



# **SmartZone Metric Report**

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

**December 2011**



# Table of Contents

December-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
Fifth week all P25 Site Charts	14
Fifth week P25 Cause Action Plan	15
SIMULCAST 5_9s Chart	16
SIMULCAST Site Resource Chart	17
SIMULCAST Site Calls Chart	18
First week all SIMULCAST Site Charts	19
First week SIMULCAST Cause Action Plan	20
Second week all SIMULCAST Site Charts	21
Second week SIMULCAST Cause Action Plan	22
Third week all SIMULCAST Site Charts	23
Third week SIMULCAST Cause Action Plan	24
Fourth week all SIMULCAST Site Charts	25
Fourth week SIMULCAST Cause Action Plan	26
Fifth week all SIMULCAST Site Charts	27
Fifth week SIMULCAST Cause Action Plan	28
Case Report	29
Calendar	30

R.A.D.I.O Summary		
Charlotte/Mecklenburg P25 and SIMULCAST System		
December-2011		
Cases	30	Sev 1, 2, and 3
System Push To Talks	2,595,295	

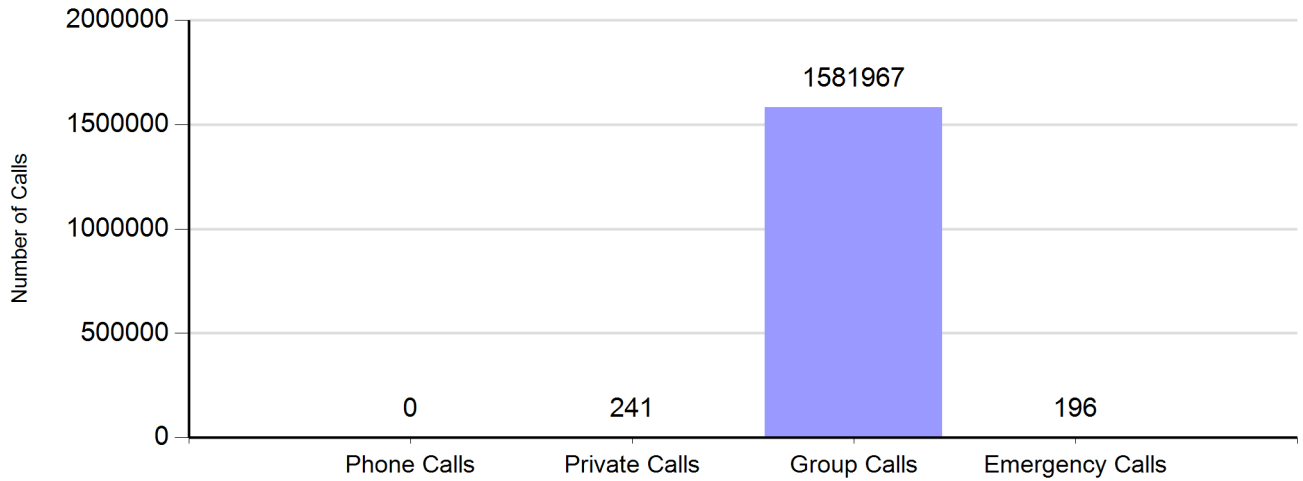
Charlotte/Mecklenburg P25 Site		
Total 5-9's	7.47	
P25 Calls	195,628	
No Site Resouce Count	0	

Charlotte/Mecklenburg SIMULCAST Site		
Total 5-9's	7.39	
SIMULCAST Calls	1,384,732	
No Site Resouce Count	0	

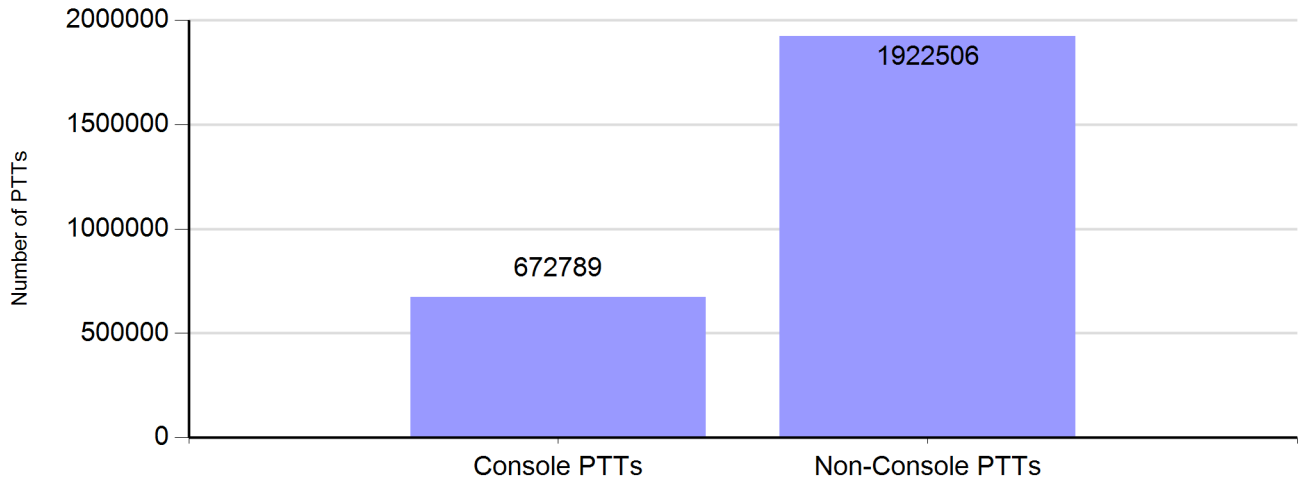
Note: 5-9's includes interfrance and no preventative maintenance

