



# **SmartZone Metric Report**

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

**November 2011**



# Table of Contents

November-2011

	<b>Page</b>
Summary Sheet	1
System Push To Talks	2
P25 Device 5_9s Chart	3
P25 Site Resource Chart	4
P25 Site Calls Chart	5
First week all P25 Site Charts	6
First week P25 Cause Action Plan	7
Second week all P25 Site Charts	8
Second week P25 Cause Action Plan	9
Third week all P25 Site Charts	10
Third week P25 Cause Action Plan	11
Fourth week all P25 Site Charts	12
Fourth week P25 Cause Action Plan	13
SIMULCAST 5_9s Chart	14
SIMULCAST Site Resource Chart	15
SIMULCAST Site Calls Chart	16
First week all SIMULCAST Site Charts	17
First week SIMULCAST Cause Action Plan	Omitted
Second week all SIMULCAST Site Charts	18
Second week SIMULCAST Cause Action Plan	Omitted
Third week all SIMULCAST Site Charts	19
Third week SIMULCAST Cause Action Plan	Omitted
Fourth week all SIMULCAST Site Charts	20
Fourth week SIMULCAST Cause Action Plan	Omitted
Case Report	21
Calendar	22

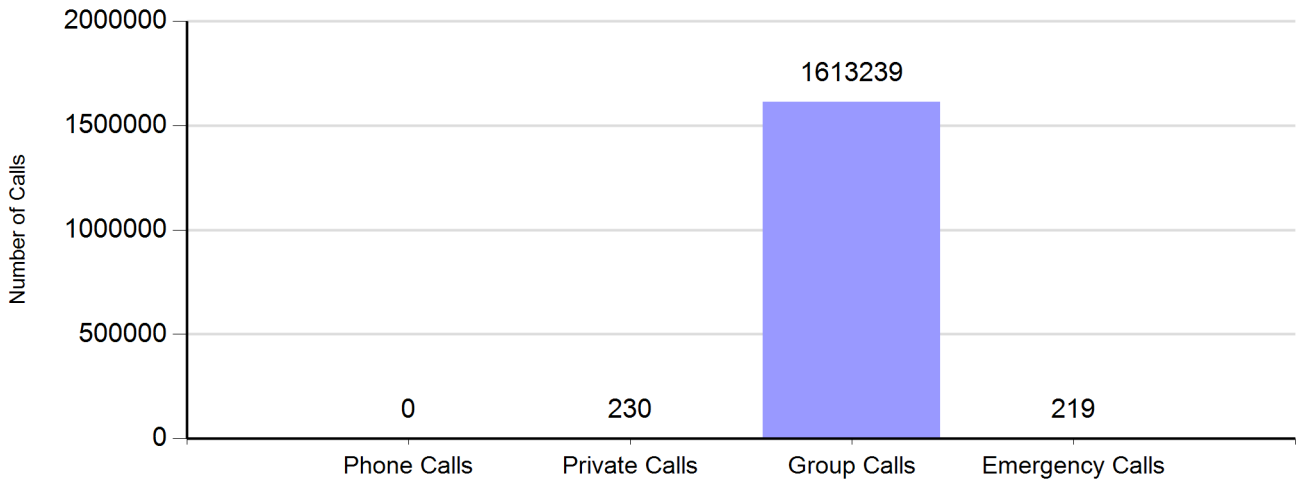
R.A.D.I.O Summary		
Charlotte/Mecklenburg P25 and SIMULCAST System		
November-2011		
Cases	47	
System Push To Talks	2,655,186	

Charlotte/Mecklenburg P25 Site		
Total 5-9's	5.59	
P25 Calls	191,113	
No Site Resouce Count	0	

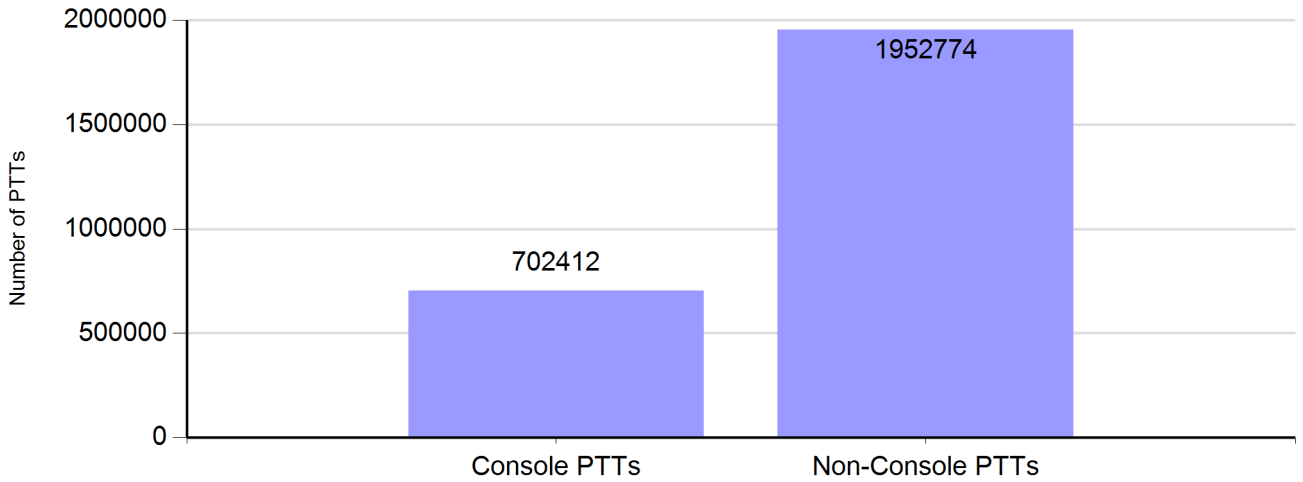
Charlotte/Mecklenburg SIMULCAST Site		
Total 5-9's	6.56	
SIMULCAST Calls	1,253,217	
No Site Resouce Count	0	

