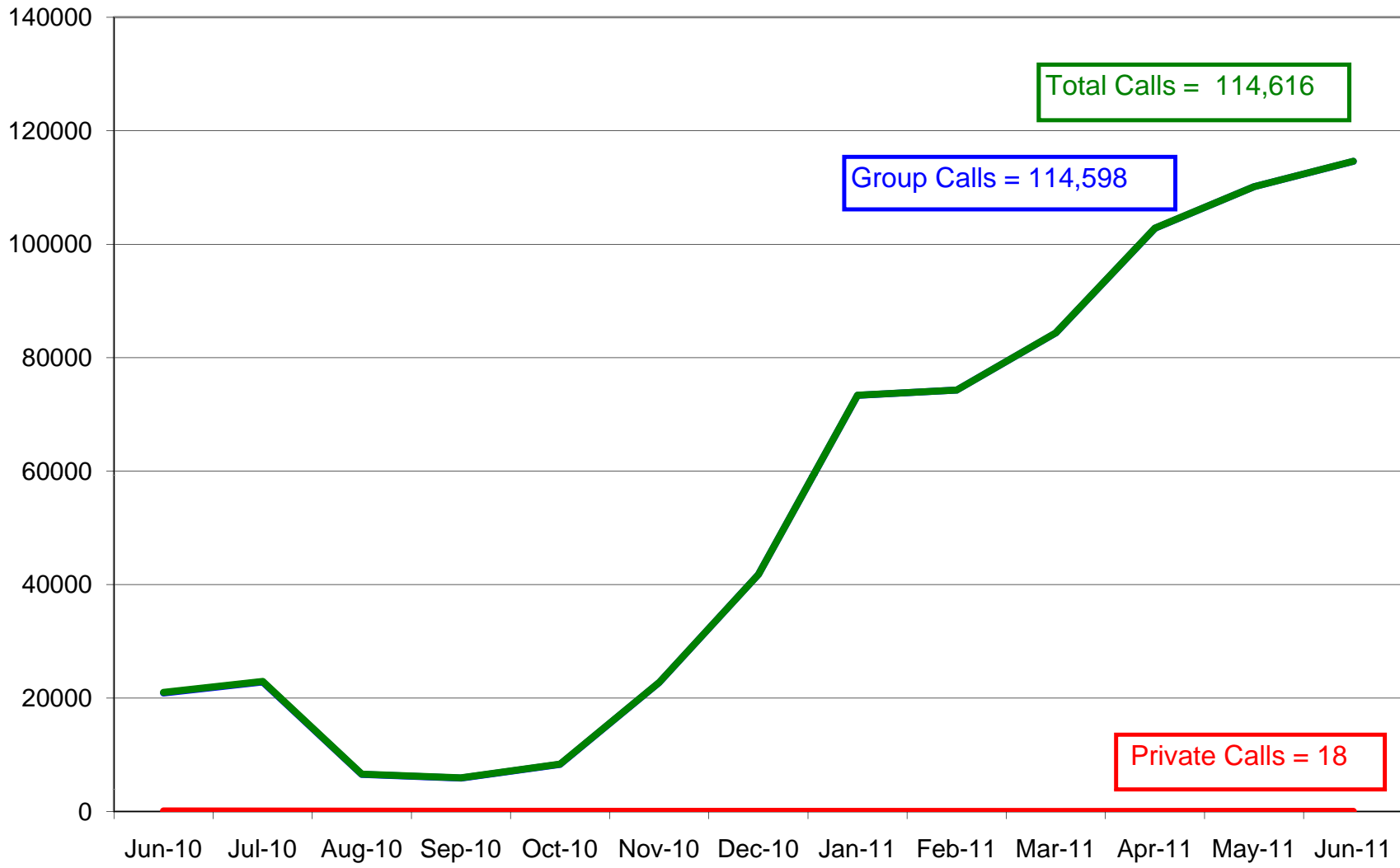


# Charlotte/ Mecklenburg P25 No Site Resources June 2011



### Charlotte/Mecklenburg P25 System Calls June 2011

— Group — Private — Total



Total Calls = 114,616

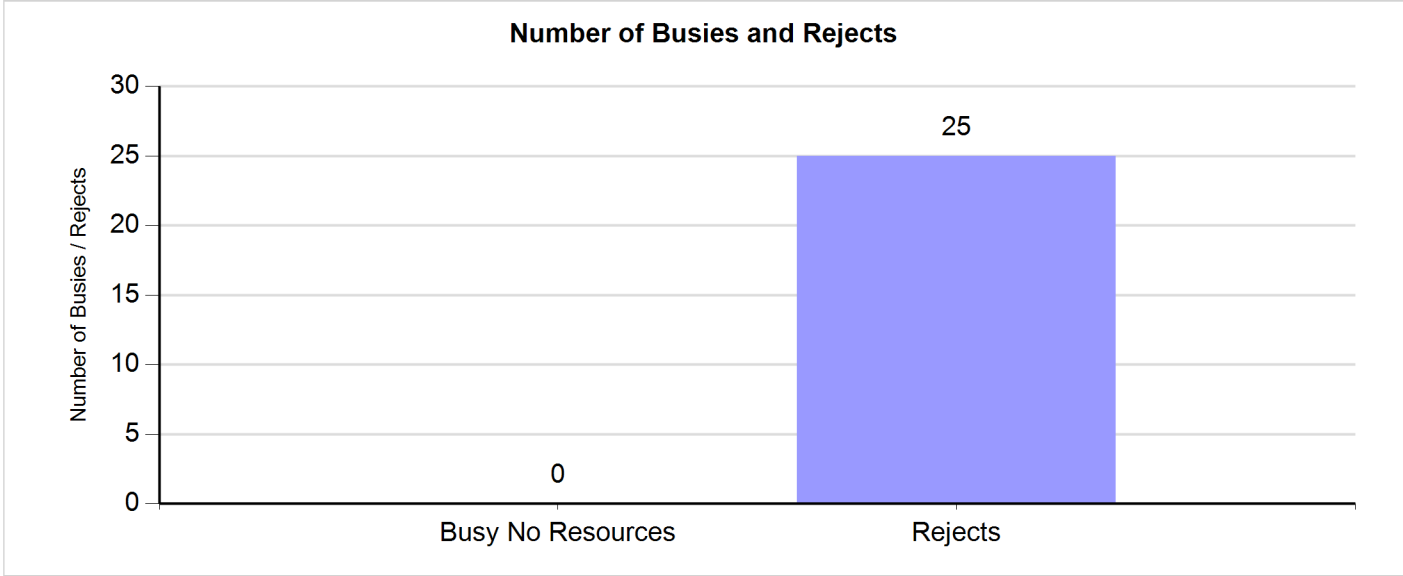
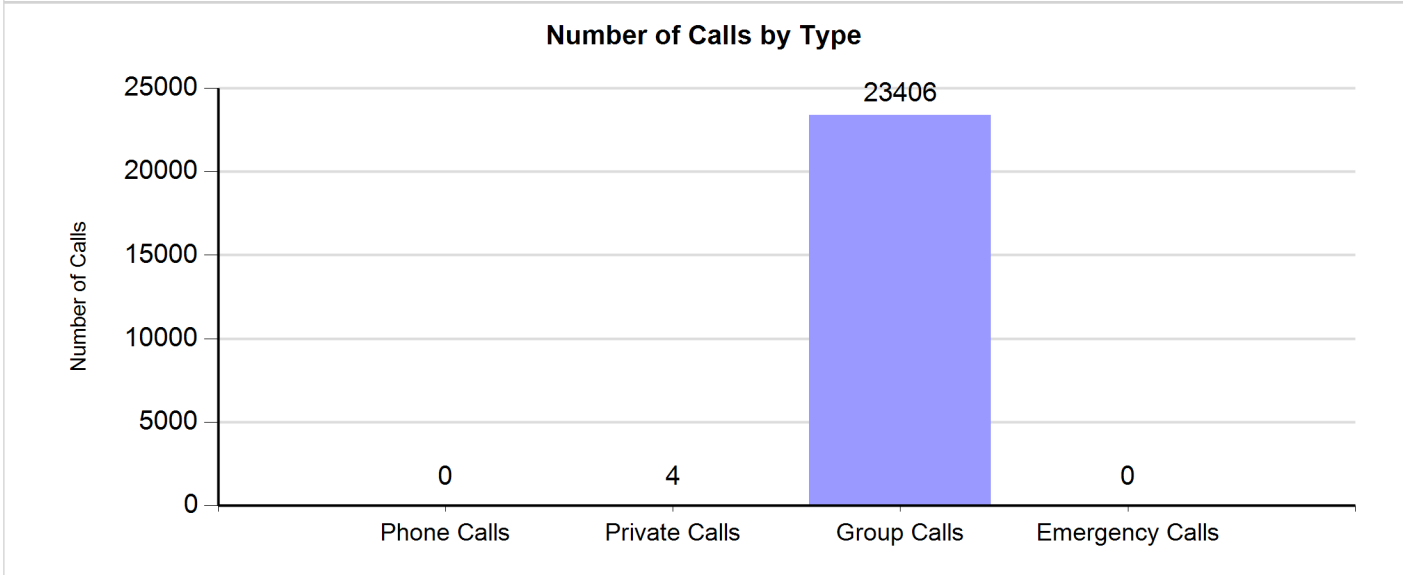
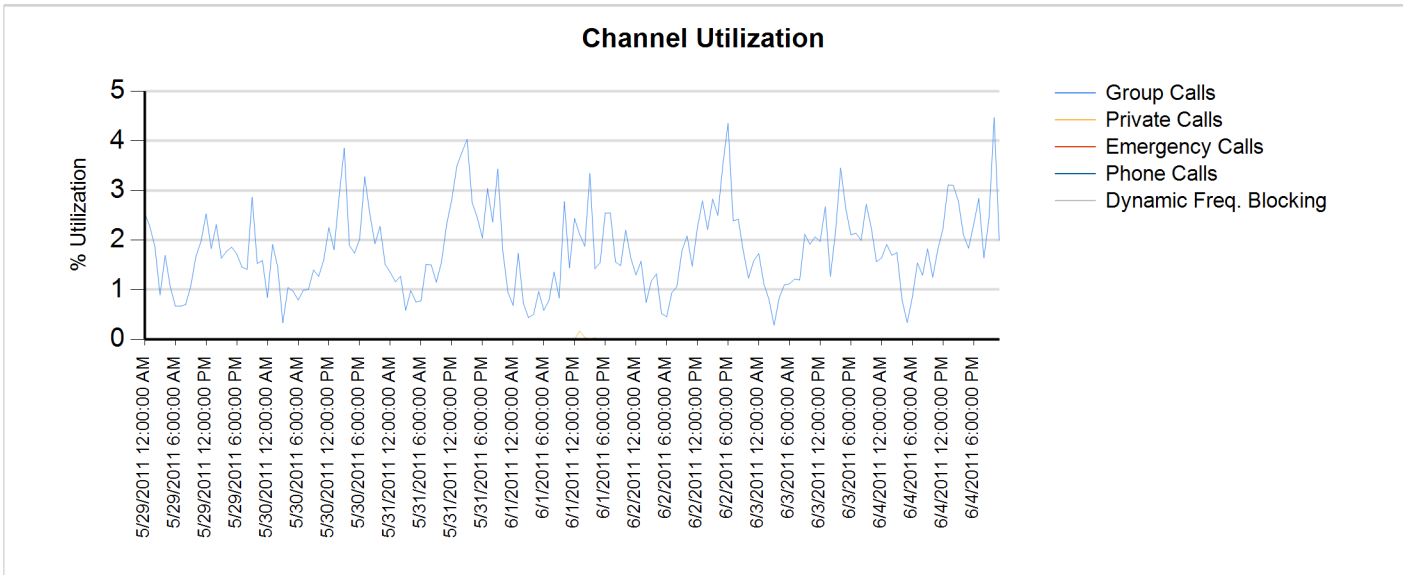
Group Calls = 114,598