# Zone Call Report (includes Gastonia, Union, and Cherryville)

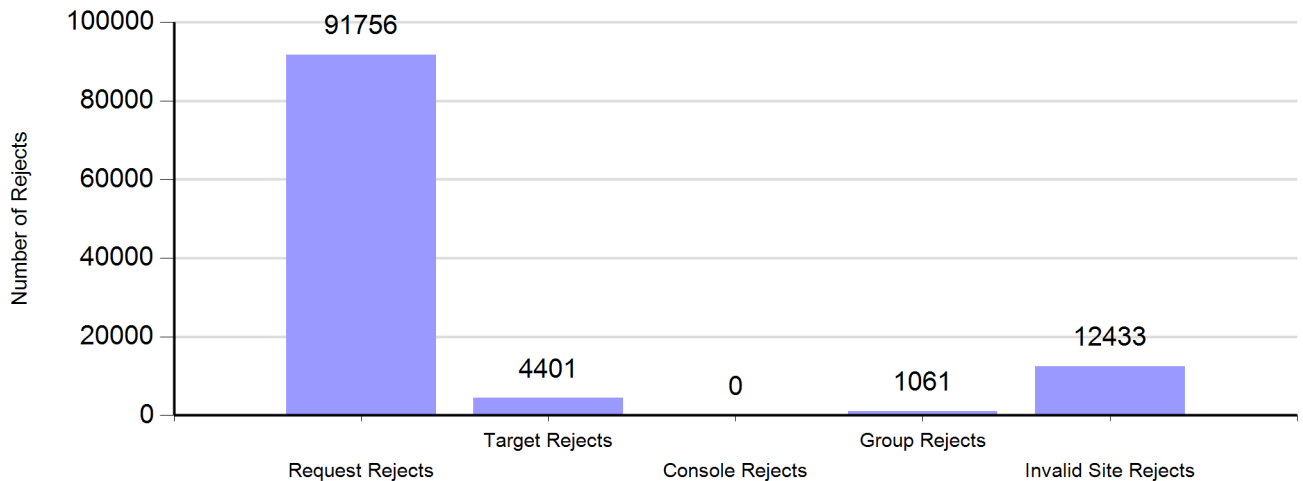
## Number of Calls by Type



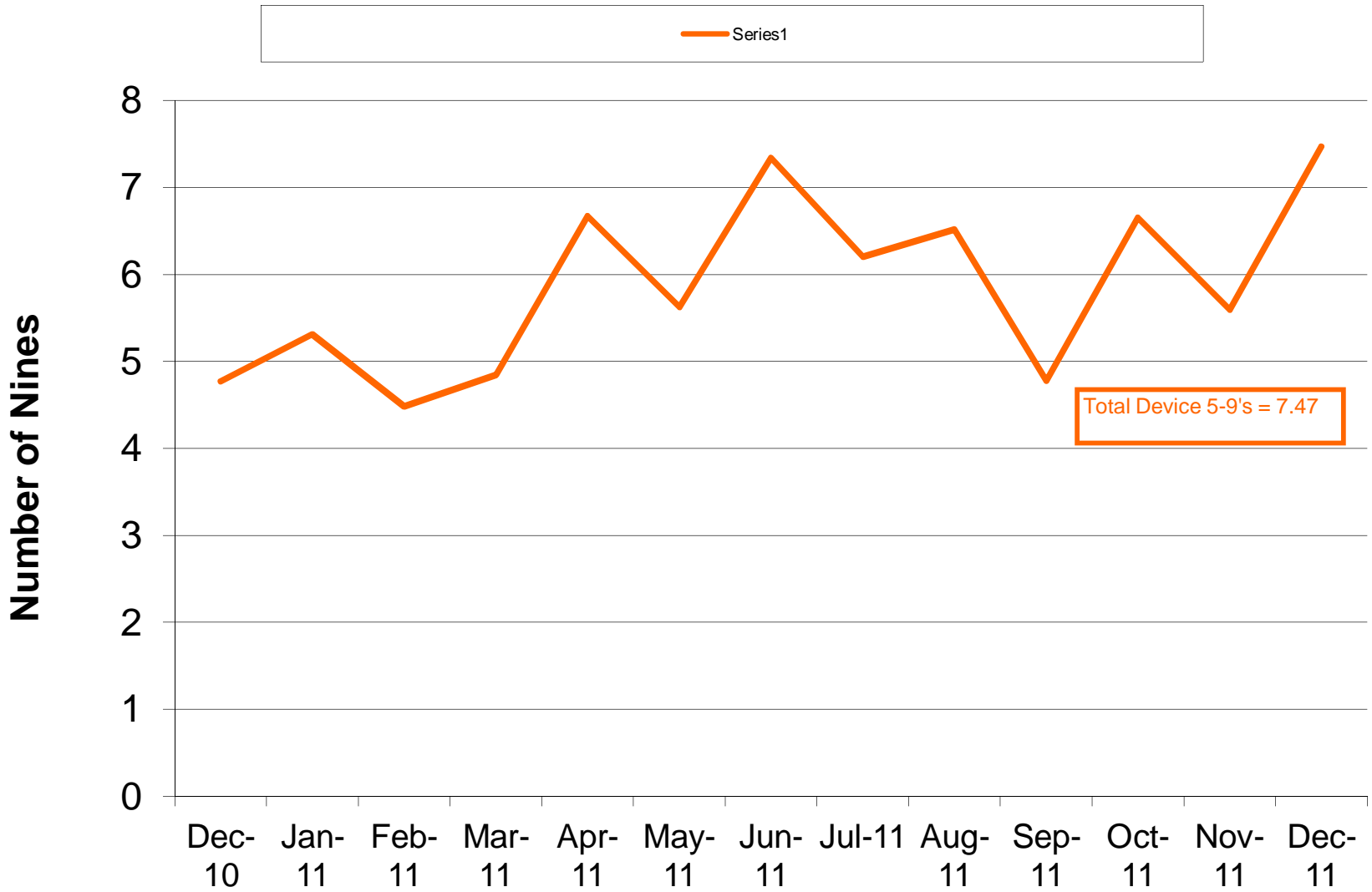
## Number of Zone PTTs



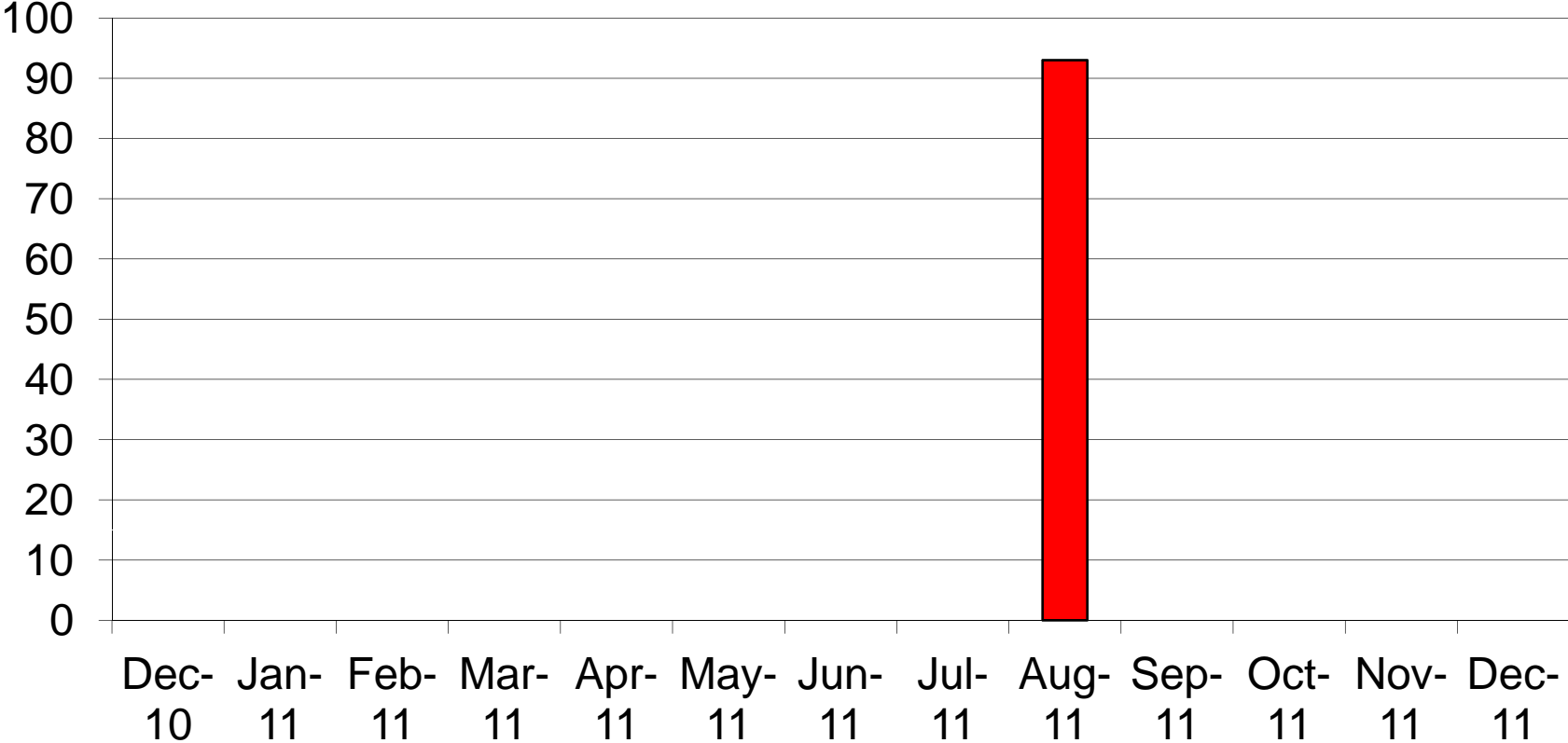
## Reasons for Reject



# Charlotte/Mecklenburg P25 5-9's

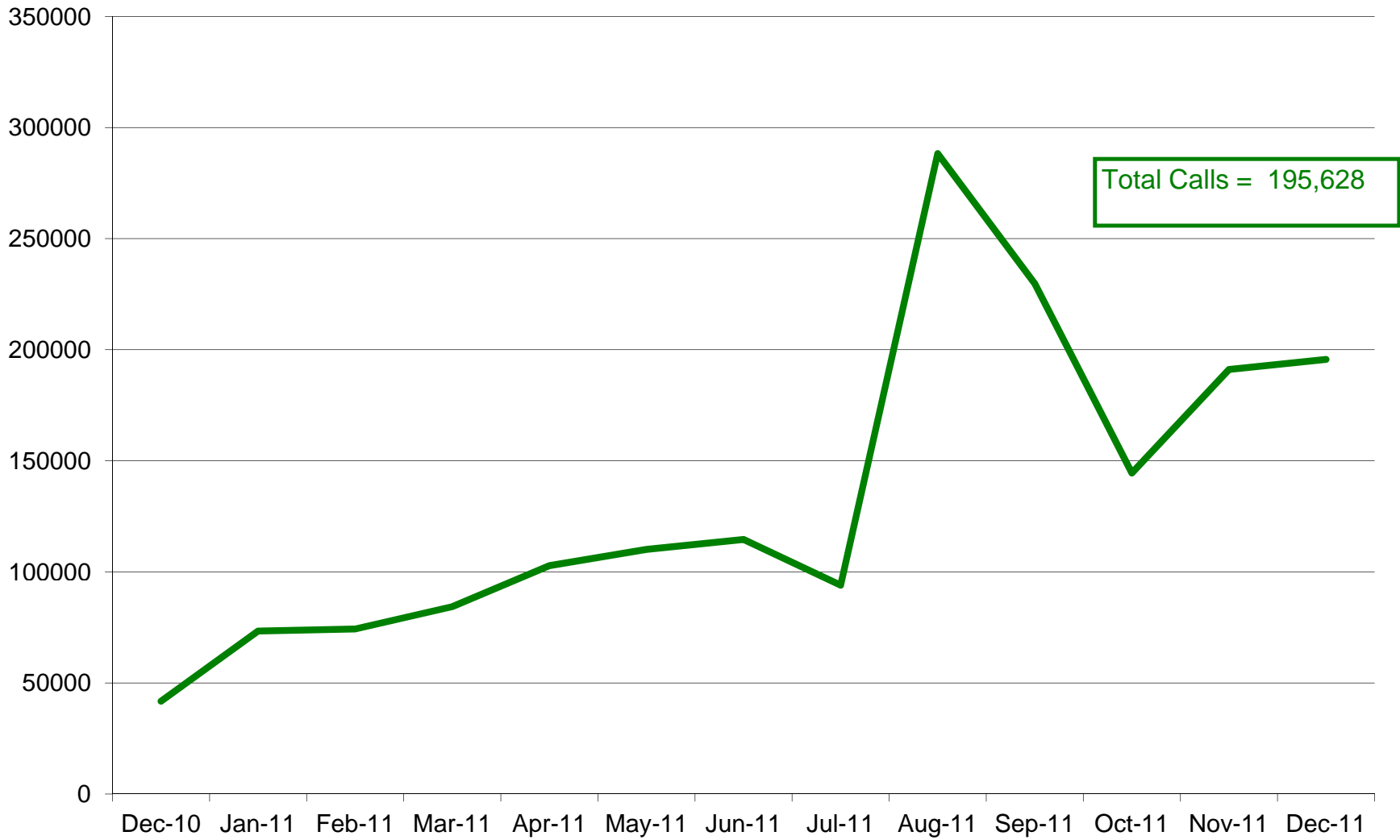