# Zone Call Report

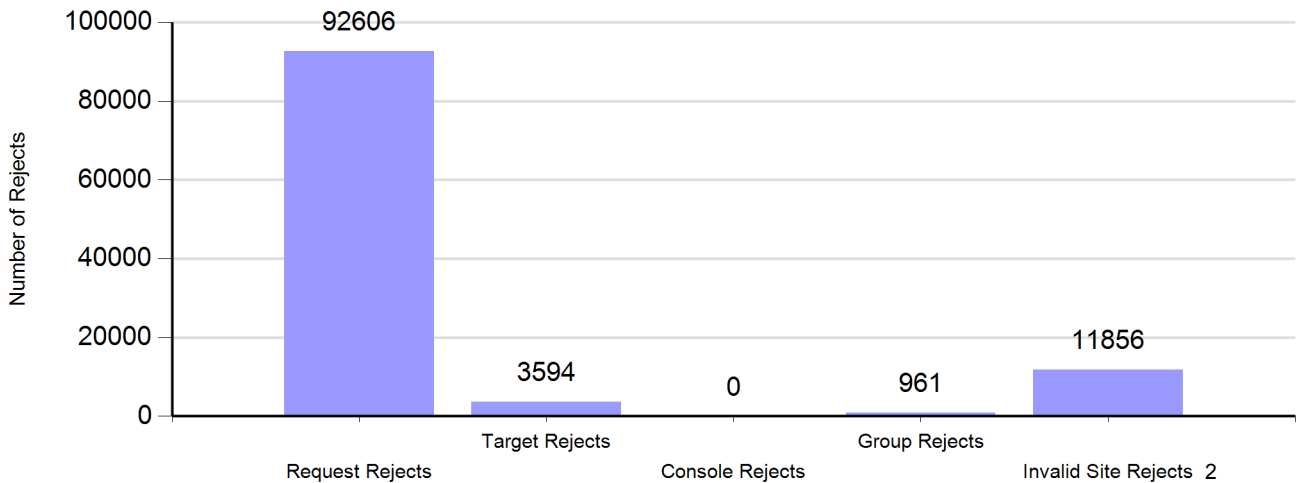
## Number of Calls by Type



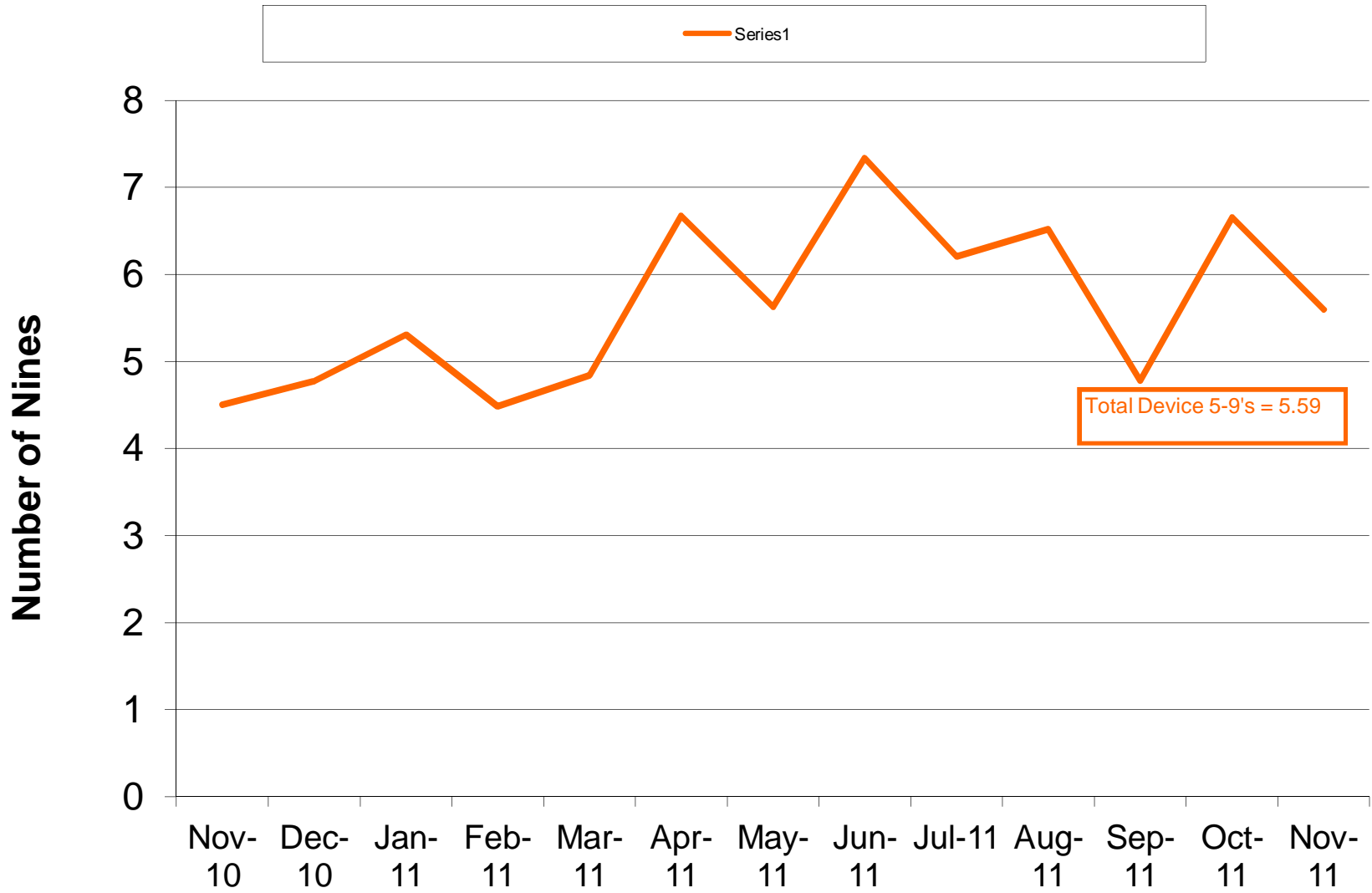
## Number of Zone PTTs



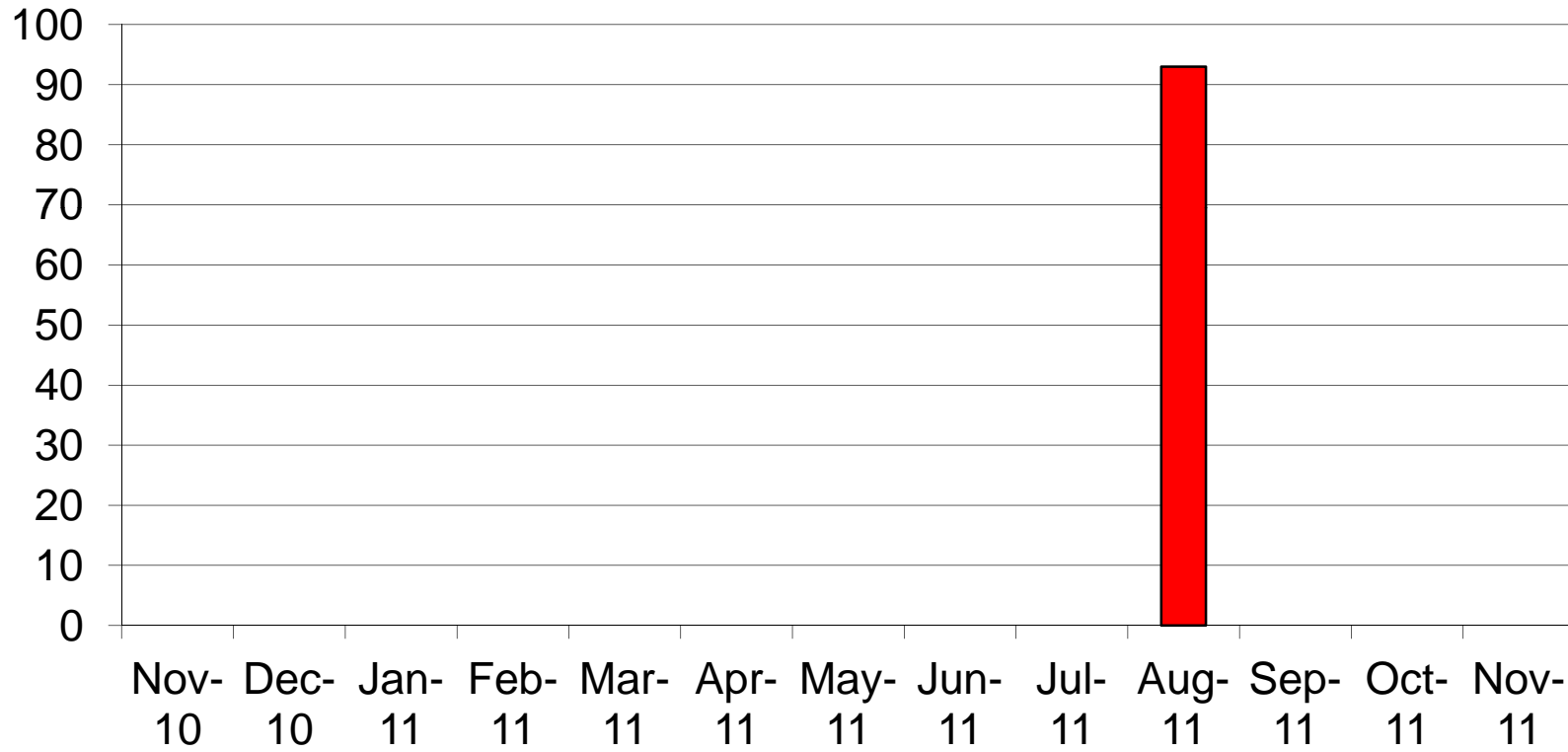
## Reasons for Reject



# Charlotte/Mecklenburg P25 5-9's

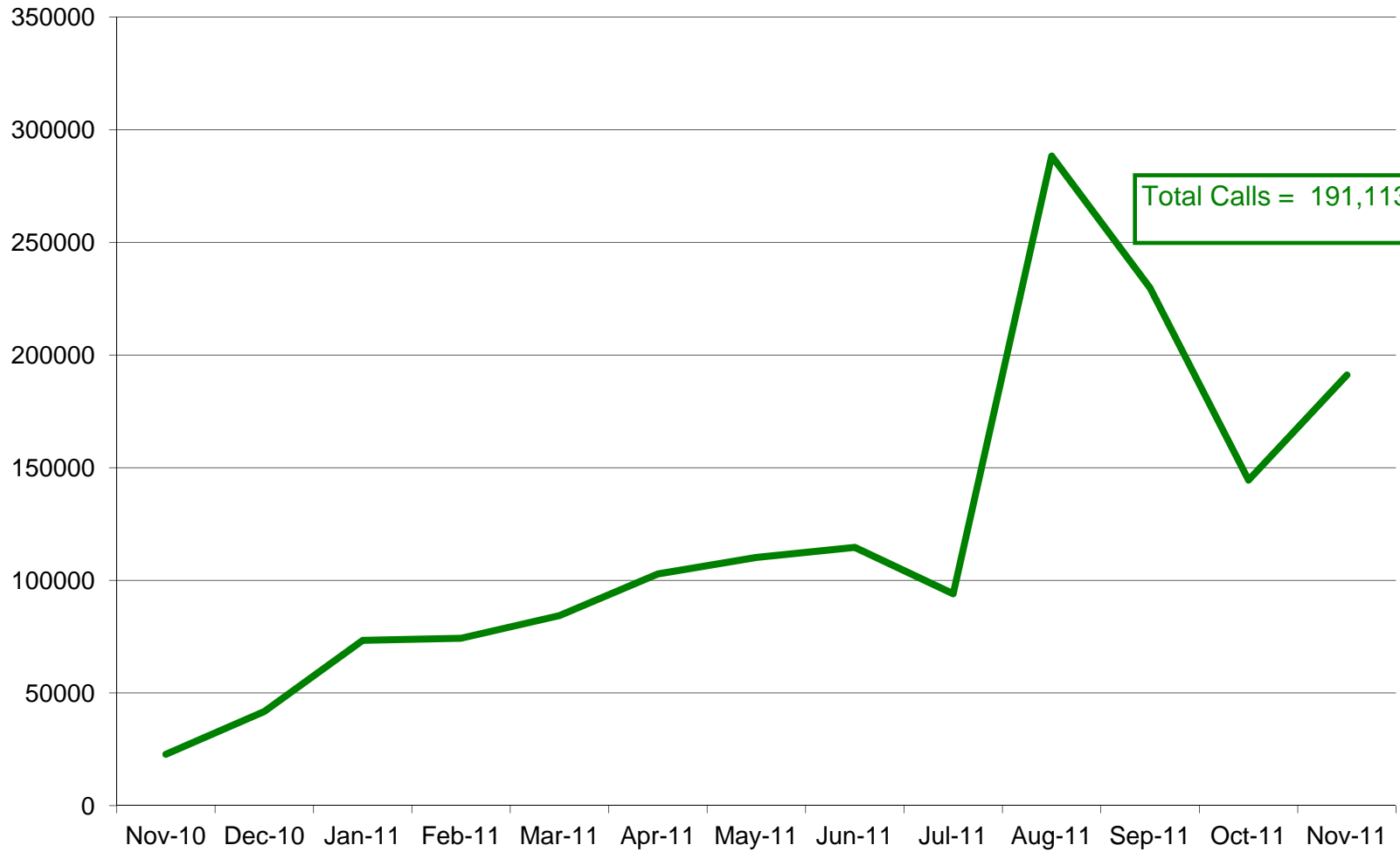


## Charlotte/ Mecklenburg P25 No Site Resources



### Charlotte/Mecklenburg P25 System Calls

Series3

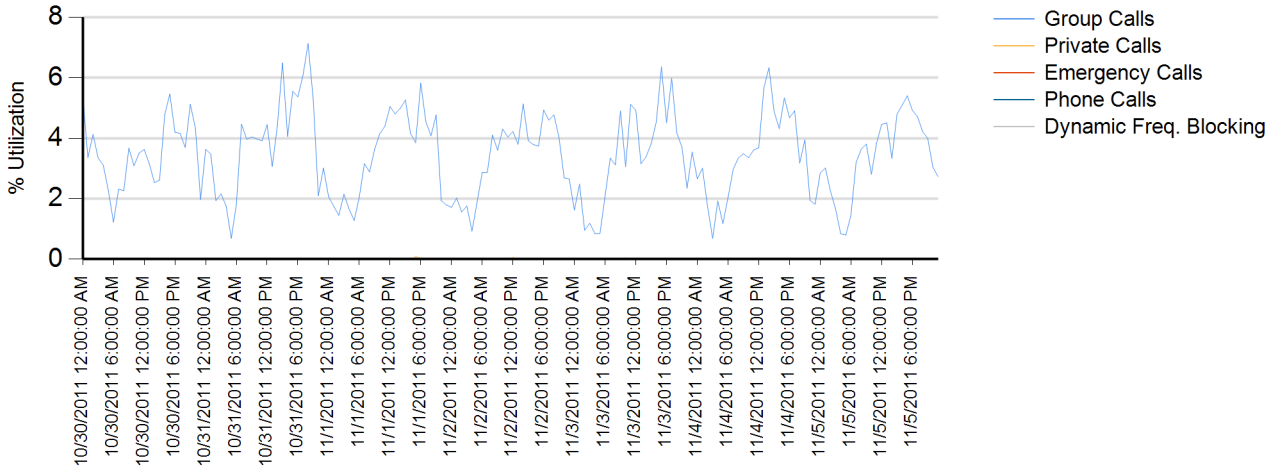


# Site Report

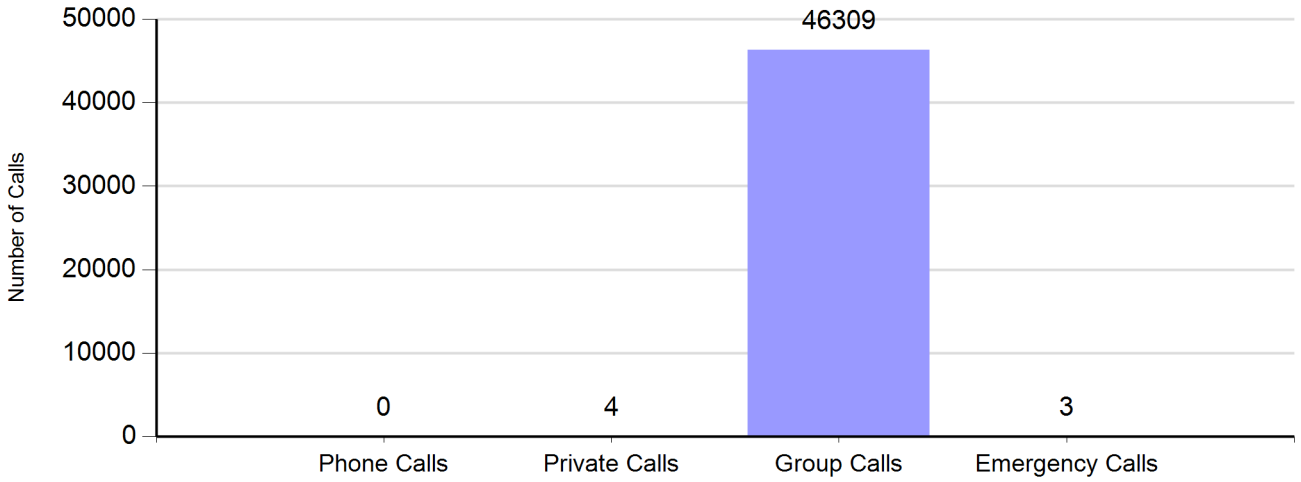
Zone: CHARLOT - Site: Matthews Prime

Sunday, October 30, 2011 12:00:00 AM - Saturday, November 05, 2011 11:59:59 PM