Private Calls = 18

# Site Report

Zone: CHARLOT - Site: Matthews Prime

Sunday, May 29, 2011 12:00:00 AM - Saturday, June 04, 2011 11:59:59 PM



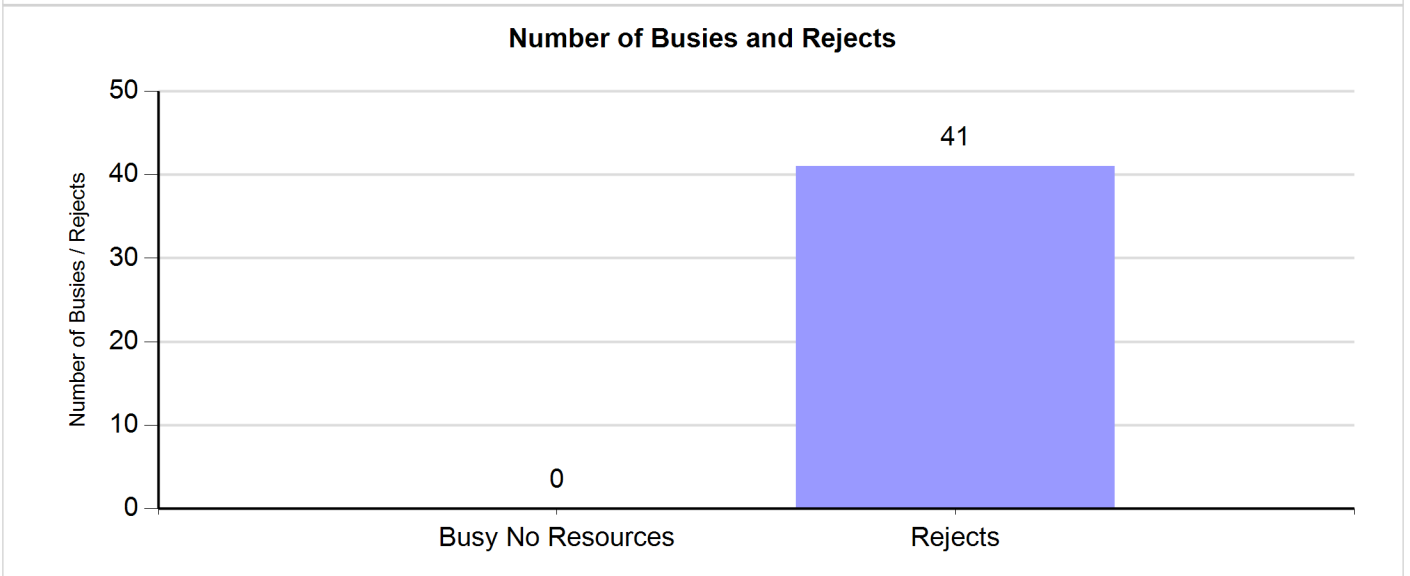
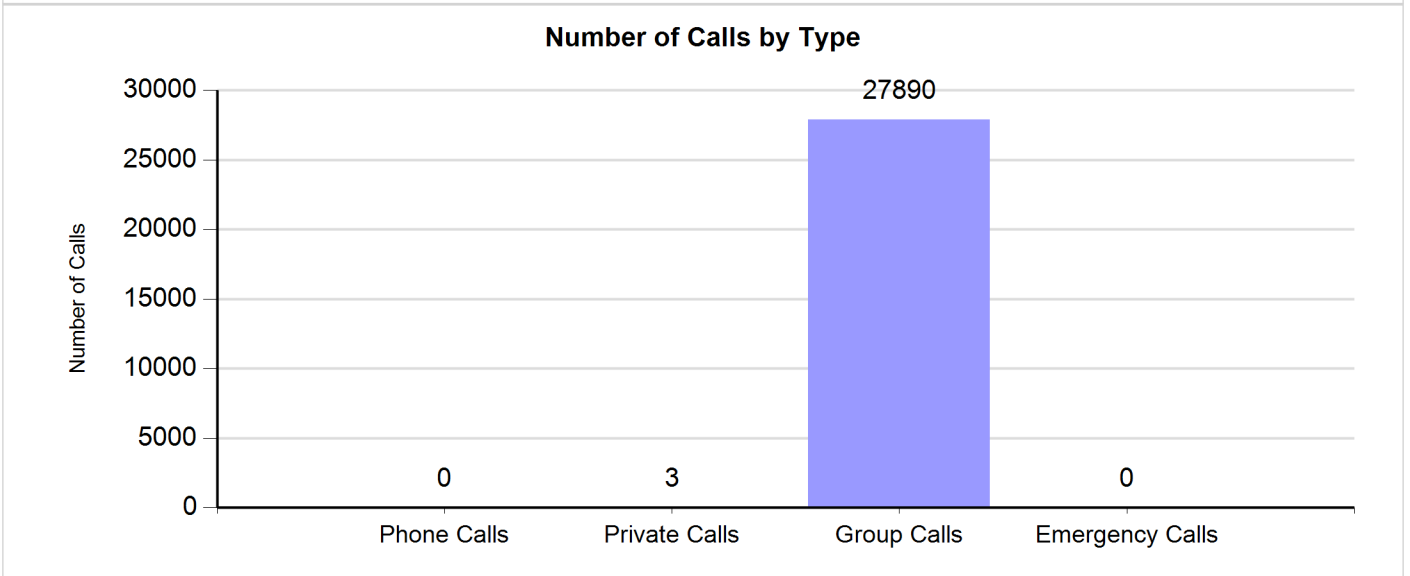
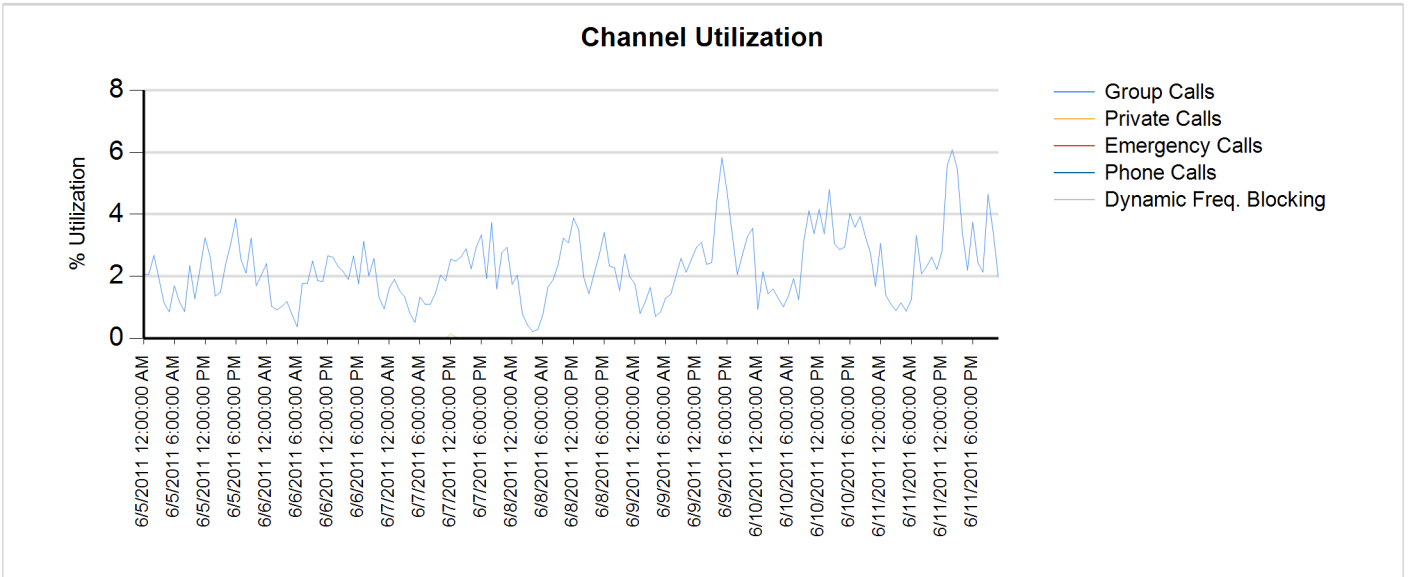