# Charlotte/ Mecklenburg P25 No Site Resources



### Charlotte/Mecklenburg P25 System Calls

Series1

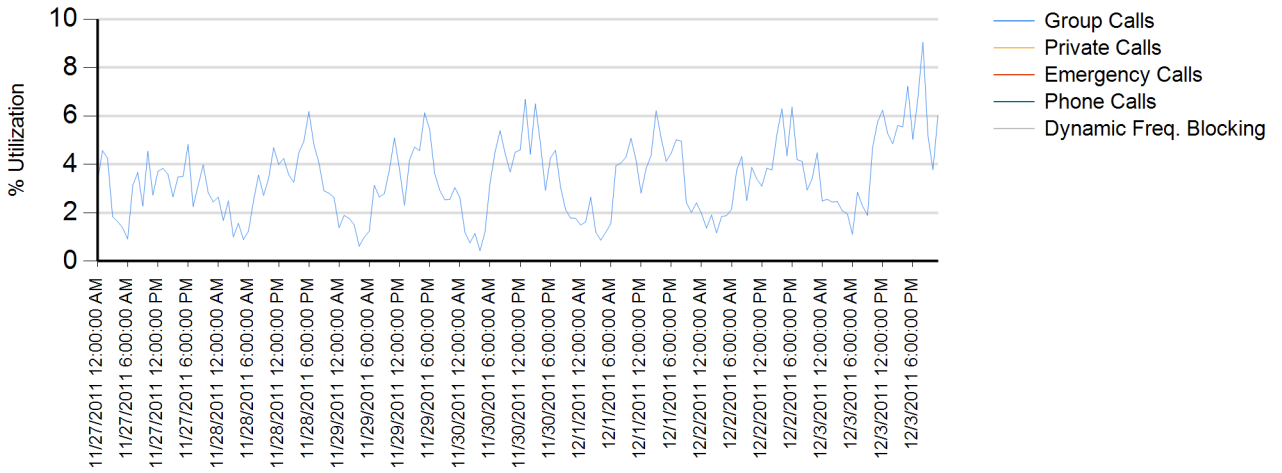


# Site Report

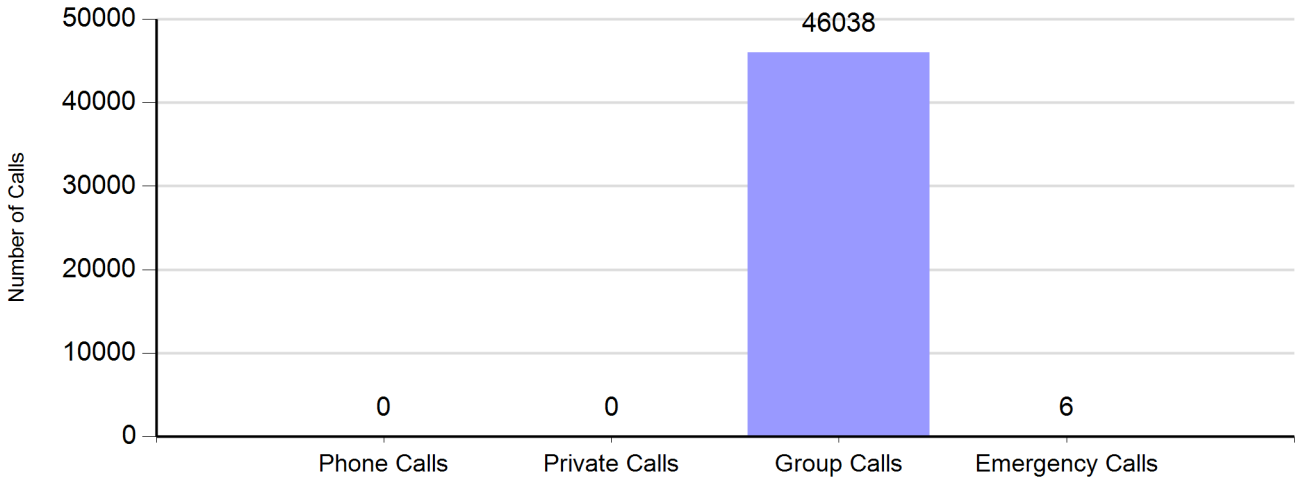
Zone: CHARLOT - Site: Matthews Prime

Sunday, November 27, 2011 12:00:00 AM - Saturday, December 03, 2011 11:59:59 PM