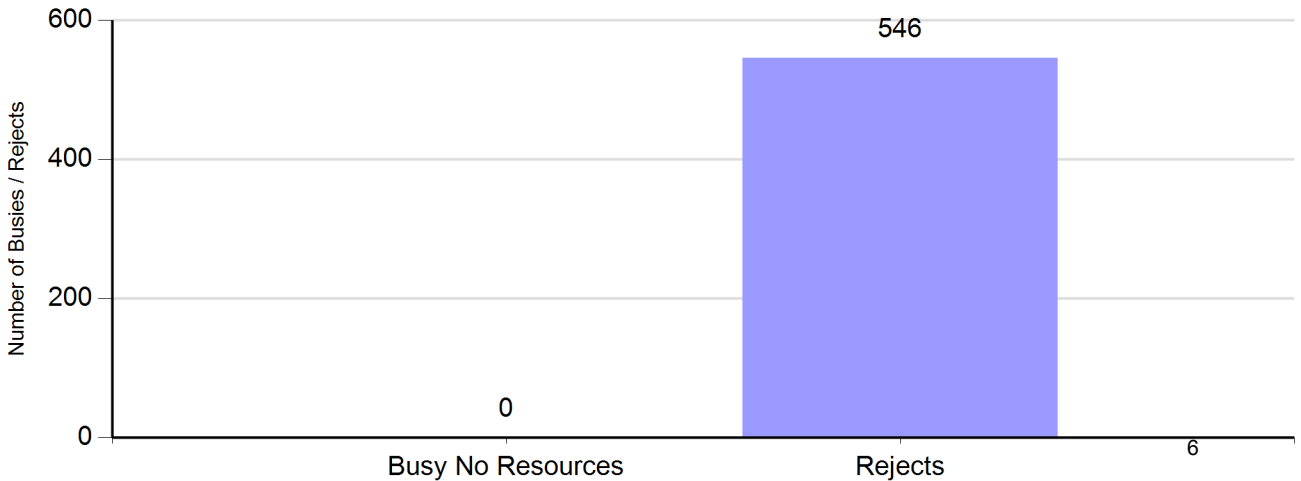
## Channel Utilization



## Number of Calls by Type



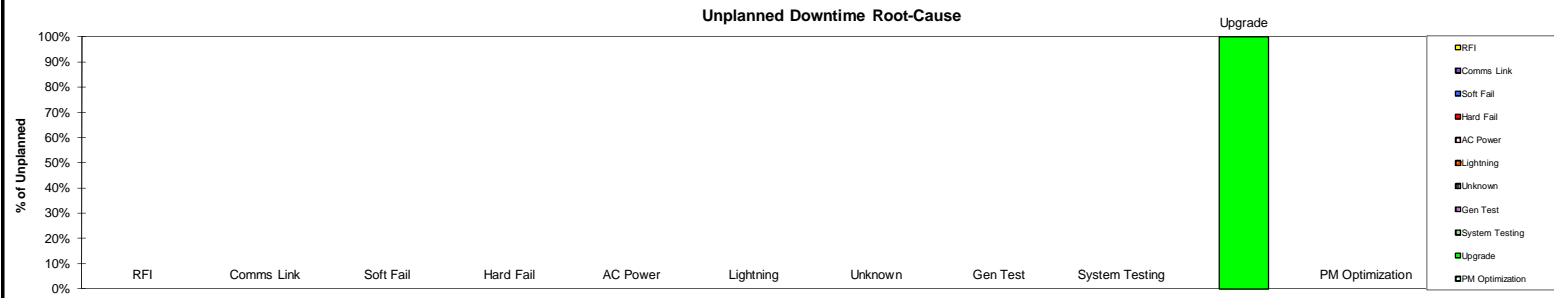
## Number of Buses and Rejects





**Root-Cause/Action Items Charlotte/Mecklenburg P25**

week ending date 11/5/2011



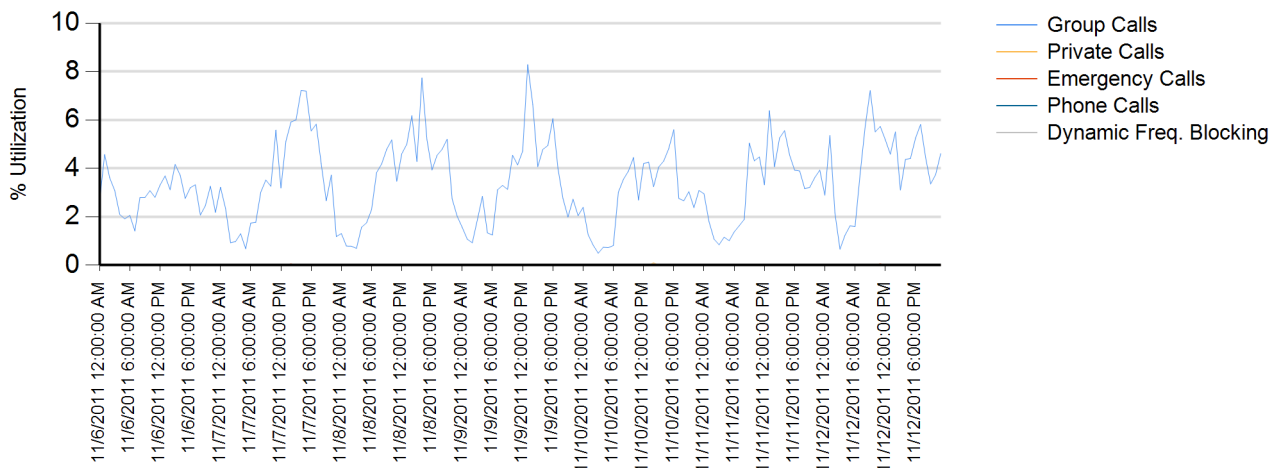
Date of Event	Device Description	Seconds Device Downtime	Problem Description	Root Cause	Mot. OR 3rd Party Equip.	Customer Impact	Solution Identified	Case Number	Target Date
11/3	Base Radio	1,277	CMGC P25 SUB SITE-Channel 2 and 6	Channel Malfunction related to Upgrade	Mot	Sev 1	Upgrade Work Complete	22884513	Closed