# Site Report

Zone: CHARLOT - Site: Matthews Prime

Sunday, June 05, 2011 12:00:00 AM - Saturday, June 11, 2011 11:59:59 PM

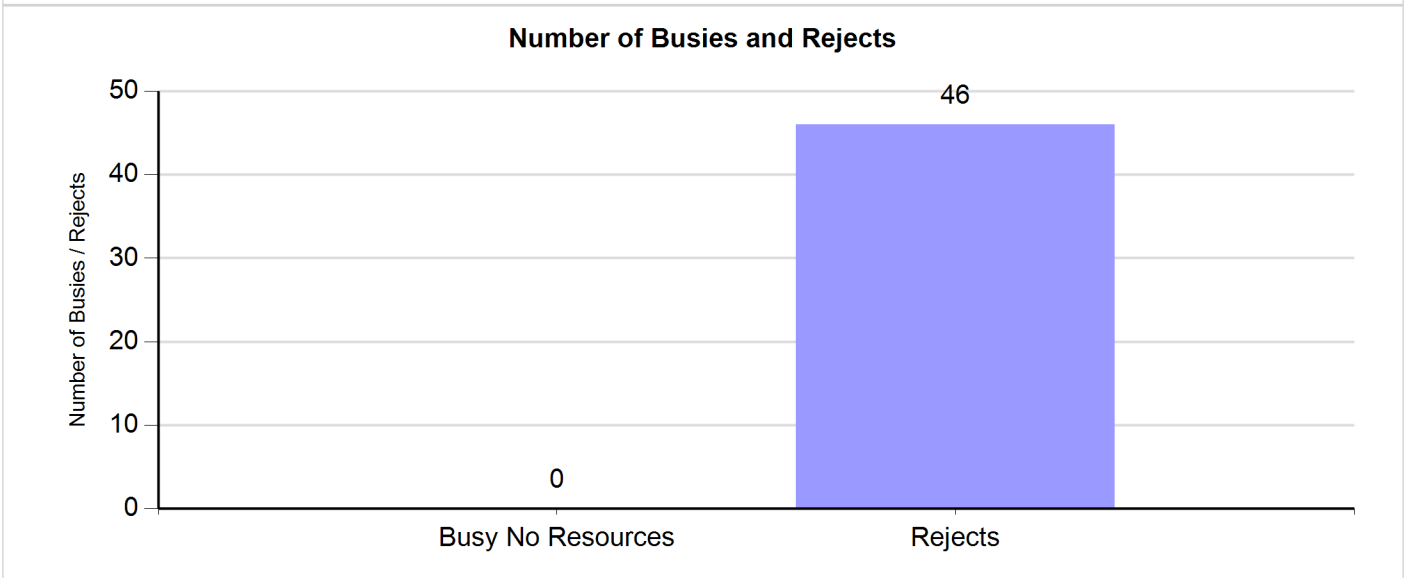
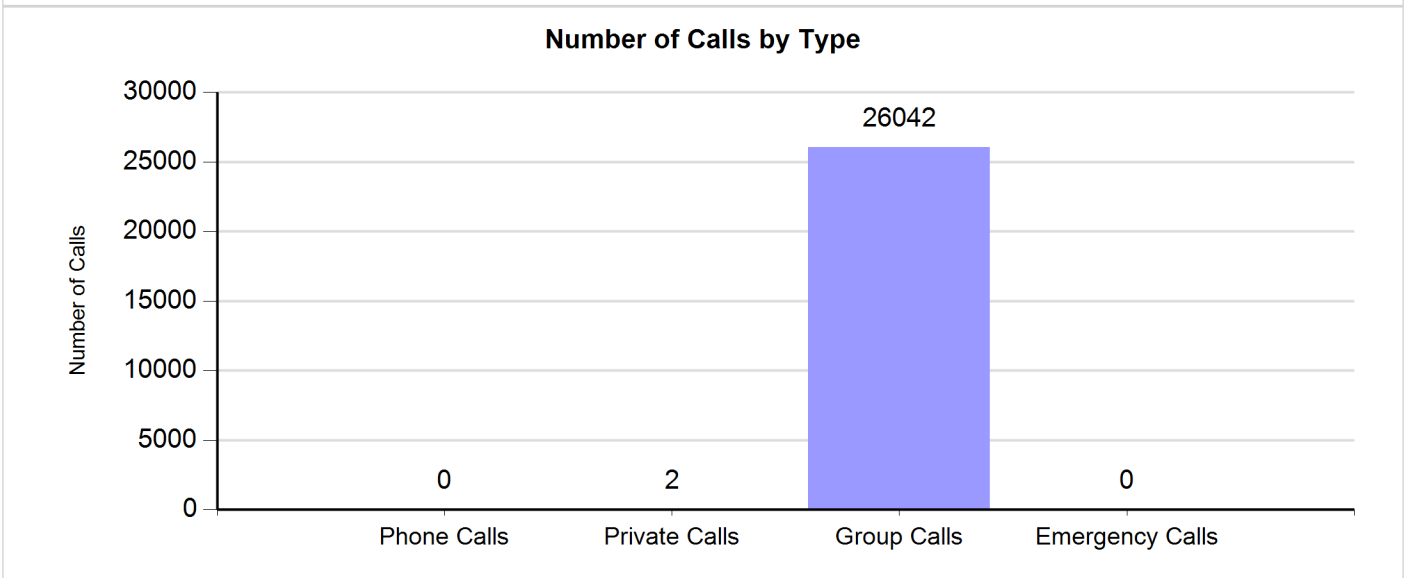
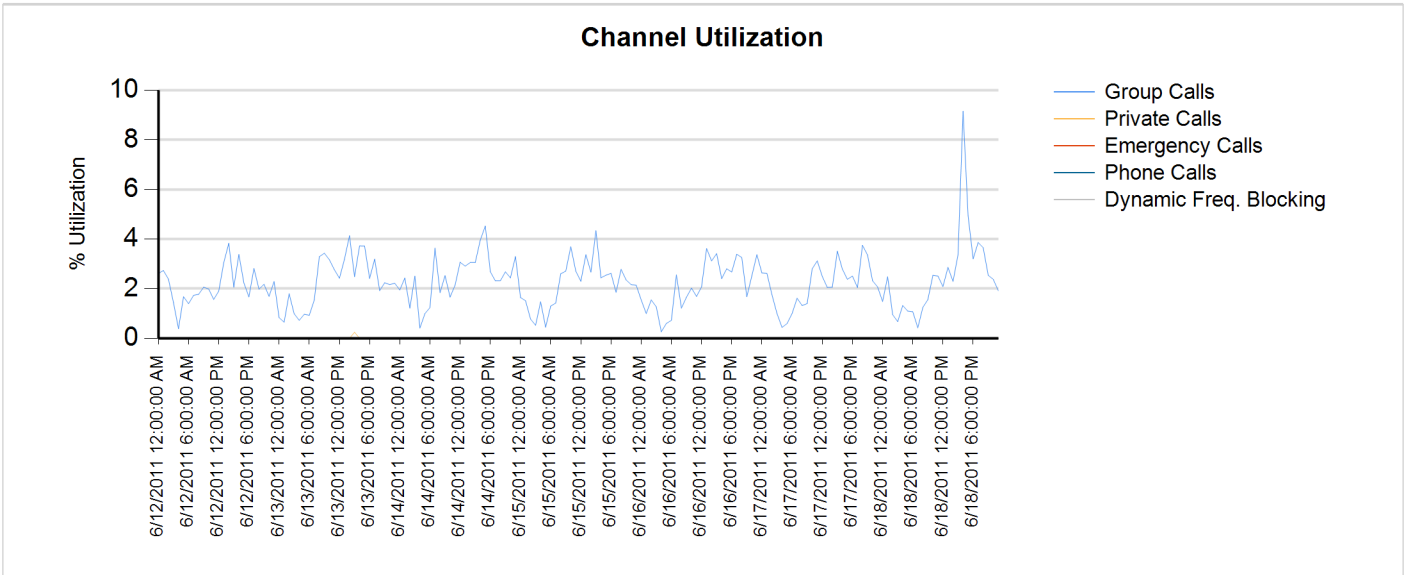




# Site Report

Zone: CHARLOT - Site: Matthews Prime

Sunday, June 12, 2011 12:00:00 AM - Saturday, June 18, 2011 11:59:59 PM

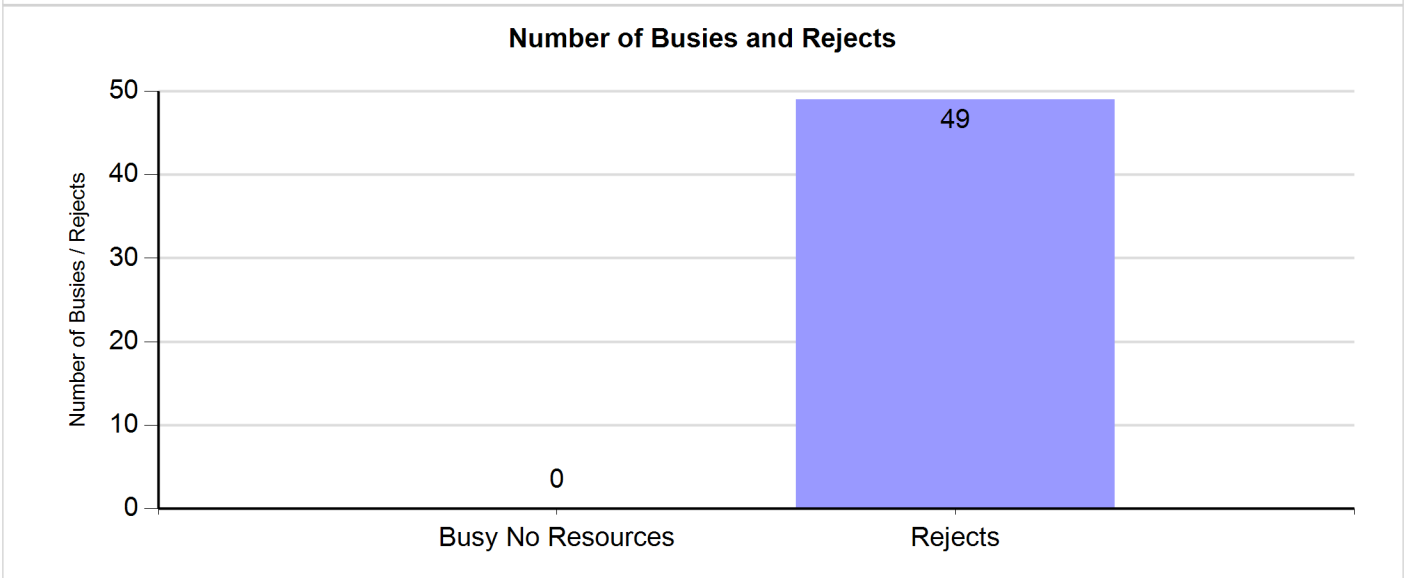
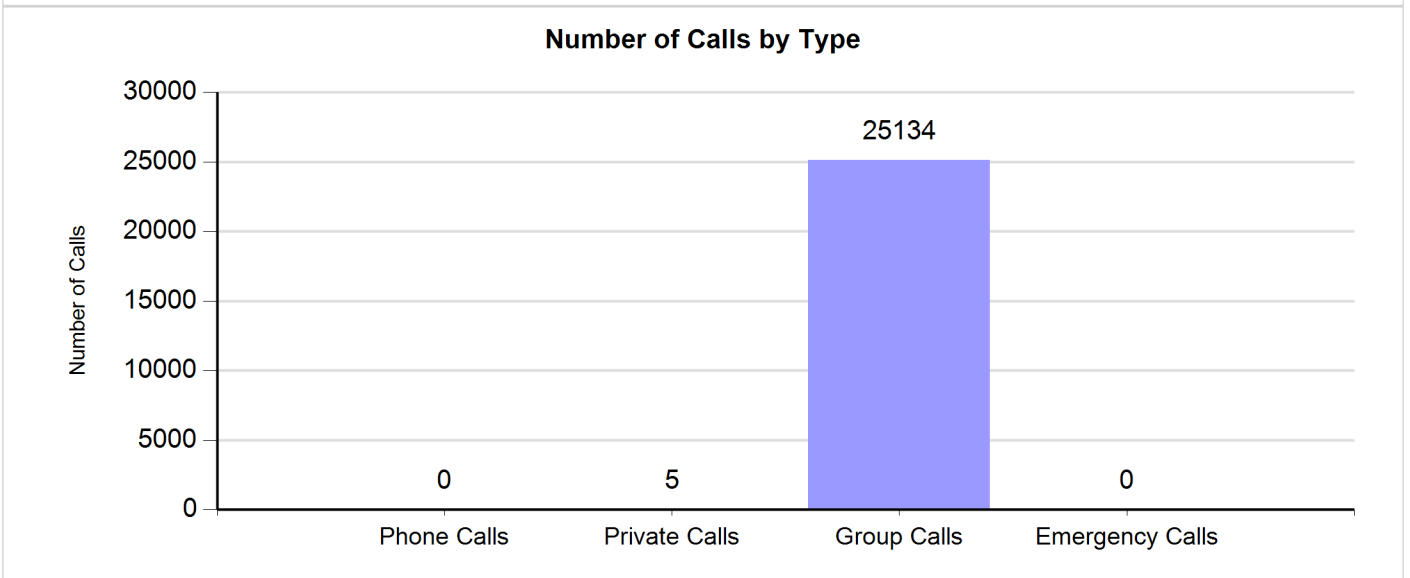
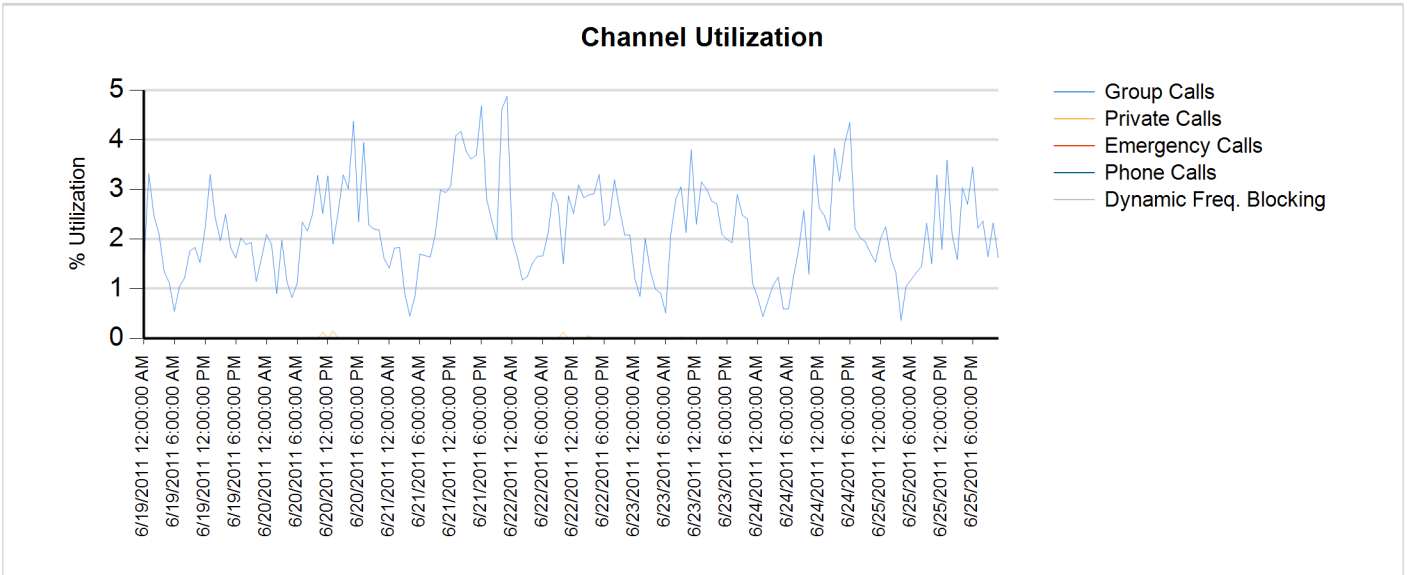