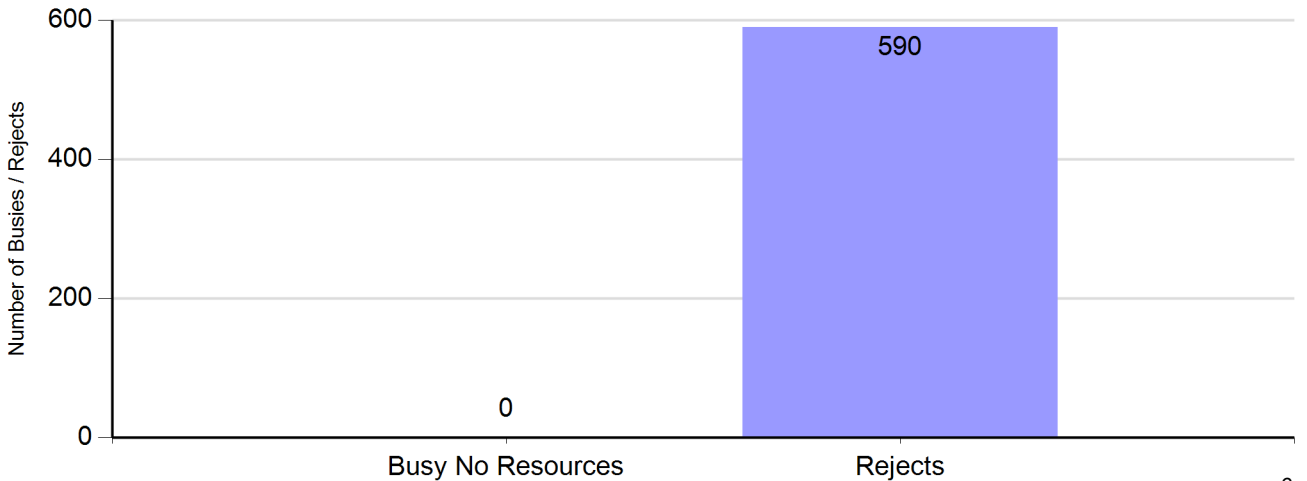
## Channel Utilization



## Number of Calls by Type



## Number of Buses and Rejects





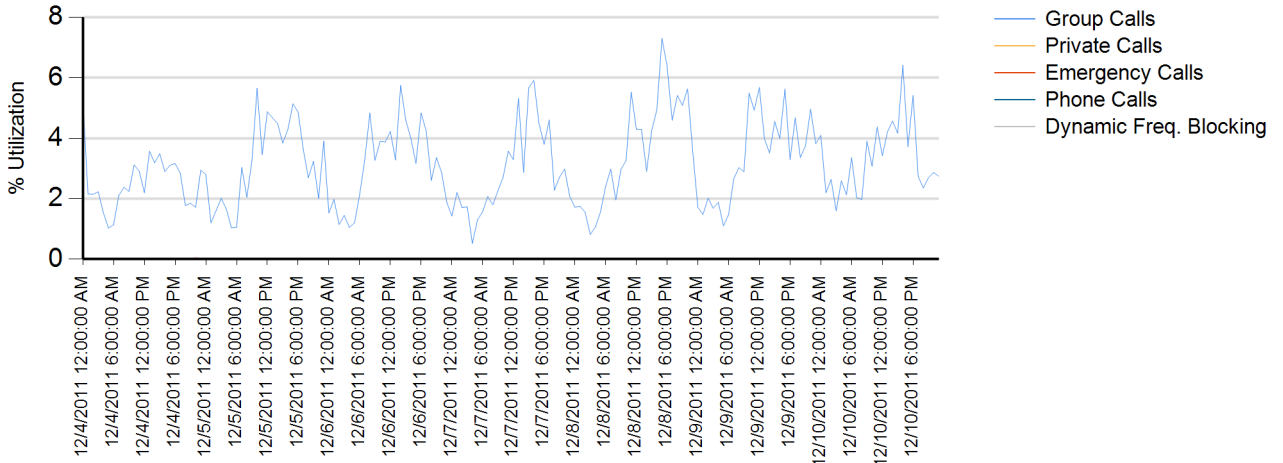


# Site Report

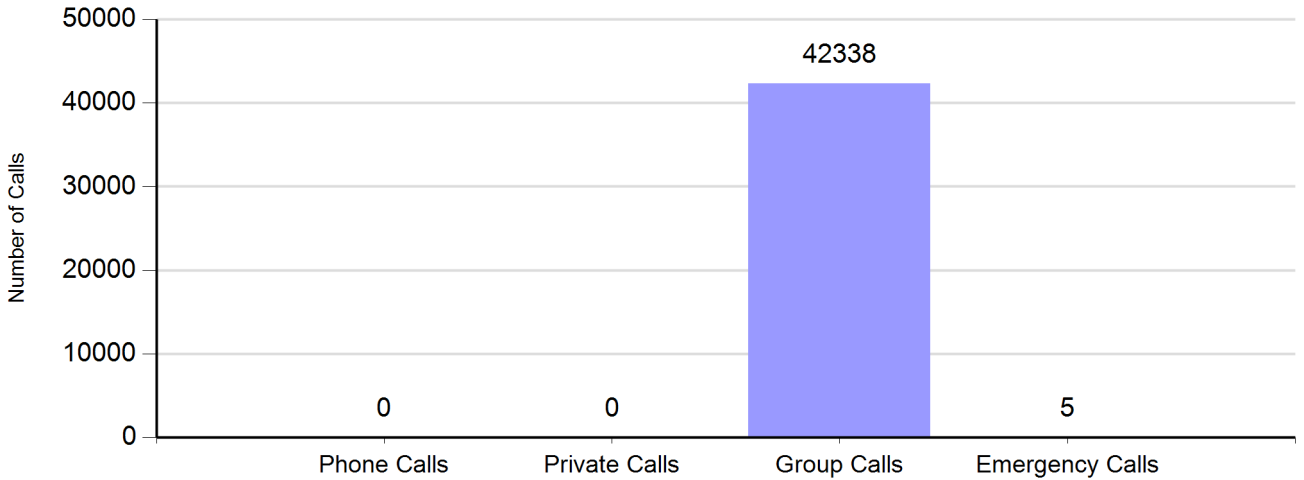
Zone: CHARLOT - Site: Matthews Prime

Sunday, December 04, 2011 12:00:00 AM - Saturday, December 10, 2011 11:59:59 PM