# Site Report

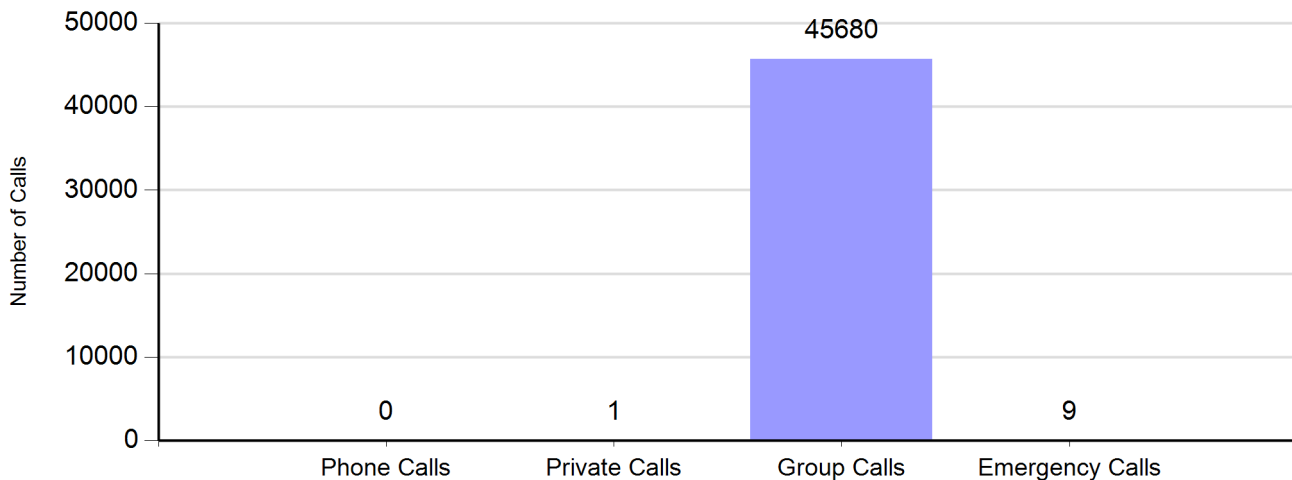
Zone: CHARLOT - Site: Matthews Prime

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

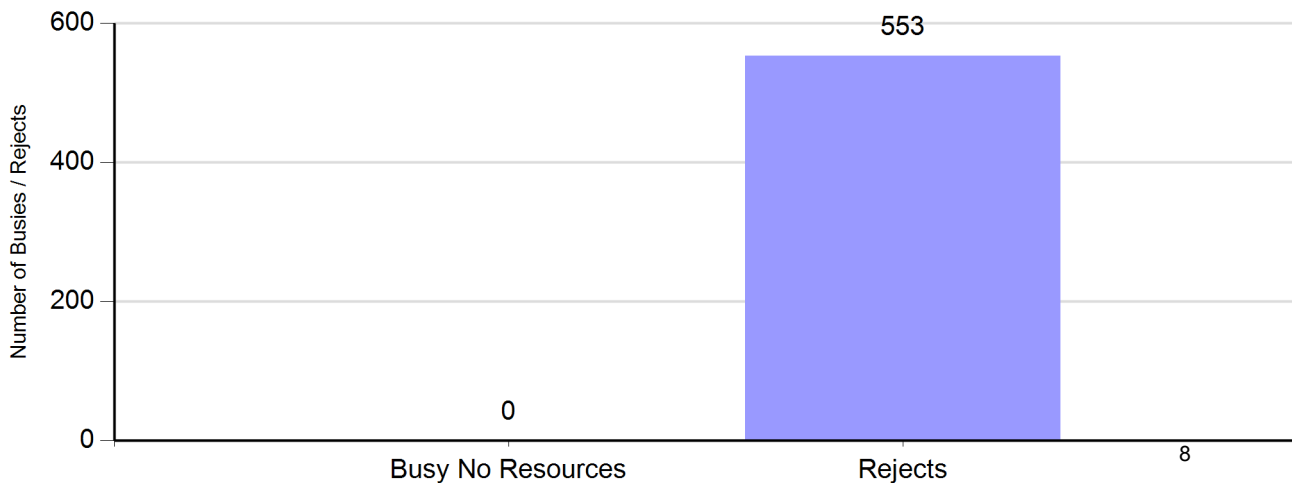
## Channel Utilization



## Number of Calls by Type

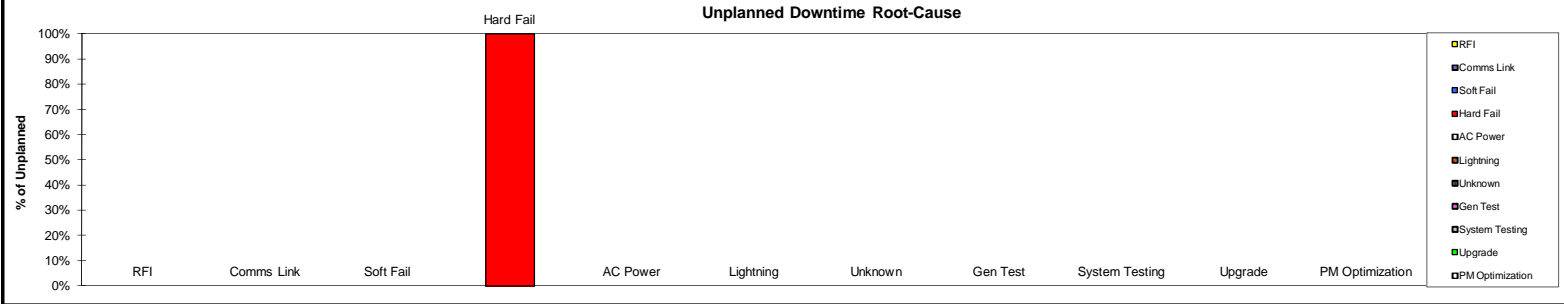


## Number of Busies and Rejects



**Root-Cause/Action Items Charlotte/Mecklenburg P25**

week ending date 11/12/2011



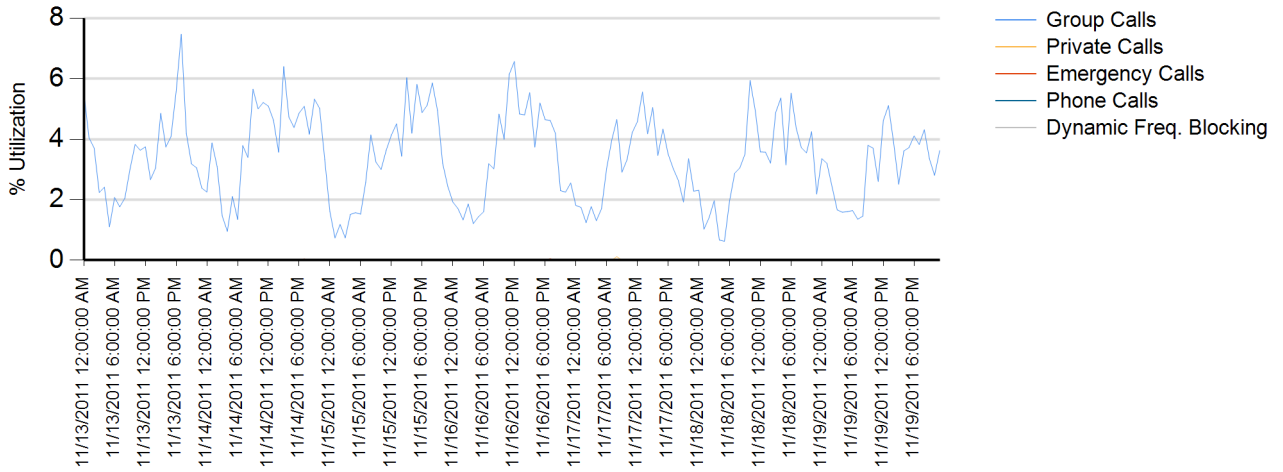
Date of Event	Device Description	Seconds Device Downtime	Problem Description	Root Cause	Mot. OR 3rd Party Equip.	Customer Impact	Solution Identified	Case Number	Target Date
11/11	Base Radio	1,047	CMGC P25 SUB SITE- Channel 6	Channel Initialztion	Mot	Sev 1	Hardware Failure, Part Replaced	22893849	Closed