# Site Report

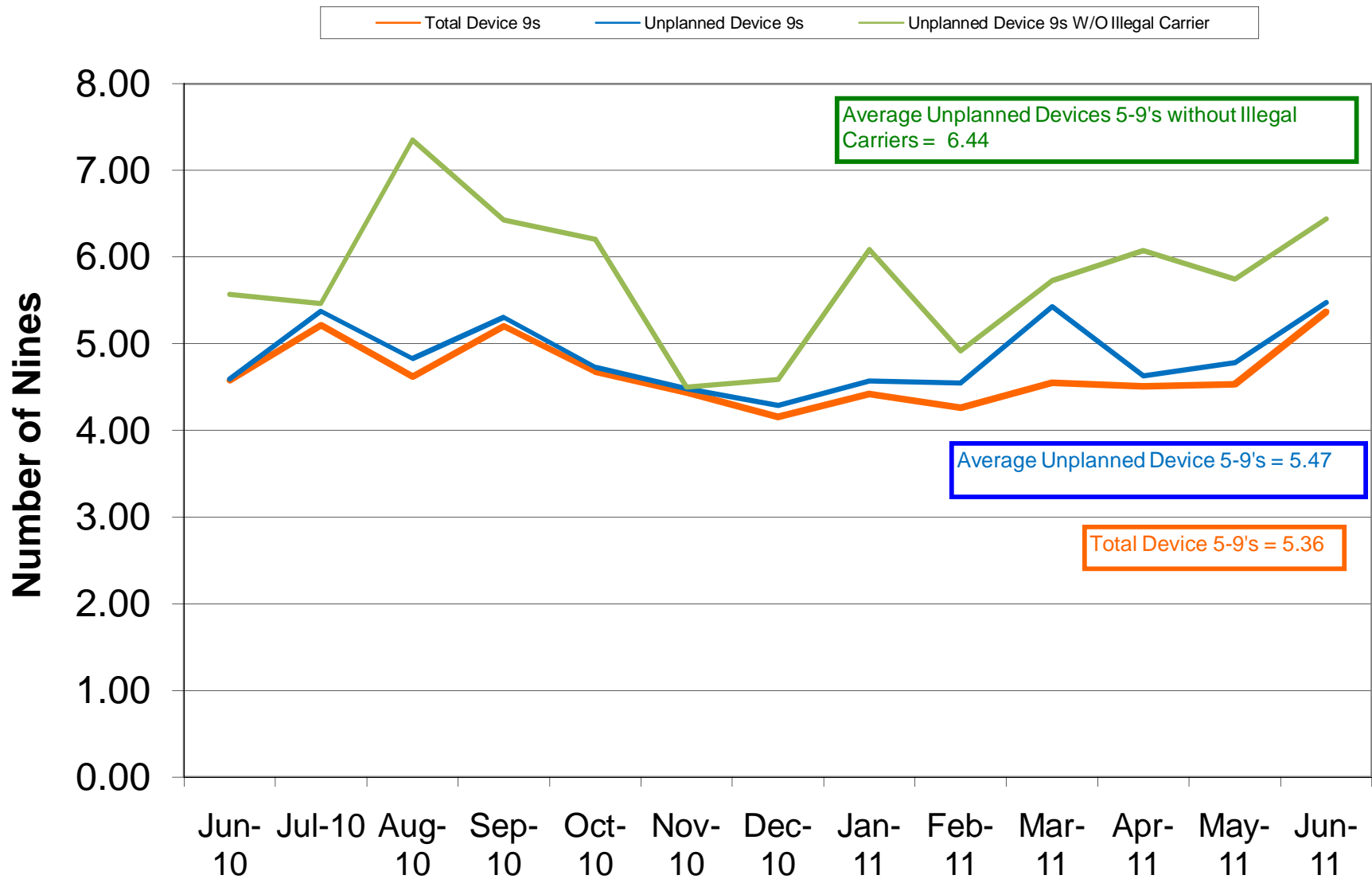
Zone: CHARLOT - Site: Matthews Prime

Sunday, June 19, 2011 12:00:00 AM - Saturday, June 25, 2011 11:59:59 PM





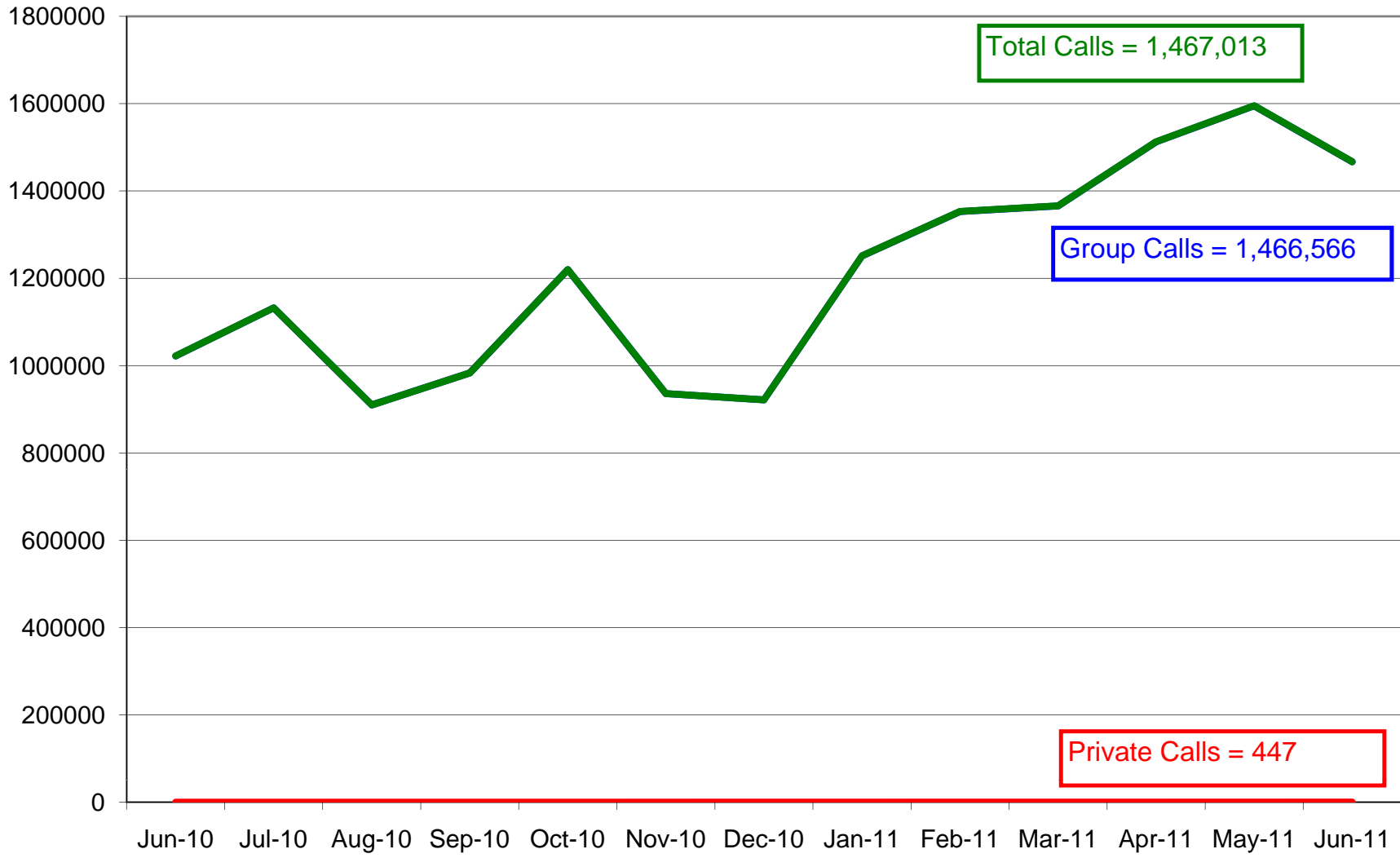
# Charlotte/Mecklenburg (SIMULCAST) 5-9's Device Availability June 2011