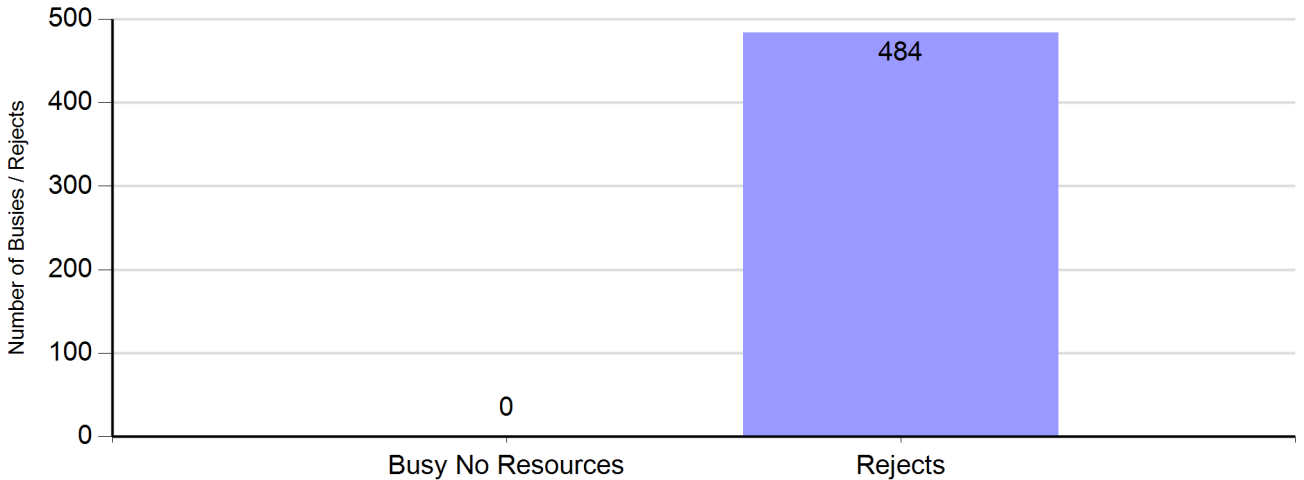
## Channel Utilization



## Number of Calls by Type



## Number of Buses and Rejects



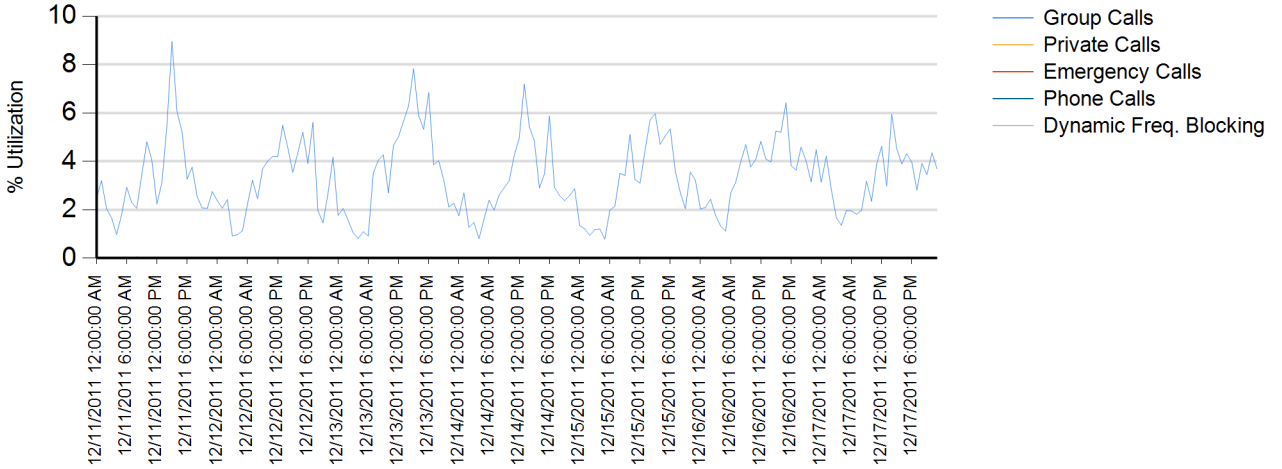


# Site Report

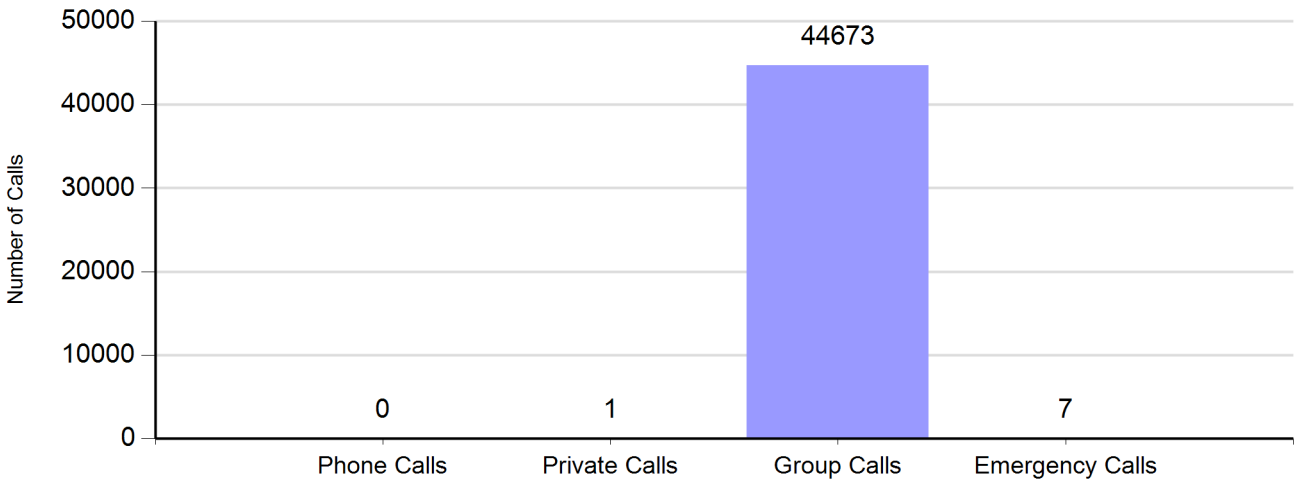
Zone: CHARLOT - Site: Matthews Prime