# Site Report

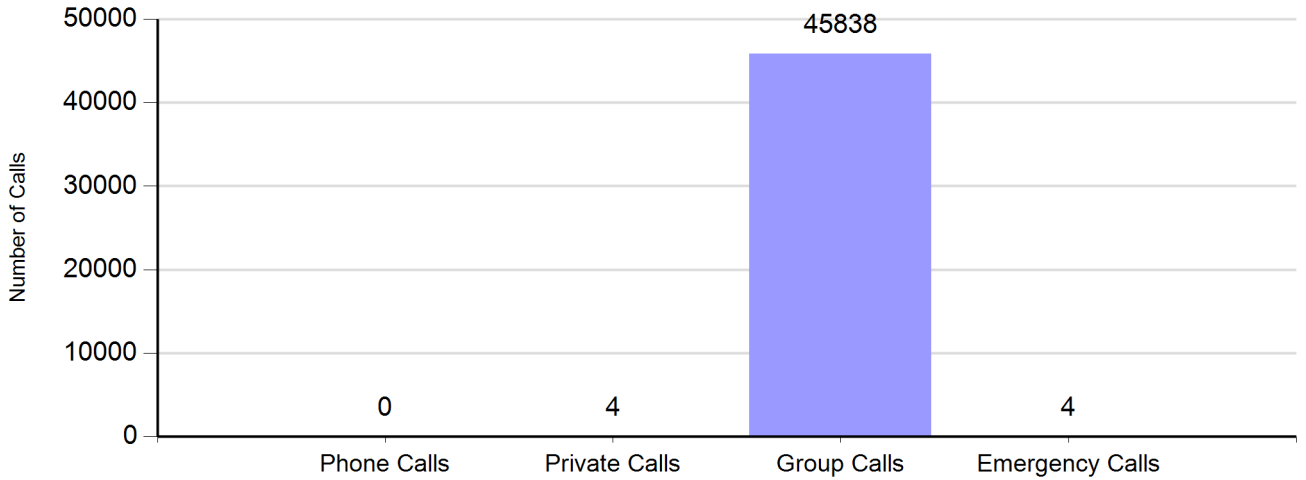
Zone: CHARLOT - Site: Matthews Prime

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

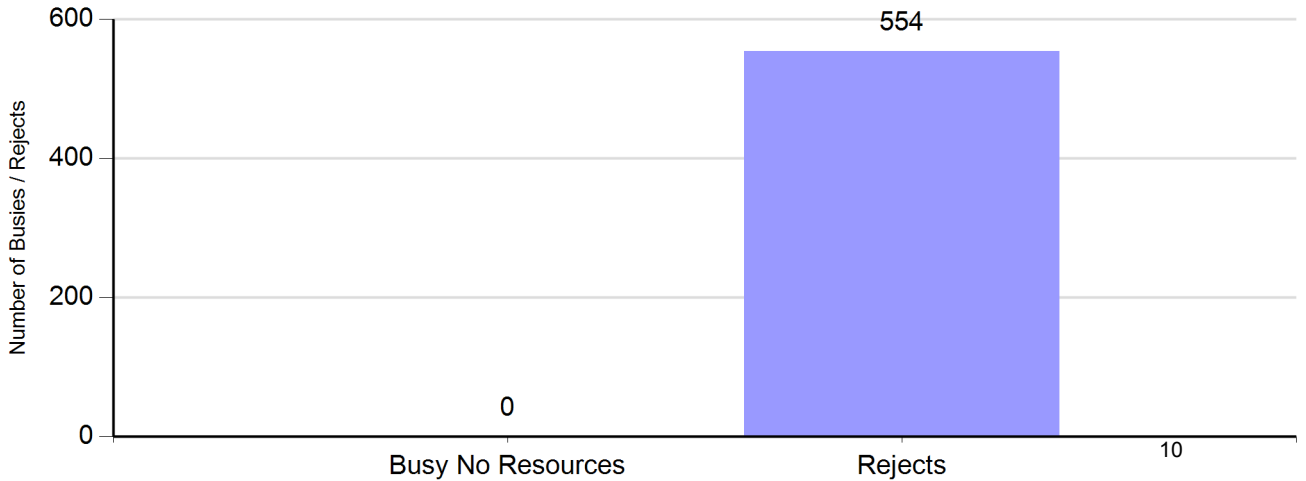
## Channel Utilization



## Number of Calls by Type

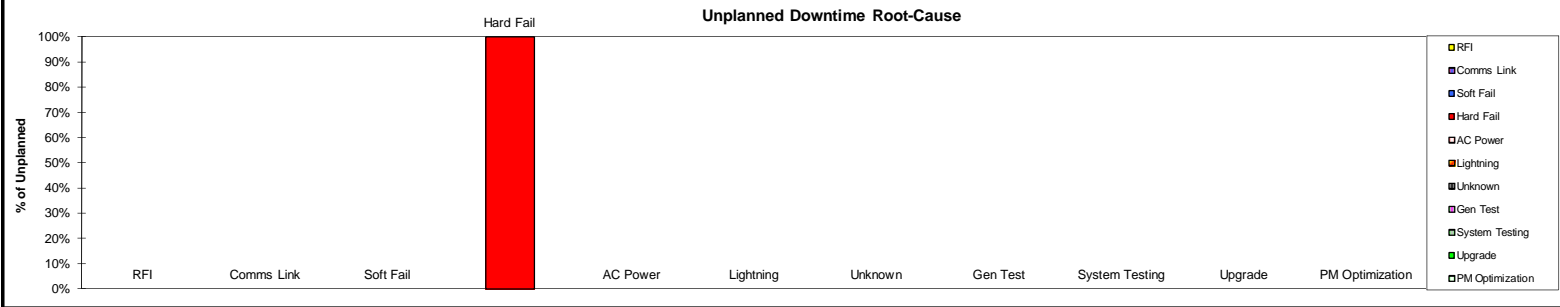


## Number of Buses and Rejects



Root-Cause/Action Items Charlotte/Mecklenburg P25

week ending date 11/19/2011



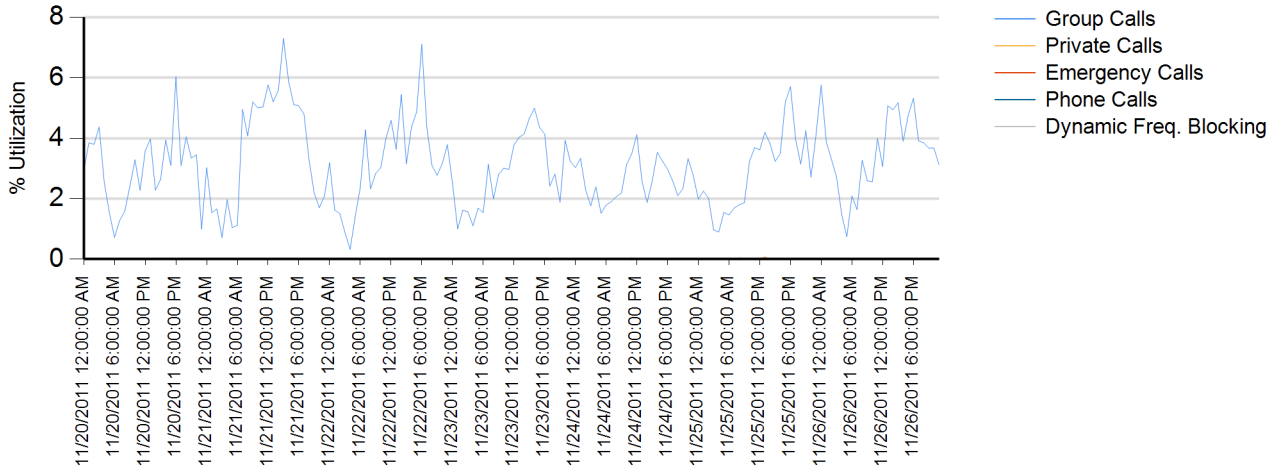
Date of Event	Device Description	Seconds Device Downtime	Problem Description	Root Cause	Mot. OR 3rd Party Equip.	Customer Impact	Solution Identified	Case Number	Target Date
11/16	Base Radio	8,400	NORTH P25 SUB SITE	Replacing a combiner	3rd Party	Sev 1	Combiner at site was replaced	22897759	Closed