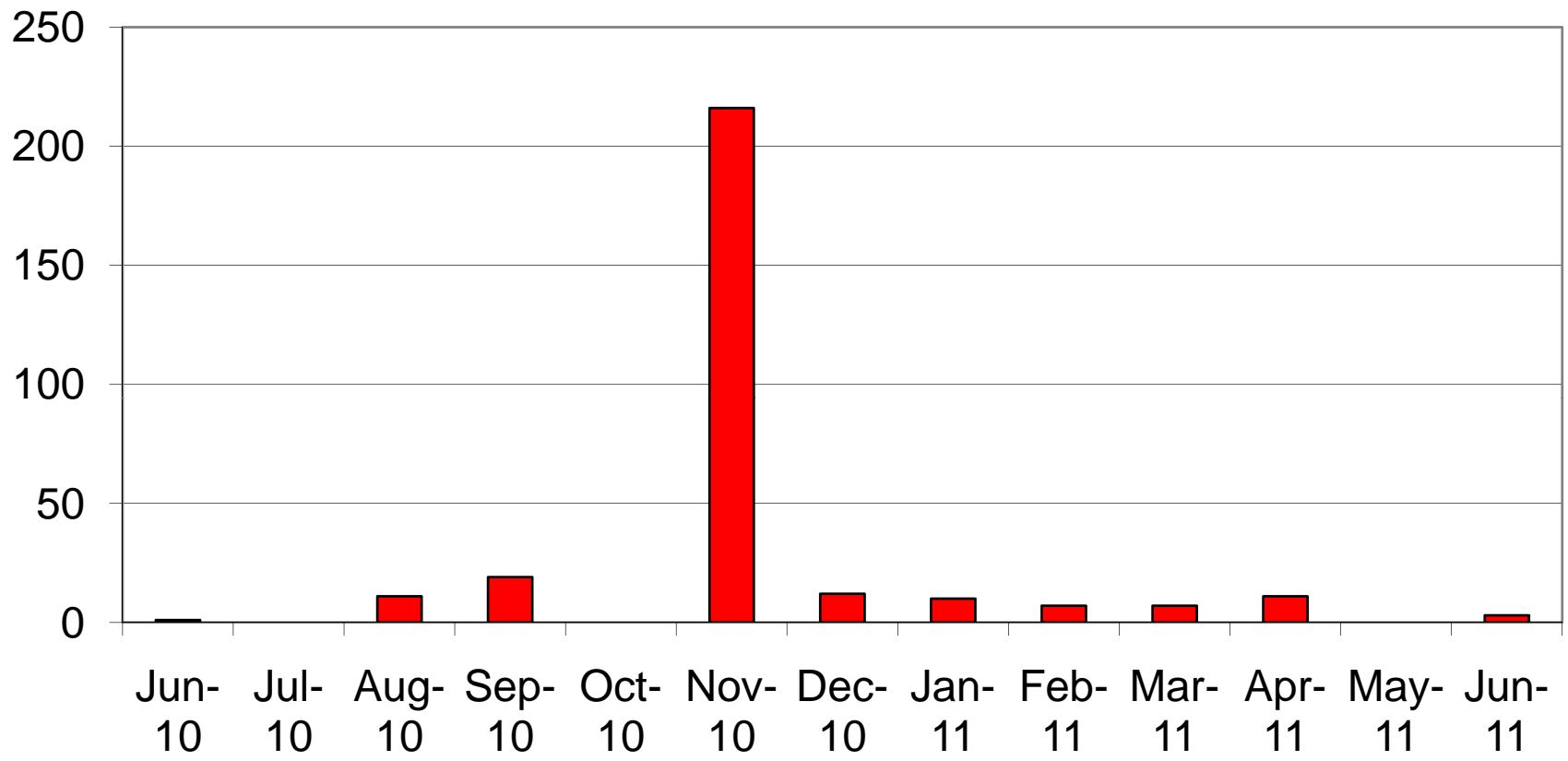


### Charlotte/Mecklenburg (SIMULCAST) Site Calls June 2011

Group Private Total



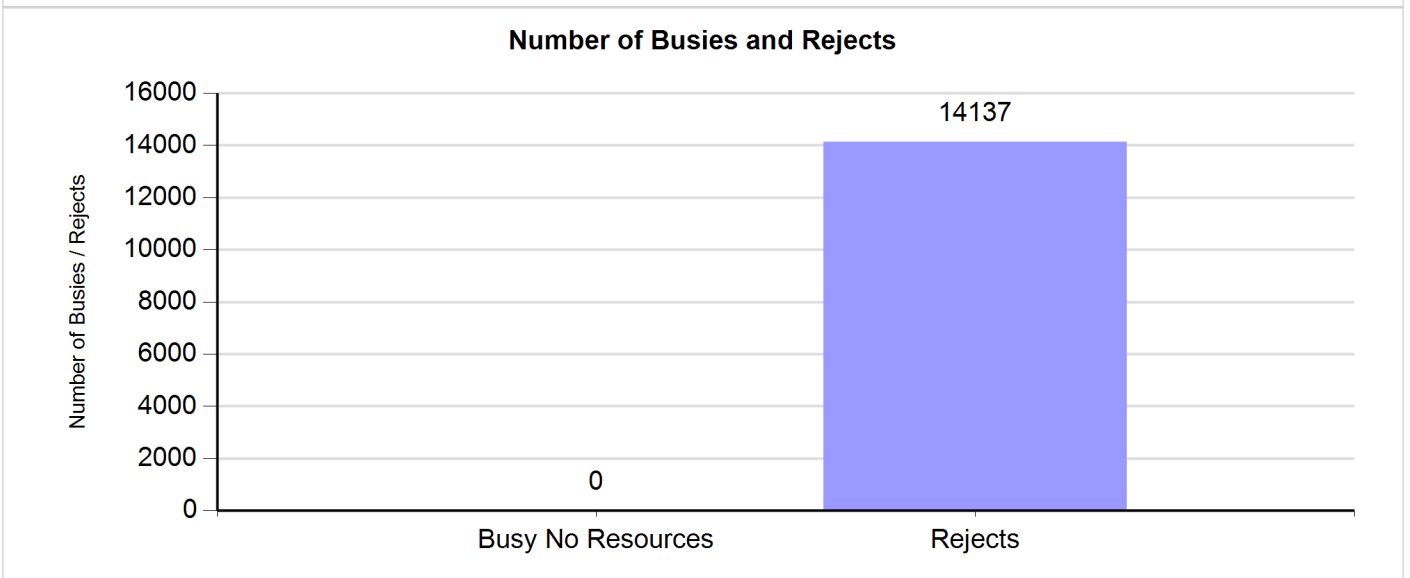
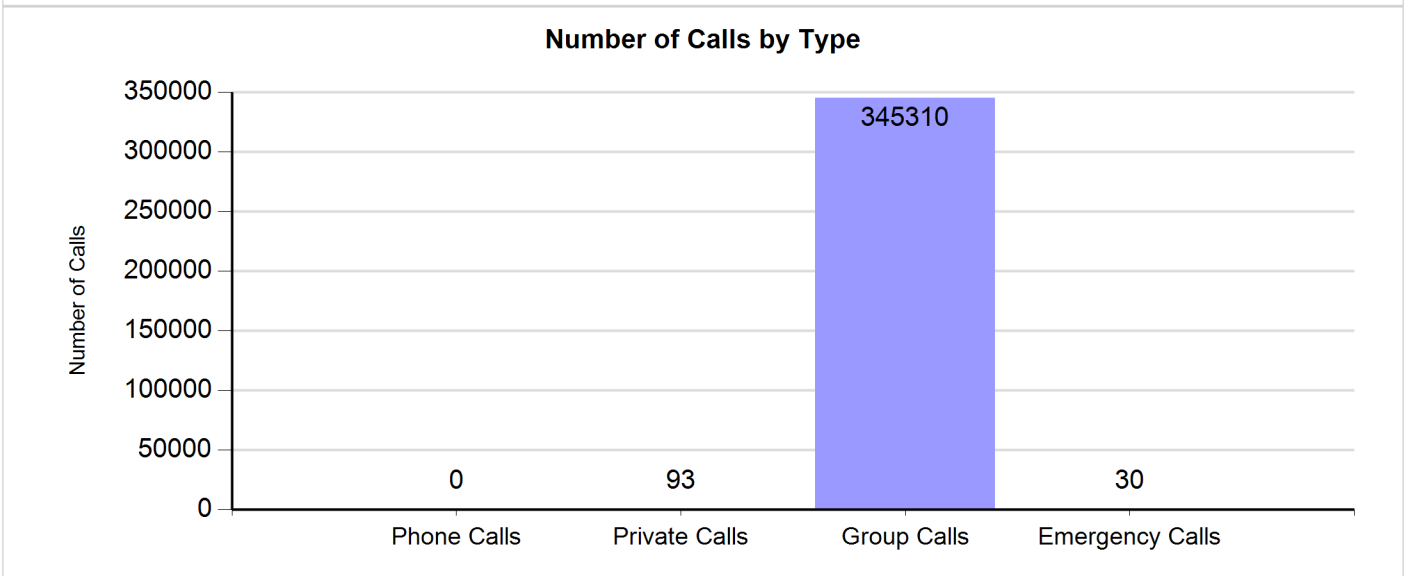
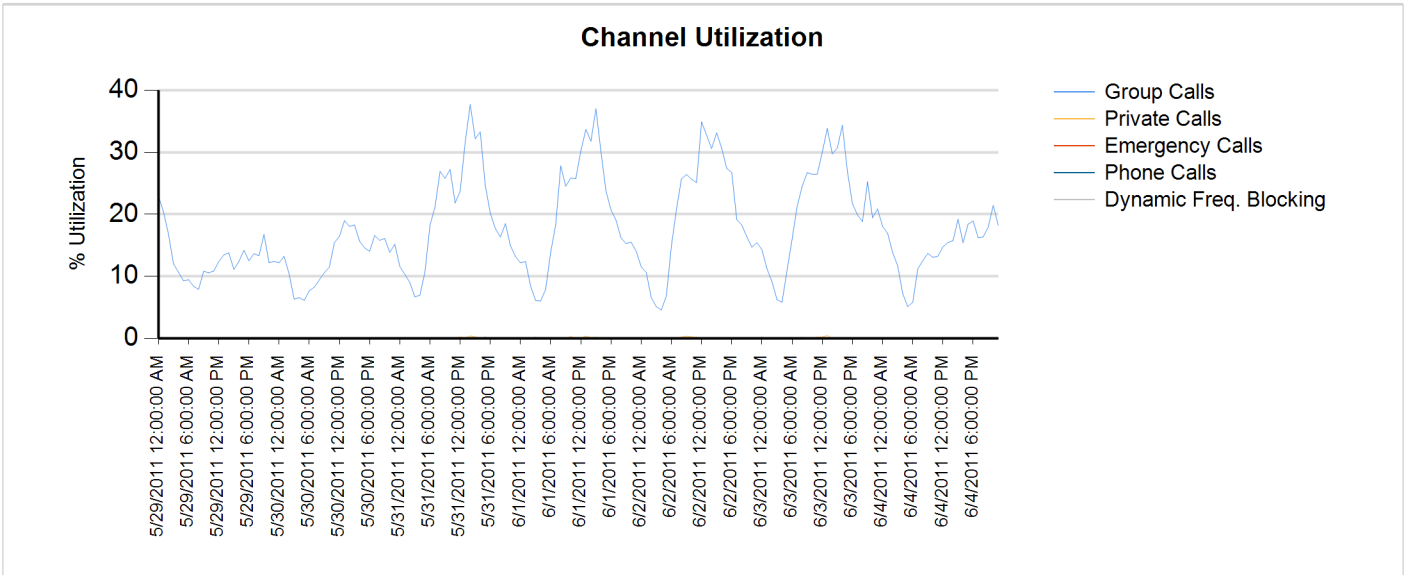
**Charlotte/ Mecklenburg (SIMULCAST)  
No Zone Resources  
June 2011**