Sunday, December 11, 2011 12:00:00 AM - Saturday, December 17, 2011 11:59:59 PM

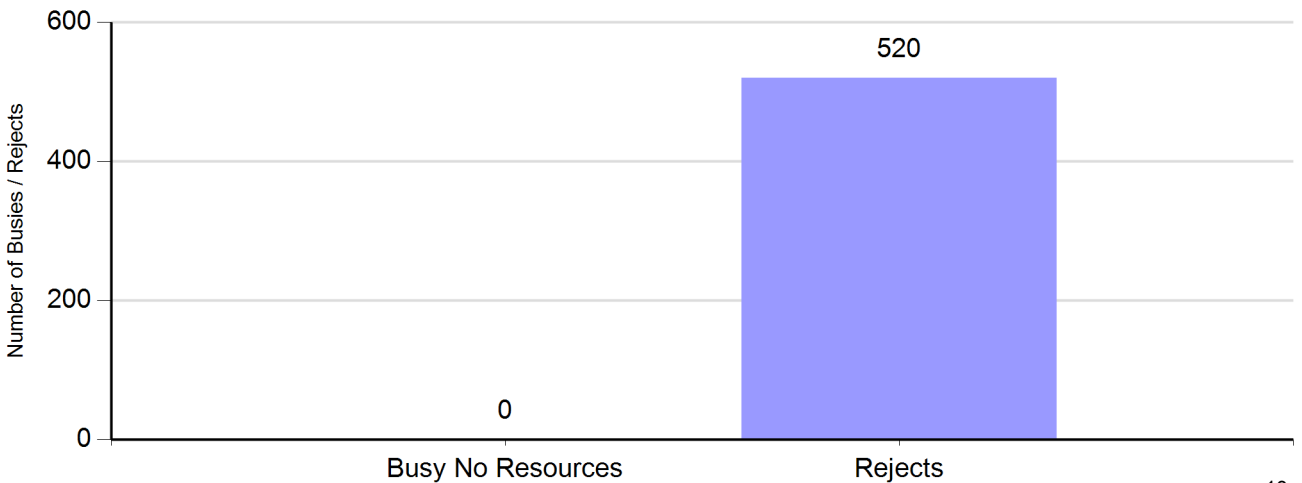
## Channel Utilization



## Number of Calls by Type



## Number of Buses and Rejects



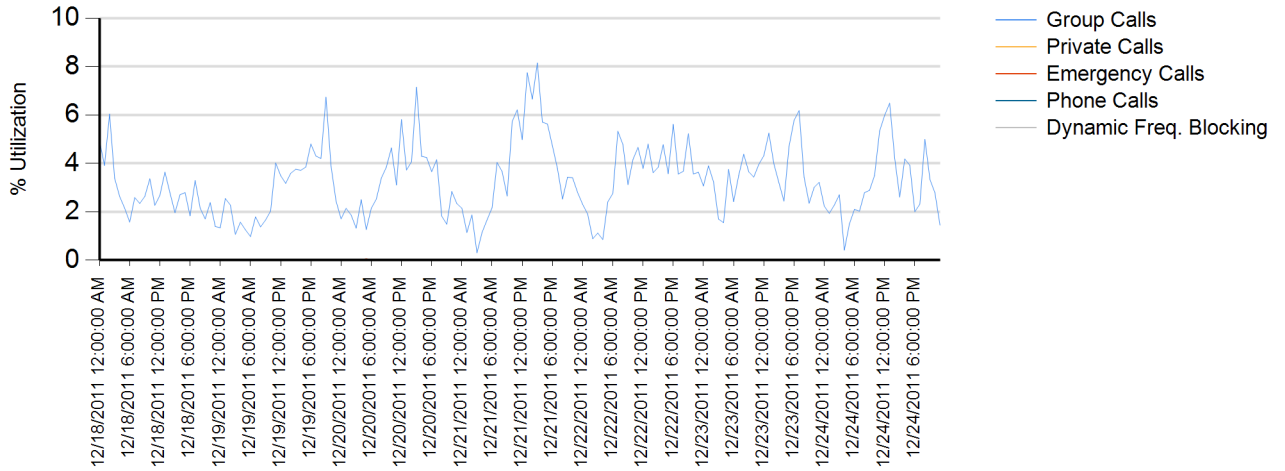


# Site Report

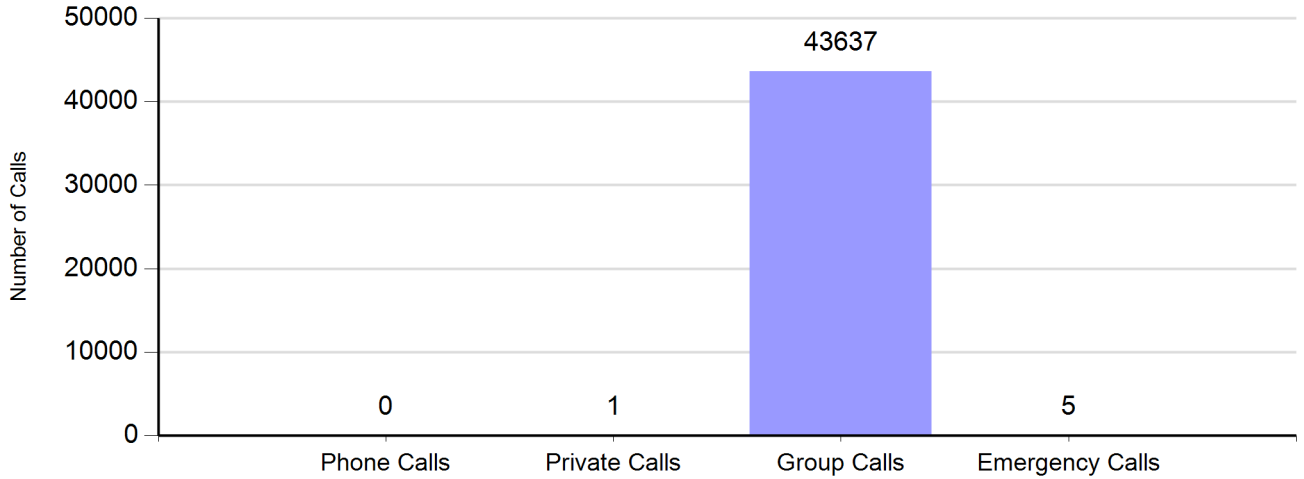
Zone: CHARLOT - Site: Matthews Prime