# Site Report

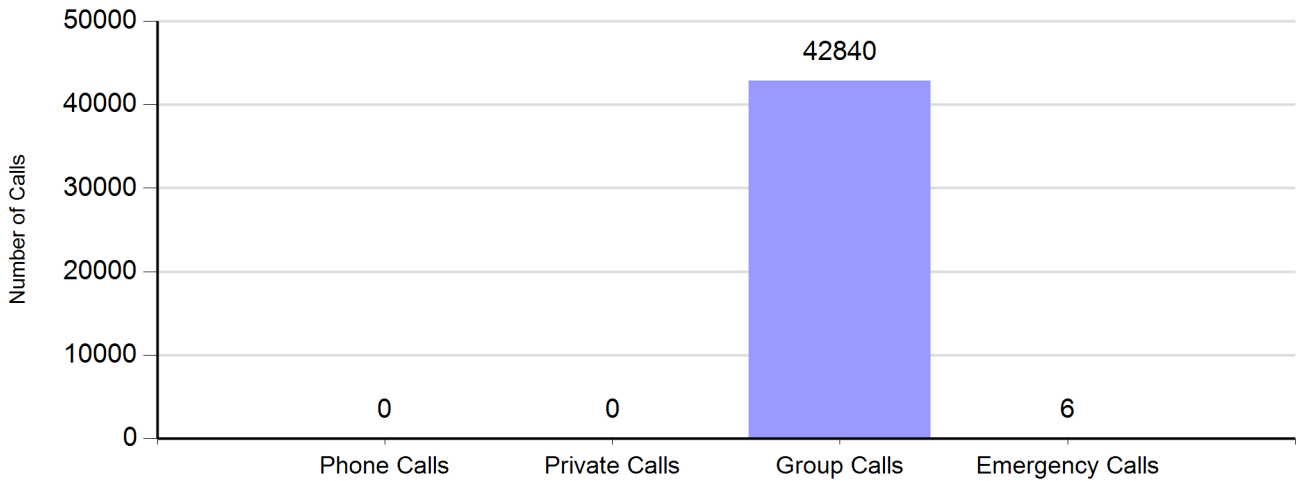
Zone: CHARLOT - Site: Matthews Prime

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

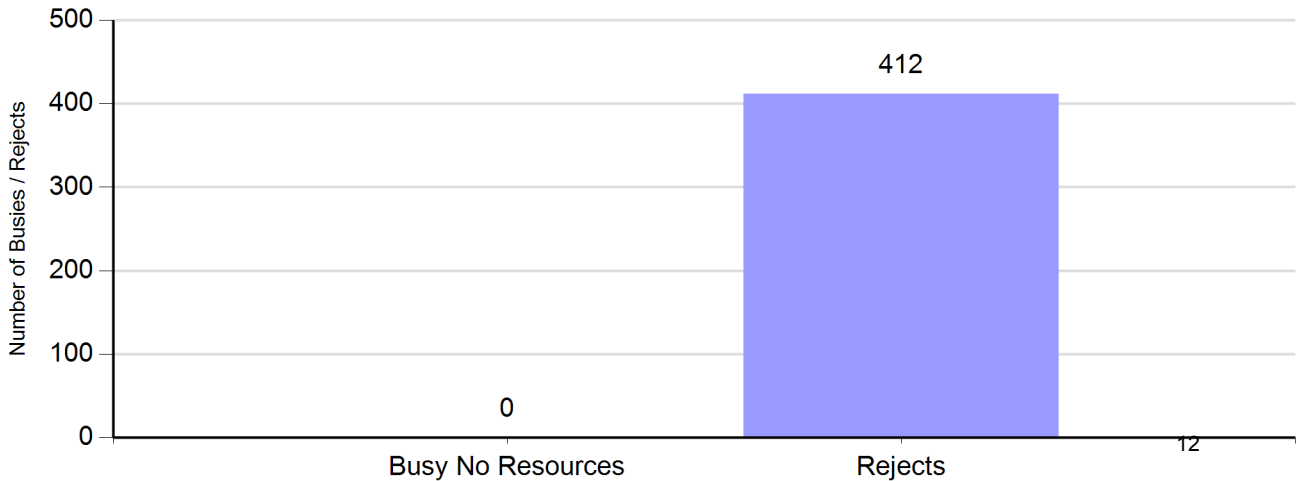
## Channel Utilization

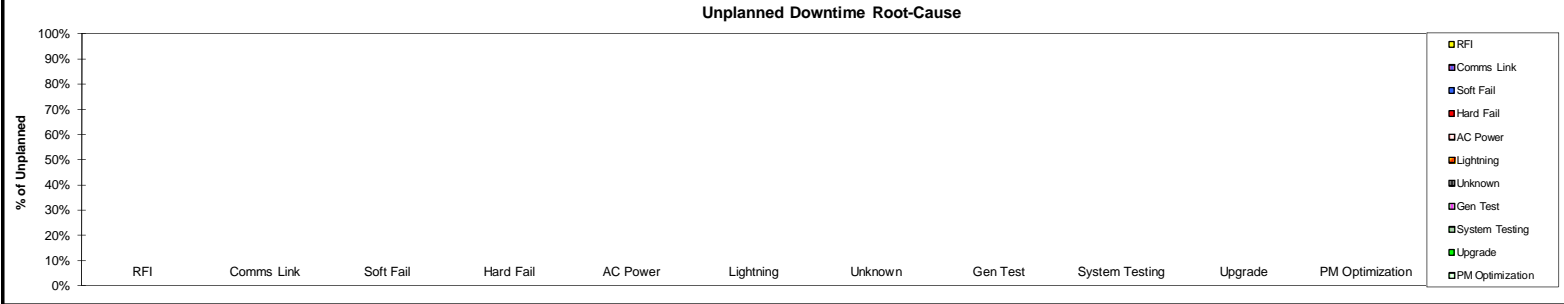


## Number of Calls by Type



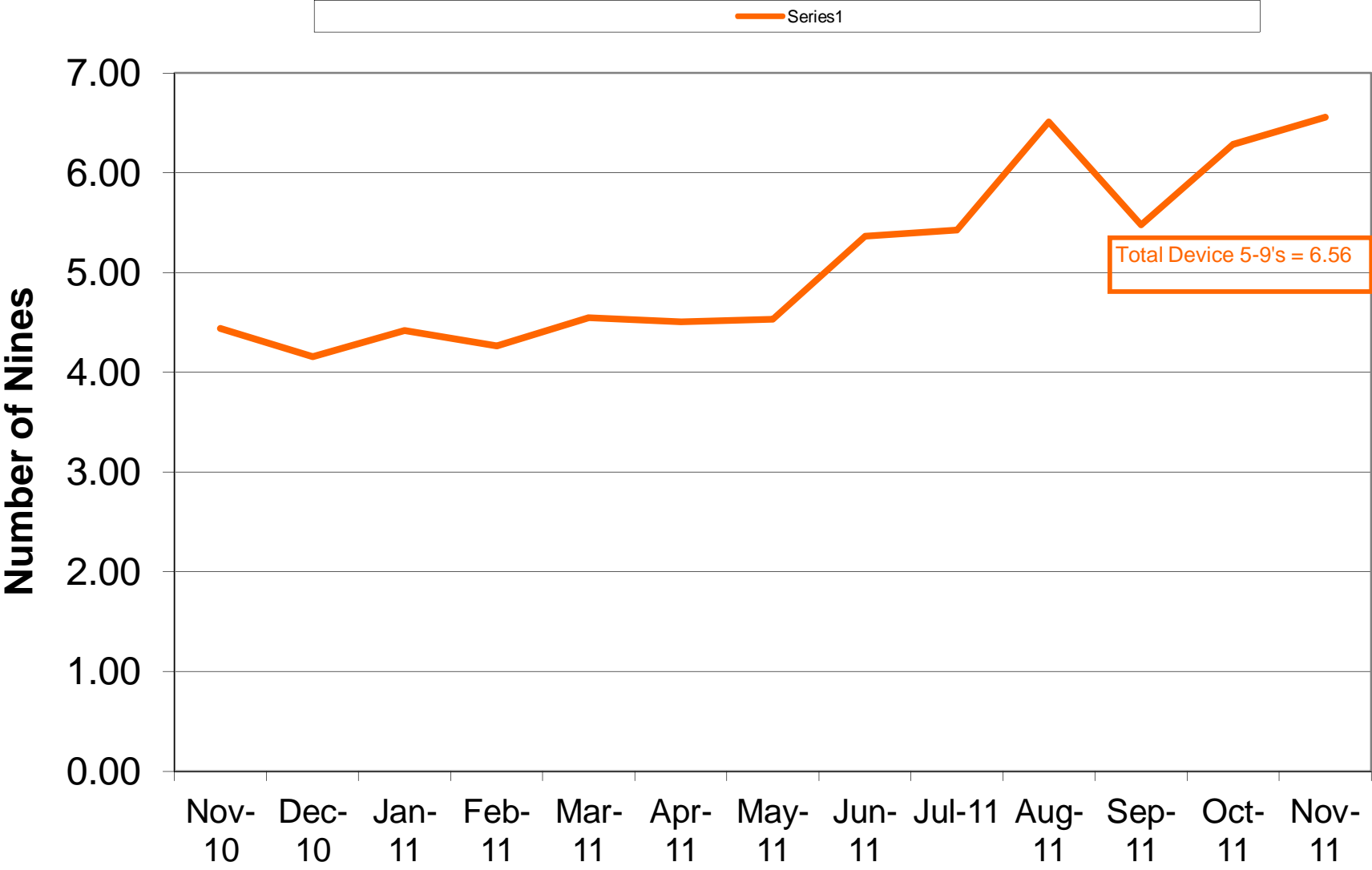
## Number of Busies and Rejects





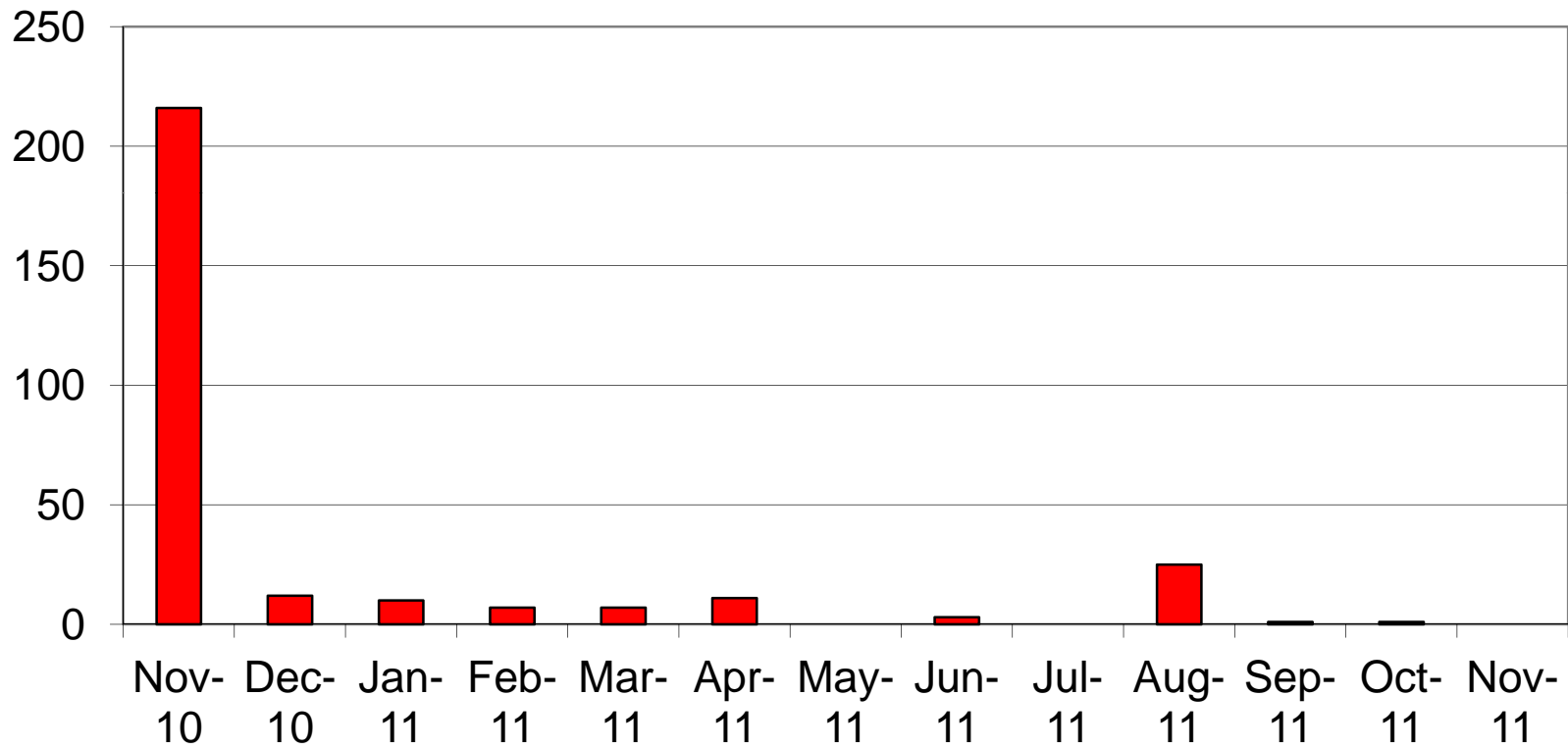
Date of Event	Device Description	Seconds Device Downtime	Problem Description	Root Cause	Mot. OR 3rd Party Equip.	Customer Impact	Solution Identified	Case Number	Target Date