# Site Report

Zone: CHARLOT - Site: SIMULCAST

Sunday, May 29, 2011 12:00:00 AM - Saturday, June 04, 2011 11:59:59 PM

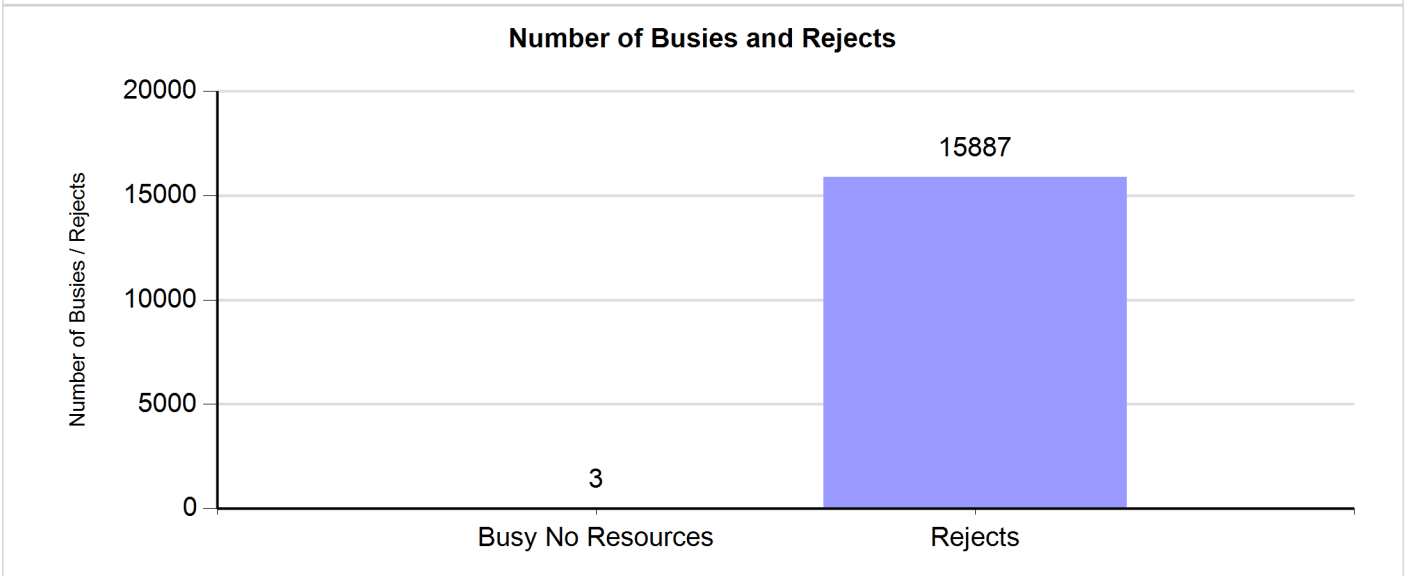
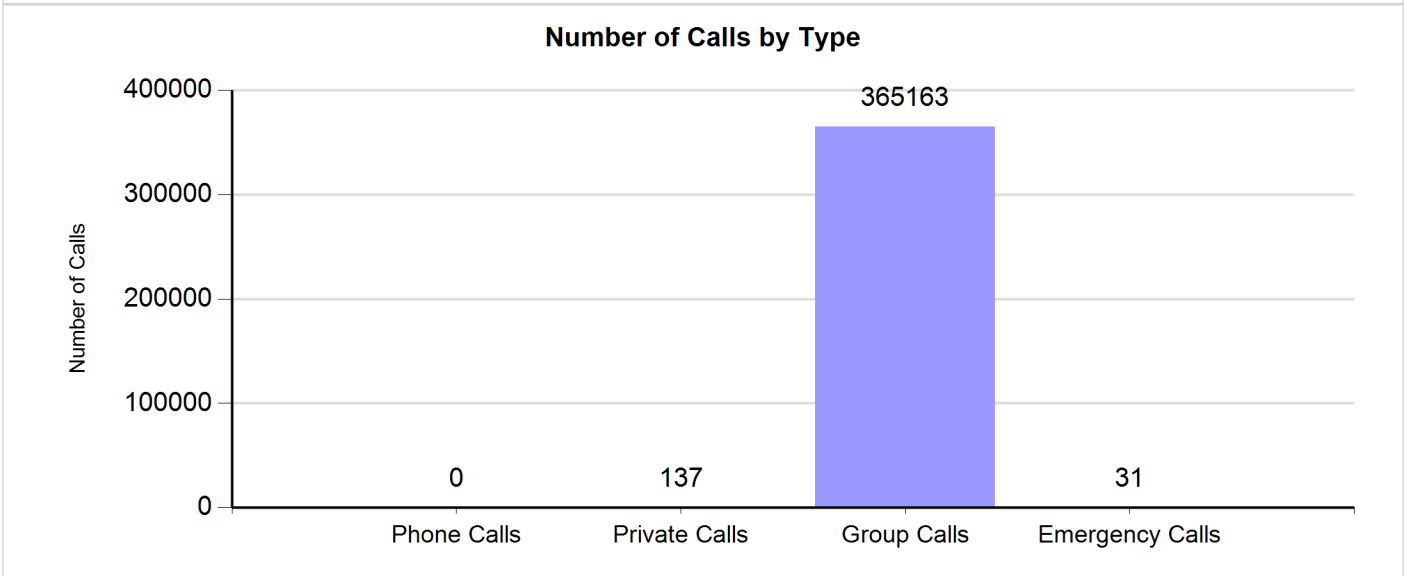
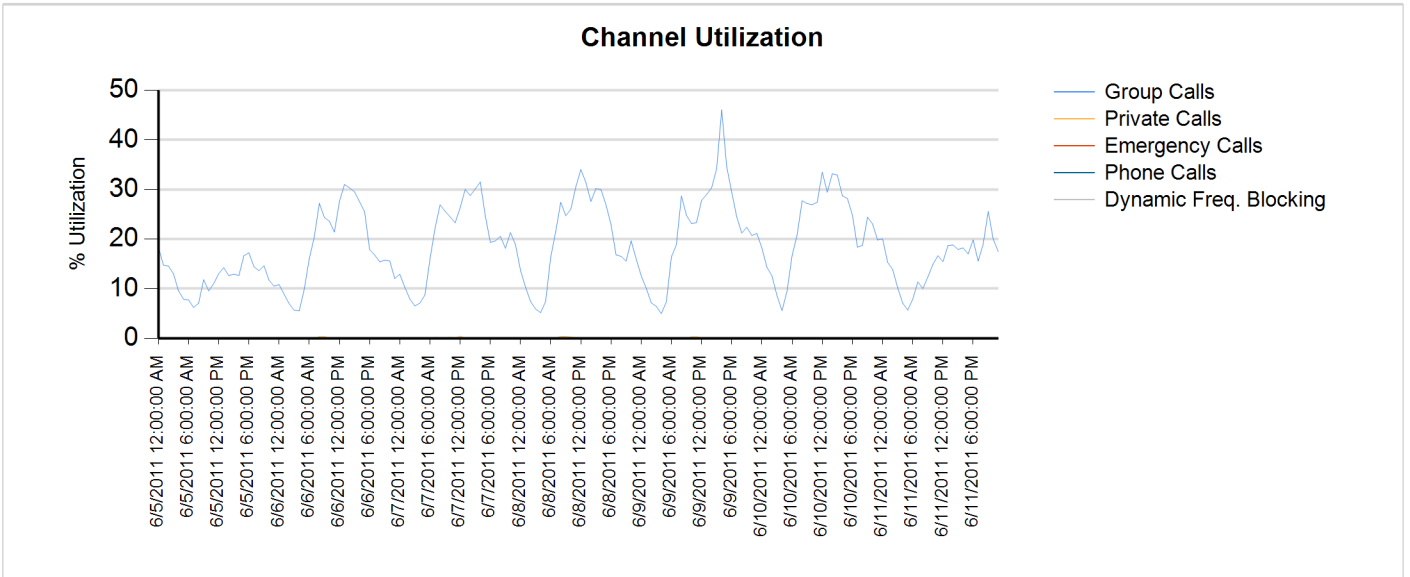