Sunday, December 18, 2011 12:00:00 AM - Saturday, December 24, 2011 11:59:59 PM

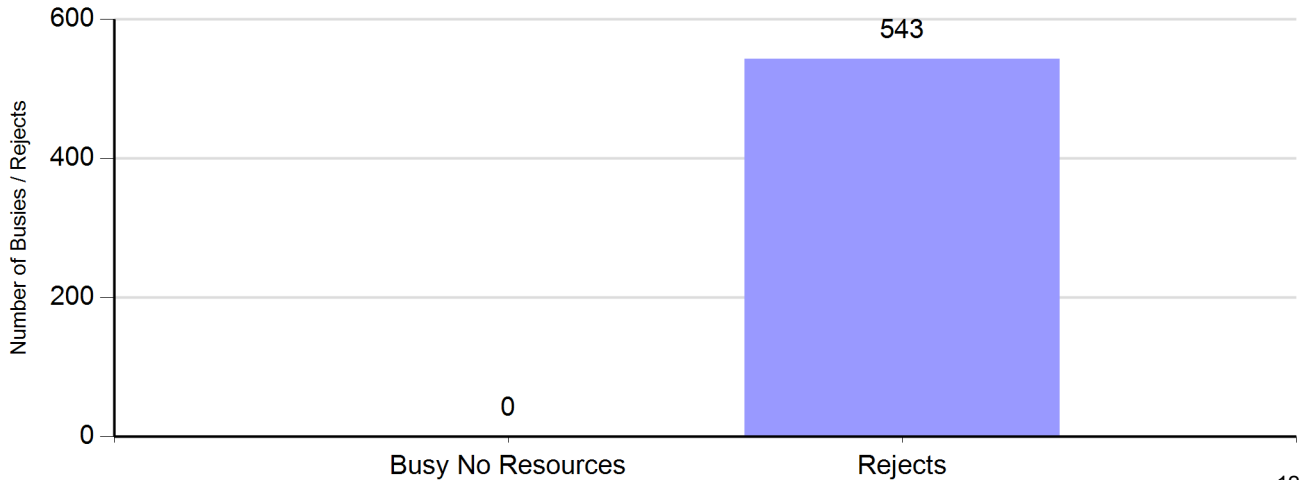
## Channel Utilization



## Number of Calls by Type



## Number of Buses and Rejects



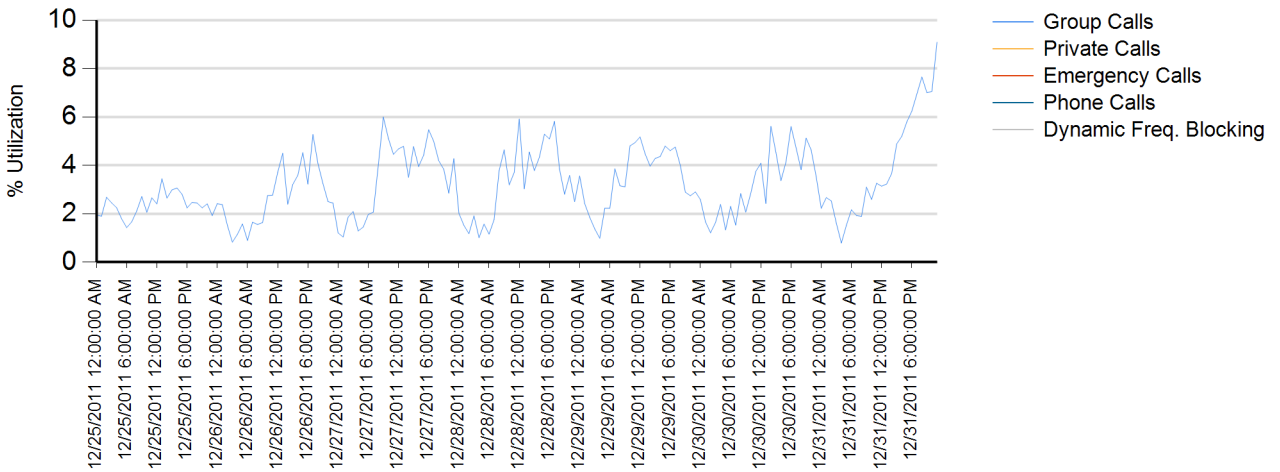


# Site Report

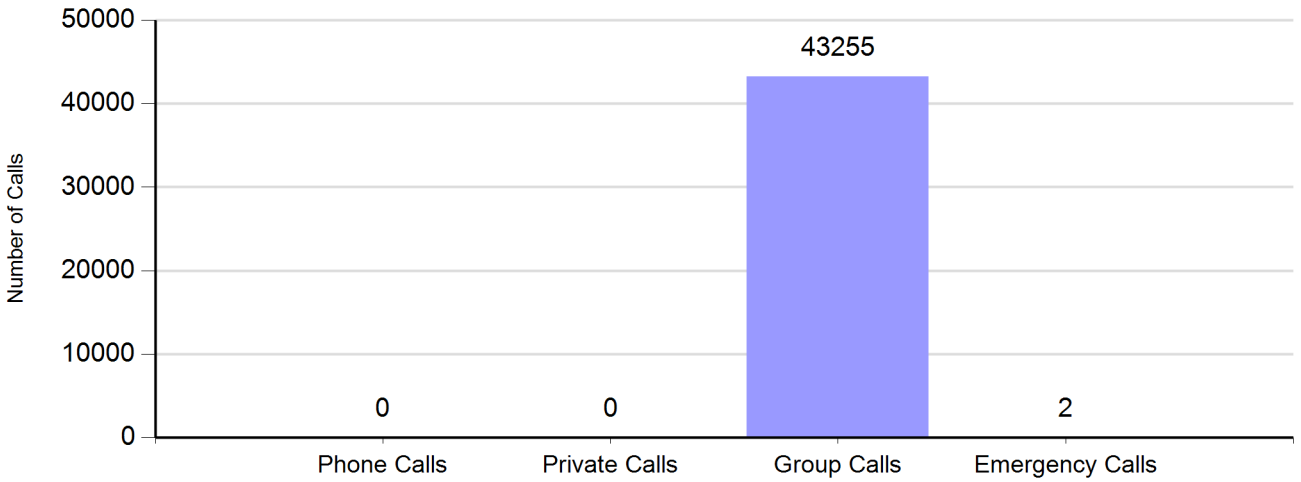