# Charlotte/Mecklenburg 4.1 SIMULCAST 5-9's

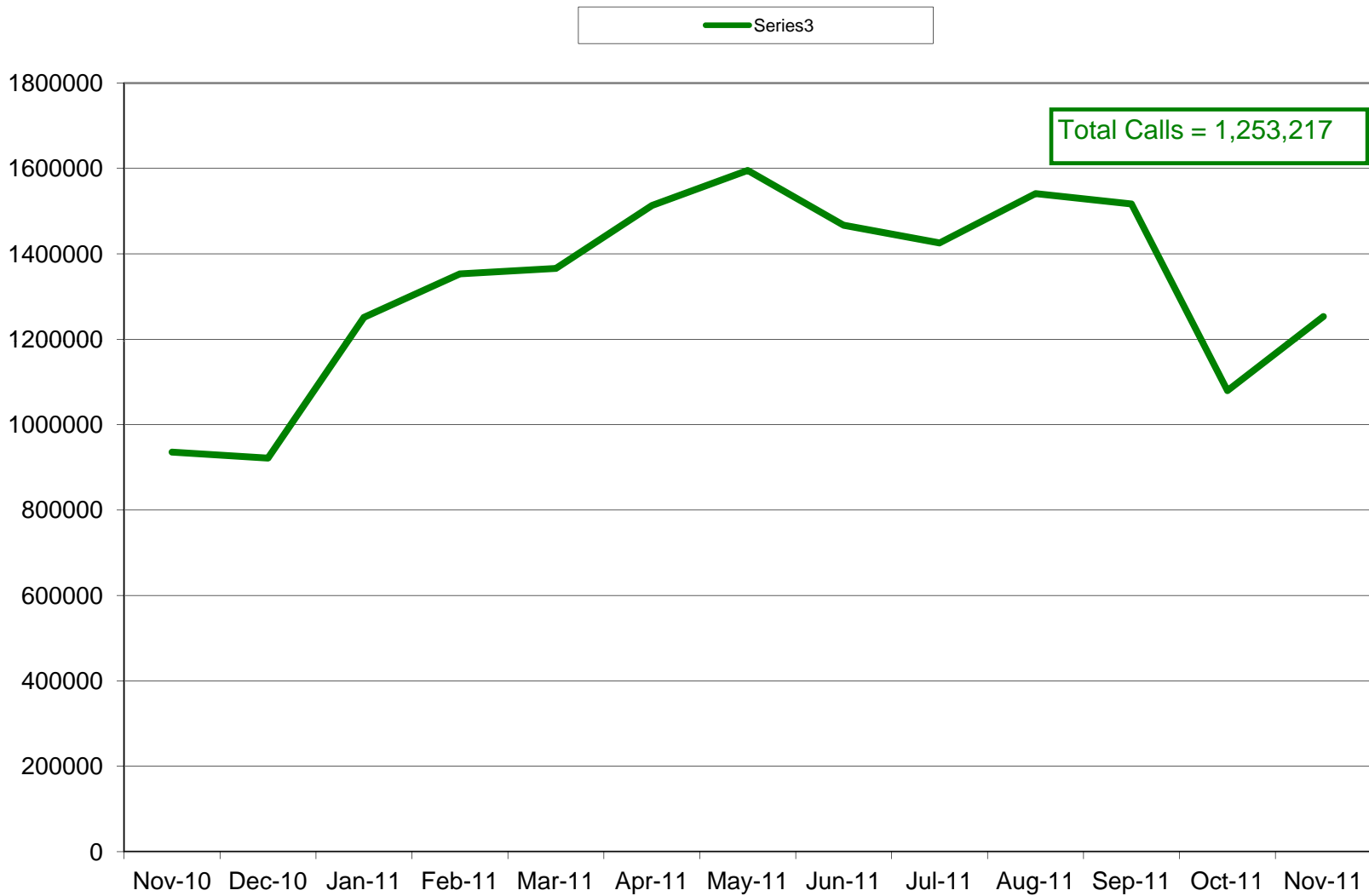




## Charlotte/ Mecklenburg 4.1 SIMULCAST No Zone Resources

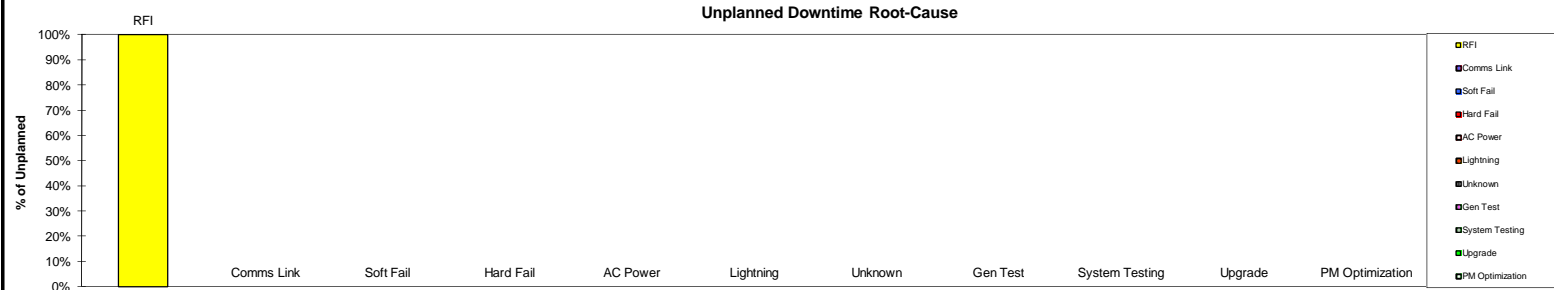


### Charlotte/Mecklenburg 4.1SIMULCAST Site Calls

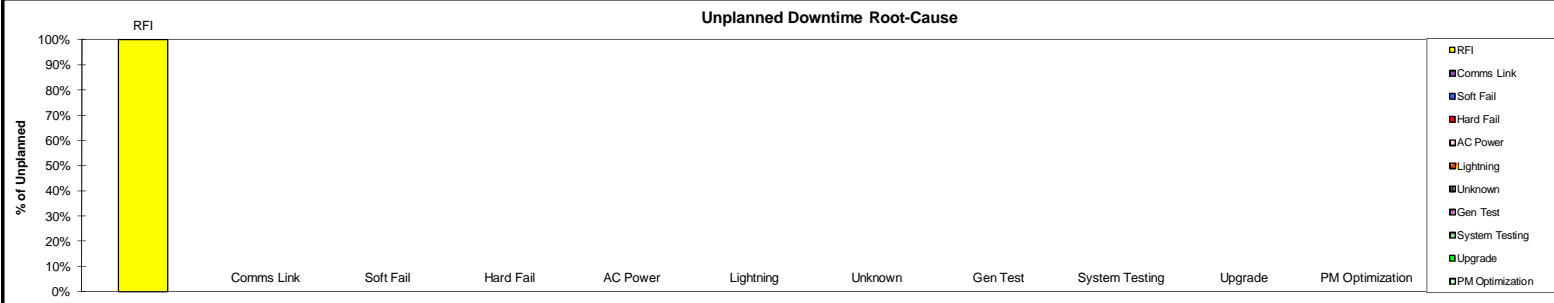


**Root-Cause/Action Items Charlotte/Mecklenburg SIMULCAST**

week ending date 11/5/2011



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
11/3	Base Radio	1,407	SUMULCAST-TYVOLA - Channel 24	Interference	Mot	Sev 1	Illegal Carrier, Channel cleared on its own	22885558	Closed