# Site Report

Zone: CHARLOT - Site: SIMULCAST

Sunday, June 05, 2011 12:00:00 AM - Saturday, June 11, 2011 11:59:59 PM

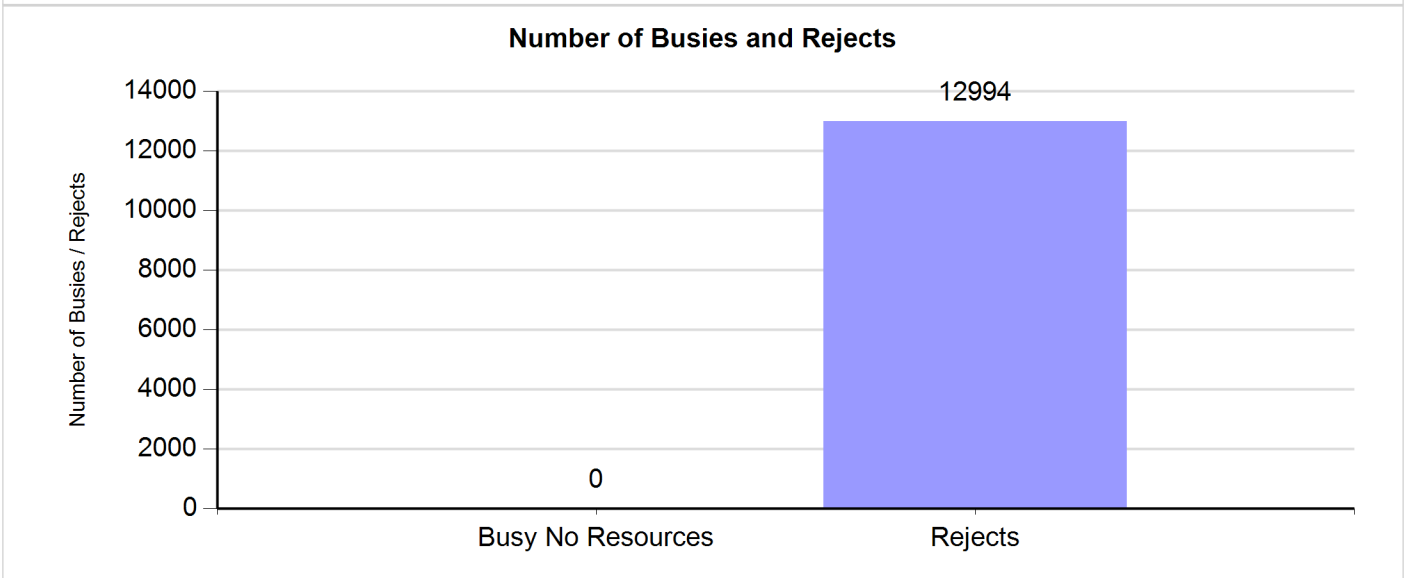
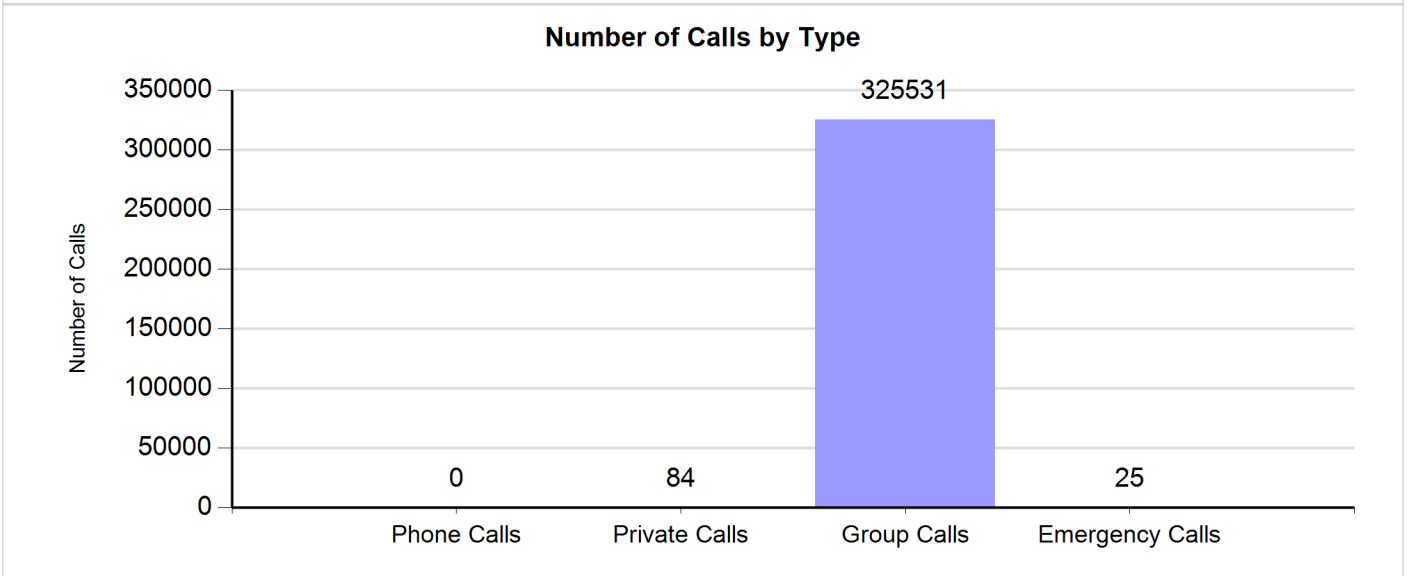
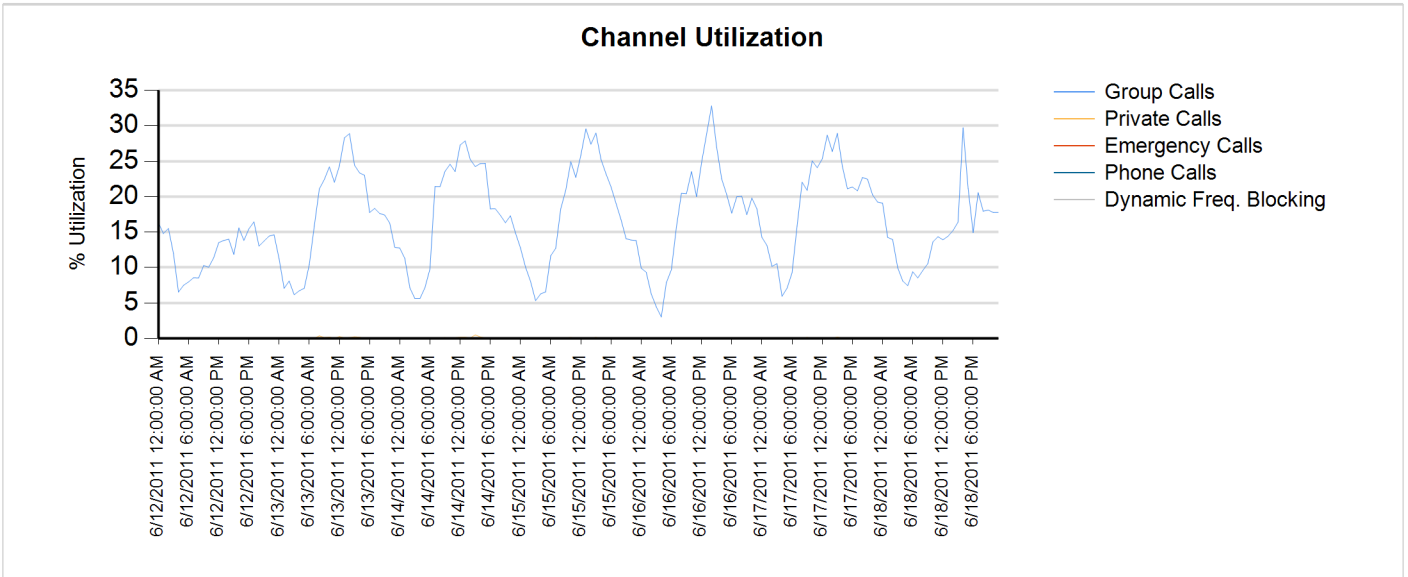