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
11/12	Base Radio	1,200	SIMULCAST-BELHAVEN - Channel 20	Interference	Mot.	Sev 1	Illegal Carrier, Channel Cleared on its own	22894033	Closed

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/Meclemburg Monthly Case Report November 2011**

Case ID	Status	Type	Site Name	Severity	Title	Create Date
22879658	Closed	Technical Dispatch	UNION P25 PRIME SITE-CHARLOTTE, CITY OF-C	Severity 1	can't dispatch on Monore pd	10/30/2011 0:46
22880119	Closed	Technical Dispatch	SIMULCAST- MIDLAND - CHARLOTTE, CITY OF	Severity 2	REQUEST FOR EXCHANGE	10/31/2011 9:56
22880910	Closed	Technical Dispatch	CORNELIUS/NORTH MECK-CHAROLOTT	Severity 1	NMO - NMD12 Fault Lost Communication to The Device	10/31/2011 16:35
22880928	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 1	NMO - NMD4 Fault Lost Communication To The Device	10/31/2011 16:42
22882307	Closed	Technical Dispatch	CORNELIUS/NORTH MECK-CHAROLOTT	Severity 1	NMO - z001s0120p01nmd12 Fault Manager Lost Communication / Down	11/1/2011 20:24
22882592	Closed	Technical Dispatch	GASTONIA - CHARLOTTE, CITY OF	Severity 3	Station 4 hung up	11/2/2011 7:21
22884028	Deferred	Technical Support	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CIT	Severity 2	§CT ASTRO7.11 UO CR18021 - SWDL of BR's changed WACN to 0001 on Sites 1&	11/3/2011 5:16
22884148	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 1	Radio position 06 phone jack not working	11/3/2011 6:53
22884513	Closed	Network Manageme	CMGC P25 SUB SITE-CHARLOTTE, CITY OF-CHA	Severity 1	nmo- channel 2 and 6 malf.	11/3/2011 10:31
22885558	Closed	Network Manageme	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 1	NMO channel 24 Malfuction > 15 Minutes	11/3/2011 23:56
22885908	Closed	Technical Dispatch	MATTHEWS P25 PRIME SITE	Severity 1	NMO - Matthews P25 Channel 20 Remote Link Failure > 15 minutes	11/4/2011 10:18
22886110	Closed	Technical Dispatch	MATTHEWS P25 PRIME SITE	Severity 3	upgrade issues	11/4/2011 11:27
22886420	Closed	Technical Dispatch	MATTHEWS P25 PRIME SITE	Severity 4	UNC server password locked up	11/4/2011 13:16
22886967	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, CITY O	Severity 1	Several chs have interference and txs are garbled	11/4/2011 22:24
22887066	Closed	Technical Dispatch	GASTONIA - CHARLOTTE, CITY OF	Severity 1	NMO - Channel 2 Bouncing, Illegal Carrier	11/5/2011 15:01
22887168	Closed	Network Manageme	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 2	NMO - Minor Malfuction Lack Of Keys	11/6/2011 11:27
22887873	Closed	Technical Support	MATTHEWS P25 PRIME SITE	Severity 2	§CT ASTRO7.11 CR18047 - UO - MGEG links to ZC were lost during upgrade	11/7/2011 12:19
22888688	Closed	Technical Dispatch	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CIT	Severity 1	NMO - fault manager lost communication to z001s001nmc02	11/8/2011 7:26
22889204	Closed	Technical Dispatch	NORTH P25 SUB SITE-CHARLOTTE, CITY OF-CHA	Severity 3	Maintenance on channel 8	11/8/2011 11:58
22891003	Closed	Technical Dispatch	CORNELIUS/NORTH MECK-CHAROLOTT	Severity 3	NMO - VPM01, VPM02 and VPM04 - MINOR MALFUNCTION - LACK OF KEYS	11/9/2011 14:32
22891331	Deferred	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 2	NMO vpm07 Minor Malfuction Lack Of Keys	11/9/2011 19:50
22891716	Closed	Request for RA	POLICE DISPATCH CENTER - CHARLOTTE, CITY O	Severity 2	Request for parts	11/10/2011 9:36
22892225	Closed	Request for RA	POLICE DISPATCH CENTER - CHARLOTTE, CITY O	Severity 2	Request for Exchange B1934A	11/10/2011 13:56
22892707	Closed	Technical Dispatch	Gastonia PD-Charlotte, City of, NC	Severity 1	NMO Channel 2 Illegal carrier Bouncing	11/10/2011 17:21
22893130	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 1	Radio on position 9 phone jack failure	11/11/2011 10:52
22893474	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 2	OnMCC755 Radio Consoel audio processing isn't available & screens are looking	11/11/2011 13:05
22893849	Closed	Technical Dispatch	CMGC P25 SUB SITE-CHARLOTTE, CITY OF-CHA	Severity 1	NMO CMGC P25 SUB SITE-CHAR CHAN 6 INITIALIZATION, USER REQUESTED	11/11/2011 18:45
22893930	Closed	Network Manageme	Gastonia PD-Charlotte, City of, NC	Severity 1	NMO - Channel 2 Transmitter Failure	11/11/2011 23:39
22893993	Closed	Network Manageme	SIMULCAST- MIDLAND - CHARLOTTE, CITY OF	Severity 1	NMO - Channel 16 Illegal Carrier > 15 min	11/12/2011 7:08
22894025	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 3	MCC7500 Elite Dispatch Console # 2 Error Audio processing is not available	11/12/2011 11:30
22894033	Closed	Network Manageme	SIMULCAST-BELHAVEN - CHARLOTTE, CITY OF	Severity 1	NMO-SIMULCAST-BELHAVEN -CHAN 20, MALF, ILLEGAL CARRIER> 15 MIN	11/12/2011 13:07
22894070	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 2	Console # 7 displayed error msg audio processing not available @ 7:05 PM EST	11/12/2011 19:17
22894738	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 2	Consoles jacks are not working properly insufficient audio on the headset jacks	11/14/2011 11:13
22896754	Deferred	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 3	MCC7500 VPM is not accepting secure keys for ADP encryption	11/15/2011 14:44
22897606	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 1	Phone jack failure	11/16/2011 9:38
22897759	Closed	Technical Dispatch	NORTH P25 SUB SITE-CHARLOTTE, CITY OF-CHA	Severity 3	Replacing a combiner	11/16/2011 10:33
22897894	Closed	Technical Dispatch	CHARLOTTE P25 MASTER SITE-CHARLOTTE, CIT	Severity 3	Need to reboot MGEGS for antivirus software update	11/16/2011 11:38
22898448	Closed	Technical Dispatch	SOUTH POINT P25 SUB SITE-CHARLOTTE, CITY O	Severity 1	nmo- conventional channels in user config. status	11/16/2011 15:59
22898931	Closed	Network Manageme	MATTHEWS P25 SUB SITE-CHARLOTTE, CITY OF	Severity 1	NMO - Channel 6 Fault Lost Communication To The Device	11/17/2011 7:41
22899094	FRB	Technical Support	MATTHEWS P25 PRIME SITE	Severity 1	§CT ASTRO7.11 CR17411 - NMO - Z001 GAS01, 2 , & 3 - On , Service required.	11/17/2011 9:56
22899205	Closed	Technical Dispatch	SIMULCAST-MATTHEWS - CHARLOTTE, CITY OF	Severity 3	Site Maintenance	11/17/2011 10:47
22899229	Closed	Technical Dispatch	CORNELIUS/NORTH MECK-CHAROLOTT	Severity 1	7500 Console cannot get logged on	11/17/2011 10:59
22904044	Closed	Technical Dispatch	BELMONT PD - CHARLOTTE, CITY OF	Severity 3	Upgrading the MCC 5500 consoles to the latest software release	11/22/2011 13:19
22904810	Closed	Network Manageme	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 2	NMO - s2.nmd4 Port 7 Bounced 3x30 mins	11/23/2011 6:51
22904854	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY OF	Severity 2	Radio console #7 needs to be rebooted	11/23/2011 8:20
22905989	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, CITY O	Severity 1	OP 6 - Error reads Lost connectivity	11/23/2011 21:13
22906333	Closed	Network Manageme	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 1	NMO - Chan 23 Illegal Carrier > 15 mins	11/25/2011 1:33
22906459	Closed	Technical Dispatch	MCSO/ SHERIFFS DISPATCH CENTER - CHARLOT	Severity 1	Radio dispatch station shutt off station OP01	11/25/2011 14:19

<b>Severity 1</b>	<b>25</b>
<b>Severity 2</b>	<b>12</b>
<b>Severity 3</b>	<b>10</b>
<b>Total</b>	<b>47</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