# Site Report

Zone: CHARLOT - Site: SIMULCAST

Sunday, June 12, 2011 12:00:00 AM - Saturday, June 18, 2011 11:59:59 PM



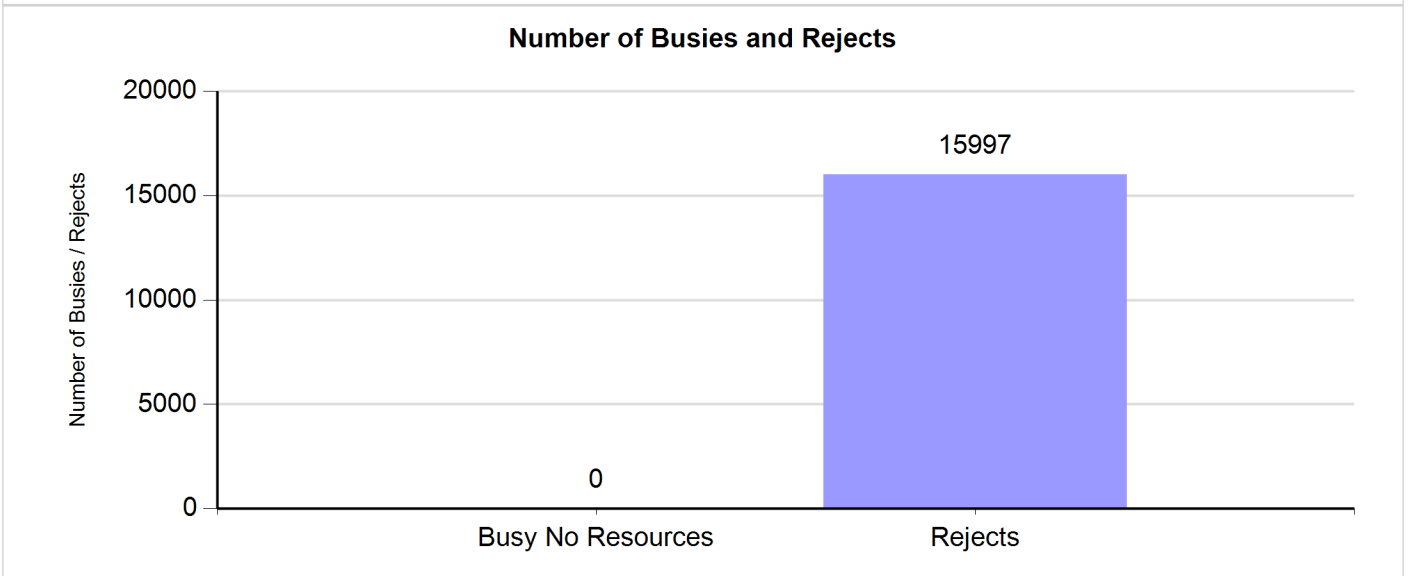
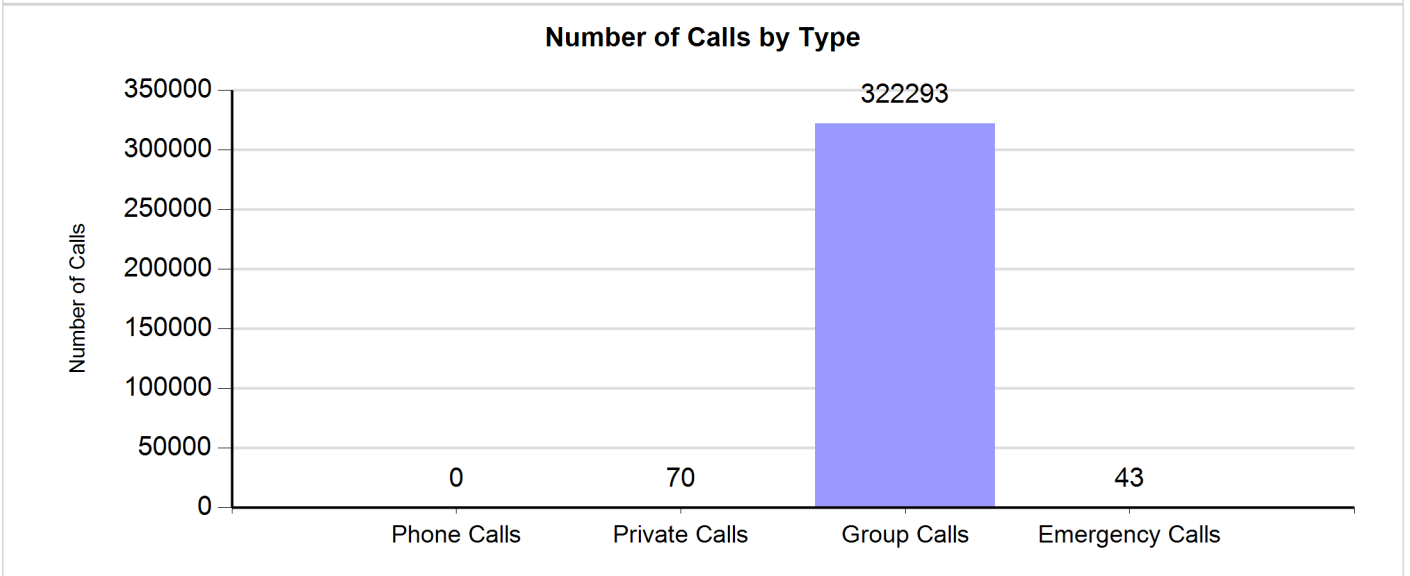
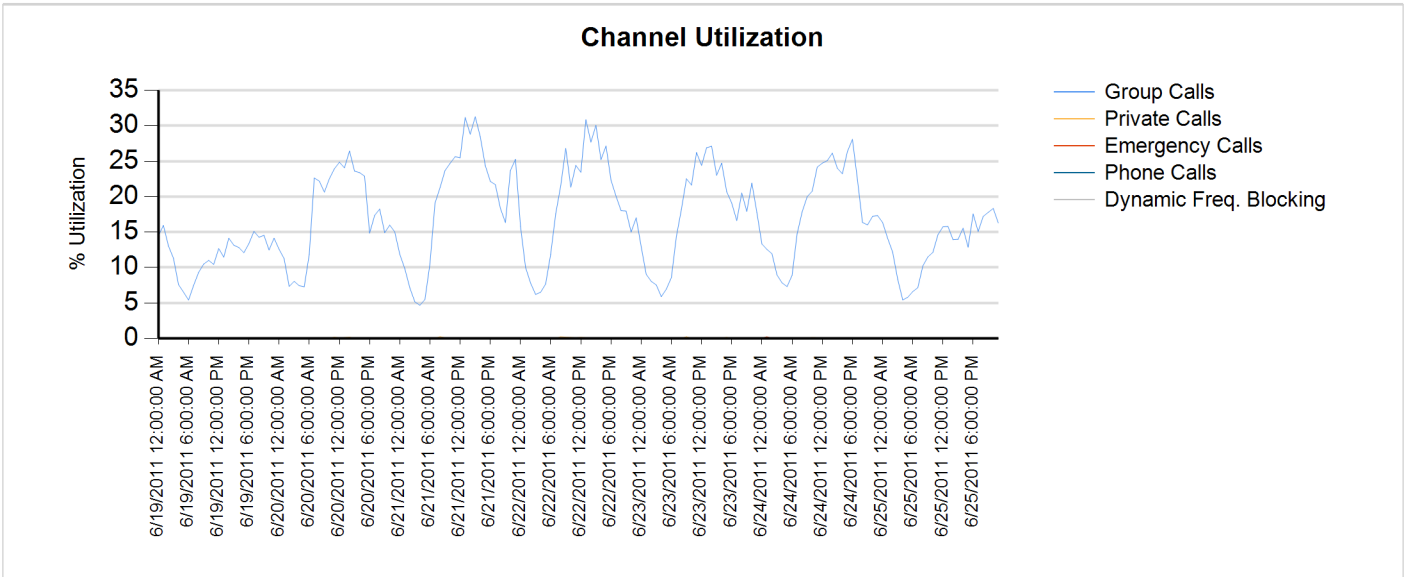




# Site Report

Zone: CHARLOT - Site: SIMULCAST

Sunday, June 19, 2011 12:00:00 AM - Saturday, June 25, 2011 11:59:59 PM





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

Case ID	Status	Type	Site Name	Severity	Title	Create Date
22703795	Closed	Network Management	SIMULCAST- MIDLAND - CHARLOTTE, CITY OF	Severity 1	NMO - Channel 6 Malfunctioned Illegal Carrier. > 15 minutes	5/31/2011 3:44
22706958	Closed	Technical Dispatch	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 3	Channel 22 and 11 maintenance	6/1/2011 10:32
22706992	Closed	Request for RA	Cherryville-Charlotte, City of; NC	Severity 2	Request for Advance Replacement Part#CLF1849A	6/1/2011 10:47
22707425	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Console 7 is locked	6/1/2011 13:54
22707966	Closed	Technical Dispatch	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 1	NMO - Tyvola - Channel 11 Malfunction, No TSTAT During Call > 15 Minutes	6/1/2011 16:50
22708283	Closed	Request for RA	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 2	Request for repair	6/2/2011 8:30
22708308	Closed	Technical Dispatch	MATTHEWS P25 PRIME SITE	Severity 2	Doing Zone database optimization	6/2/2011 8:42
22708470	Closed	Technical Dispatch	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 3	Checking channel 11	6/2/2011 9:51
22709016	Off Deferral	Technical Support	GASTON EOC - CHARLOTTE, CITY OF	Severity 2	\$Cassidian - MCC5500 Since upgrading to 2.5.0 release MDC decoding intermittent	6/2/2011 14:12
22709575	Closed	Technical Dispatch	CORNELIUS/NORTH MECK-CHARLOTTE	Severity 1	NMO - Z001DS012R1.NMD12.ZONE1 Down WAN SLOT 5 bouncing	6/2/2011 22:36
22710627	Closed	Technical Dispatch	CHARLOTTE P25 MASTER SITE-CHARLOTTE	Severity 2	SOC_Antivirus Client removed from host Z001S006NMC01	6/3/2011 15:51
22710968	Closed	Network Management	SIMULCAST- MIDLAND - CHARLOTTE, CITY OF	Severity 1	NMO - Channel 23 Malfunction	6/4/2011 10:32
22711982	Closed	Technical Dispatch	SIMULCAST- MIDLAND - CHARLOTTE, CITY OF	Severity 3	Preventative Maintenance	6/6/2011 12:23
22711987	Closed	Technical Dispatch	SIMULCAST- MIDLAND - CHARLOTTE, CITY OF	Severity 1	NMO-Midland-chan 23 user disabled, user requested	6/6/2011 12:25
22714431	Closed	Technical Dispatch	MT HOLLY PD - CHARLOTTE, CITY OF	Severity 1	Consoles are not hitting the system	6/8/2011 8:23
22716262	Closed	Request for RA	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 2	Request for repair	6/9/2011 10:36
22717146	Closed	Network Management	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 1	NMO- Multiple Channels in alarm Malfunction	6/9/2011 16:24
22718625	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 1	Radio Pos# 3 -Center Tx button is sticking, keeping Mic open	6/10/2011 16:38
22718978	Closed	Technical Dispatch	MT HOLLY PD - CHARLOTTE, CITY OF	Severity 1	path is down	6/12/2011 8:01
22719011	Closed	Network Management	SIMULCAST-CGMC - CHARLOTTE, CITY OF	Severity 1	NMO RIB malf (illegal carrier) on chan 1	6/12/2011 14:02
22719035	Closed	Technical Dispatch	UNC CHARLOTTE - CHARLOTTE, CITY OF	Severity 1	One Console of the two is down on the site.	6/12/2011 18:28
22719092	Closed	Network Management	SIMULCAST-CGMC - CHARLOTTE, CITY OF	Severity 1	NMO-Illegal carrier channel 21 > 15 minutes	6/13/2011 2:22
22719848	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 2	NMO-z001s004Op8.nmd4-CommFailure	6/13/2011 13:37
22720625	Closed	Network Management	SIMULCAST-CGMC - CHARLOTTE, CITY OF	Severity 1	NMO-Illegal carrier channel 27 > 15 minutes	6/14/2011 3:45
22720650	Closed	Technical Dispatch	SIMULCAST-NORTH TOWER - CHARLOTTE, CITY OF	Severity 3	PM on Ch. 27 North Tower.	6/14/2011 6:51
22721507	Closed	Technical Dispatch	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 2	UPS Maintenance	6/14/2011 14:04
22722123	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	Station # 40 has no lights	6/14/2011 23:07
22723228	Closed	Technical Support	MATTHEWS P25 PRIME SITE	Severity 2	ASTRO7.7 - Customer is receiving 'failed to parse xml' message in Voyence	6/15/2011 13:42
22724866	Closed	Request for RA	SIMULCAST-MATTHEWS - CHARLOTTE, CITY OF	Severity 2	Depot on DQCD860C	6/16/2011 14:57
22725296	Closed	Network Management	SIMULCAST-BELHAVEN - CHARLOTTE, CITY OF	Severity 1	NMO - Channel 10 Out of Wide Service	6/17/2011 4:18
22727347	Closed	Technical Dispatch	SIMULCAST-SUGAR CREEK CO LOC - CHARLOTTE	Severity 3	Replacement of receive antenna at Tower Site.	6/20/2011 10:58
22733210	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 2	Fire Station # 11 are RX lights but no audio on the alerting system	6/24/2011 1:09
22733303	Closed	Technical Dispatch	UNION 911-CHARLOTTE, CITY OF-CHARLOTTE	Severity 1	Bleed over, excessive static and echoing on dispatch on county fire channels	6/24/2011 8:52

<b>Severity 1</b>	<b>17</b>
<b>Severity 2</b>	<b>11</b>
<b>Severity 3</b>	<b>5</b>
<b>Total</b>	<b>33</b>

# 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