Zone: CHARLOT - Site: Matthews Prime

Sunday, December 25, 2011 12:00:00 AM - Saturday, December 31, 2011 11:59:59 PM

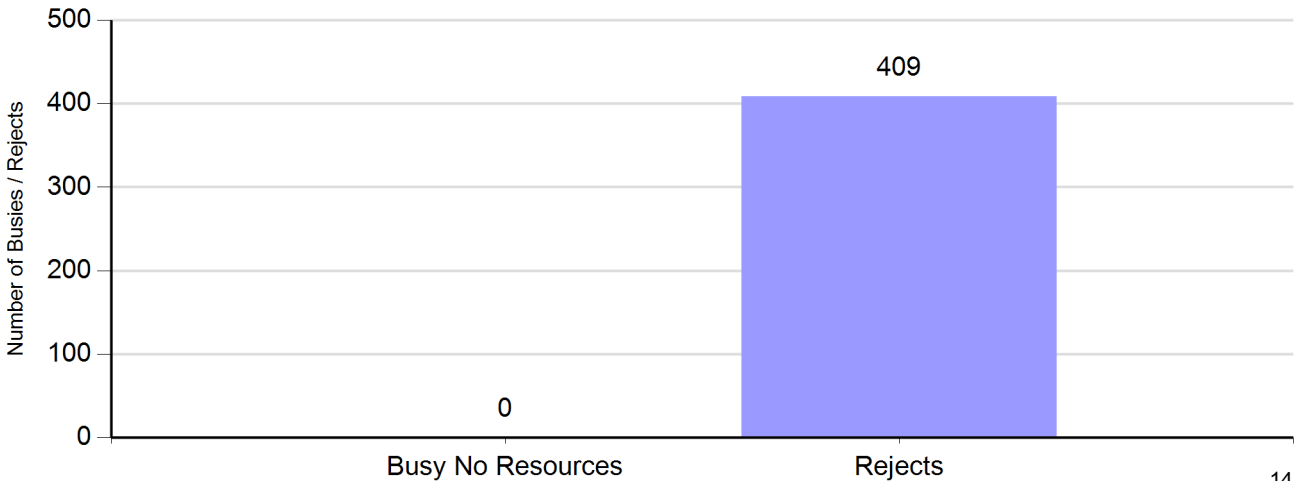
## Channel Utilization



## Number of Calls by Type



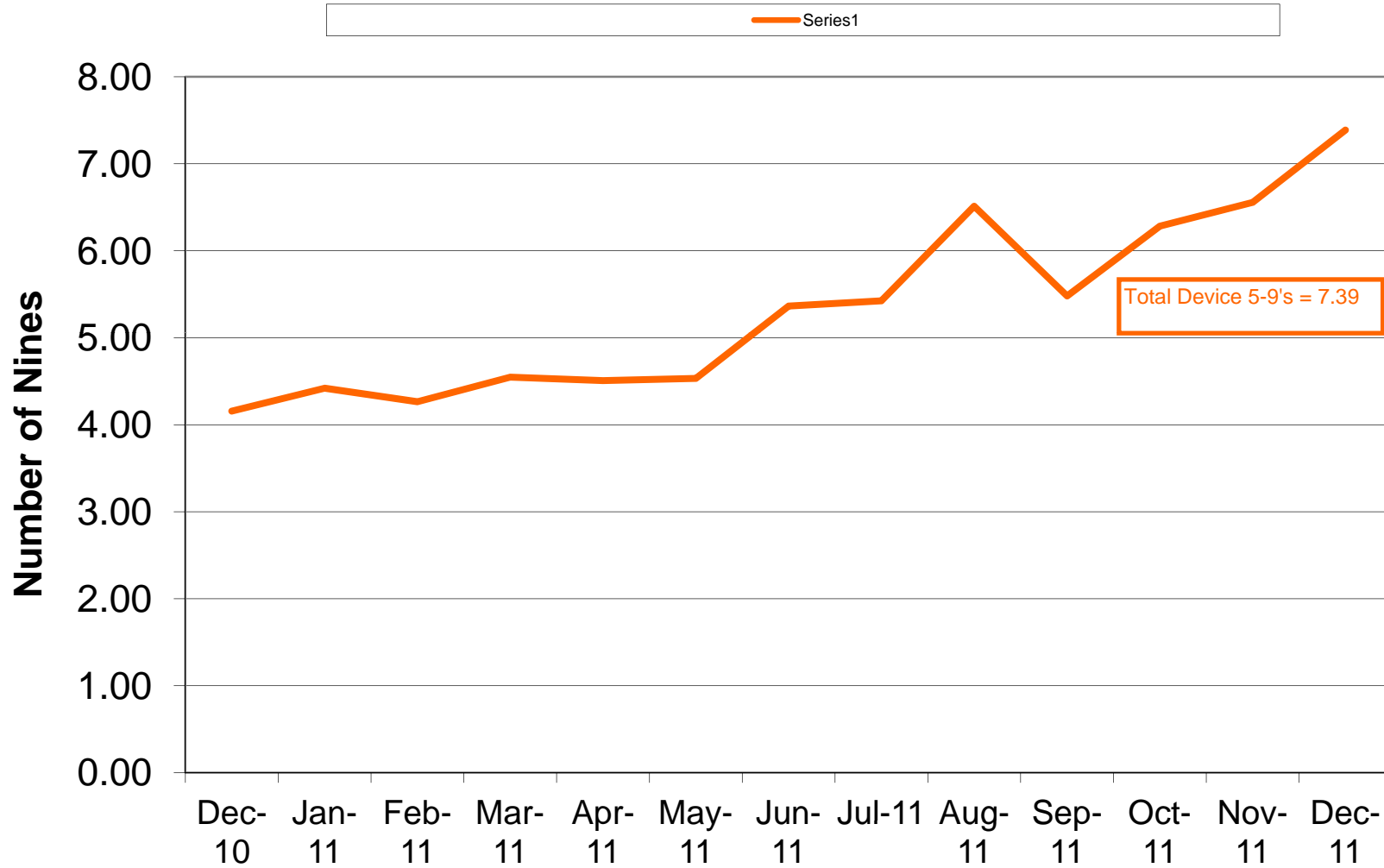
## Number of Busies and Rejects



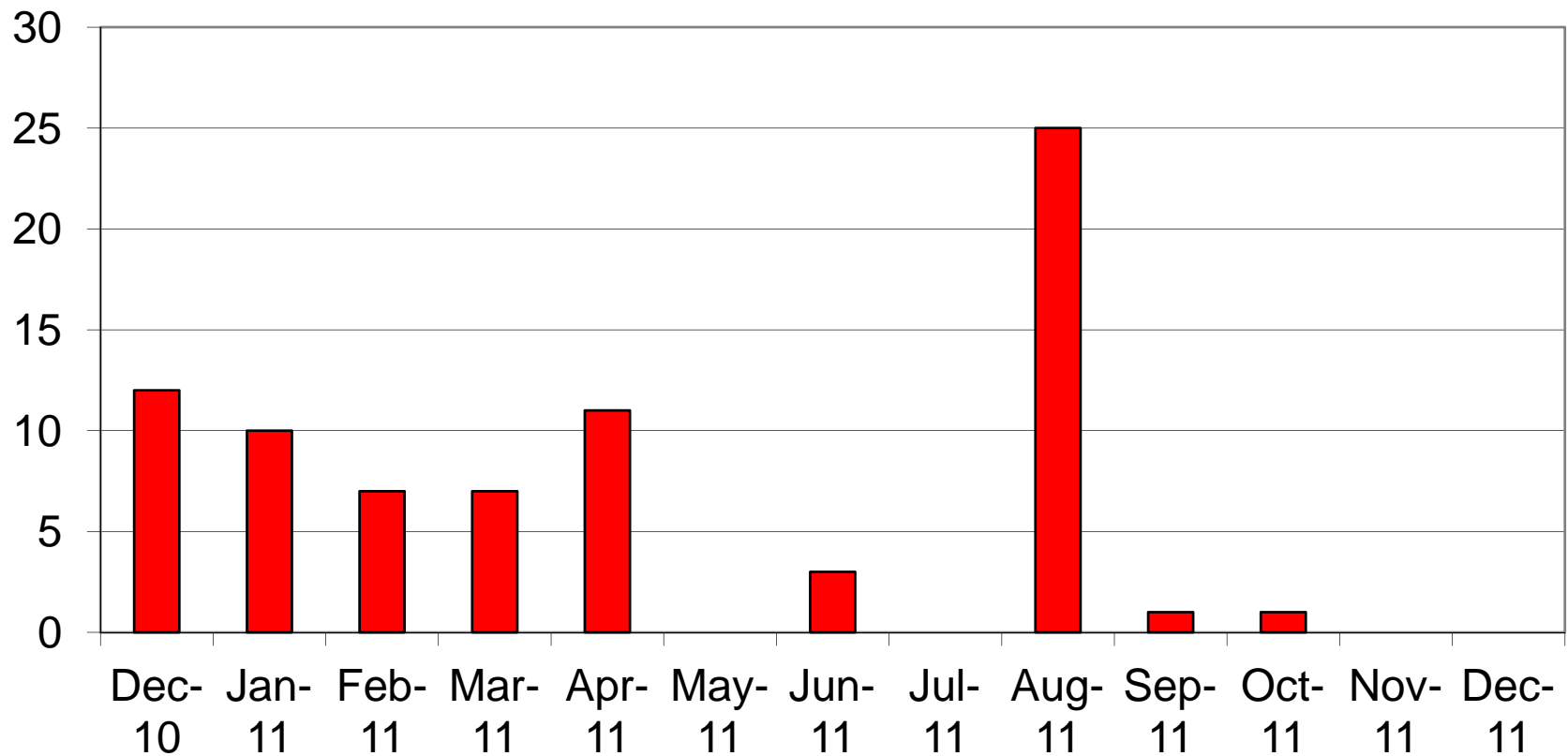




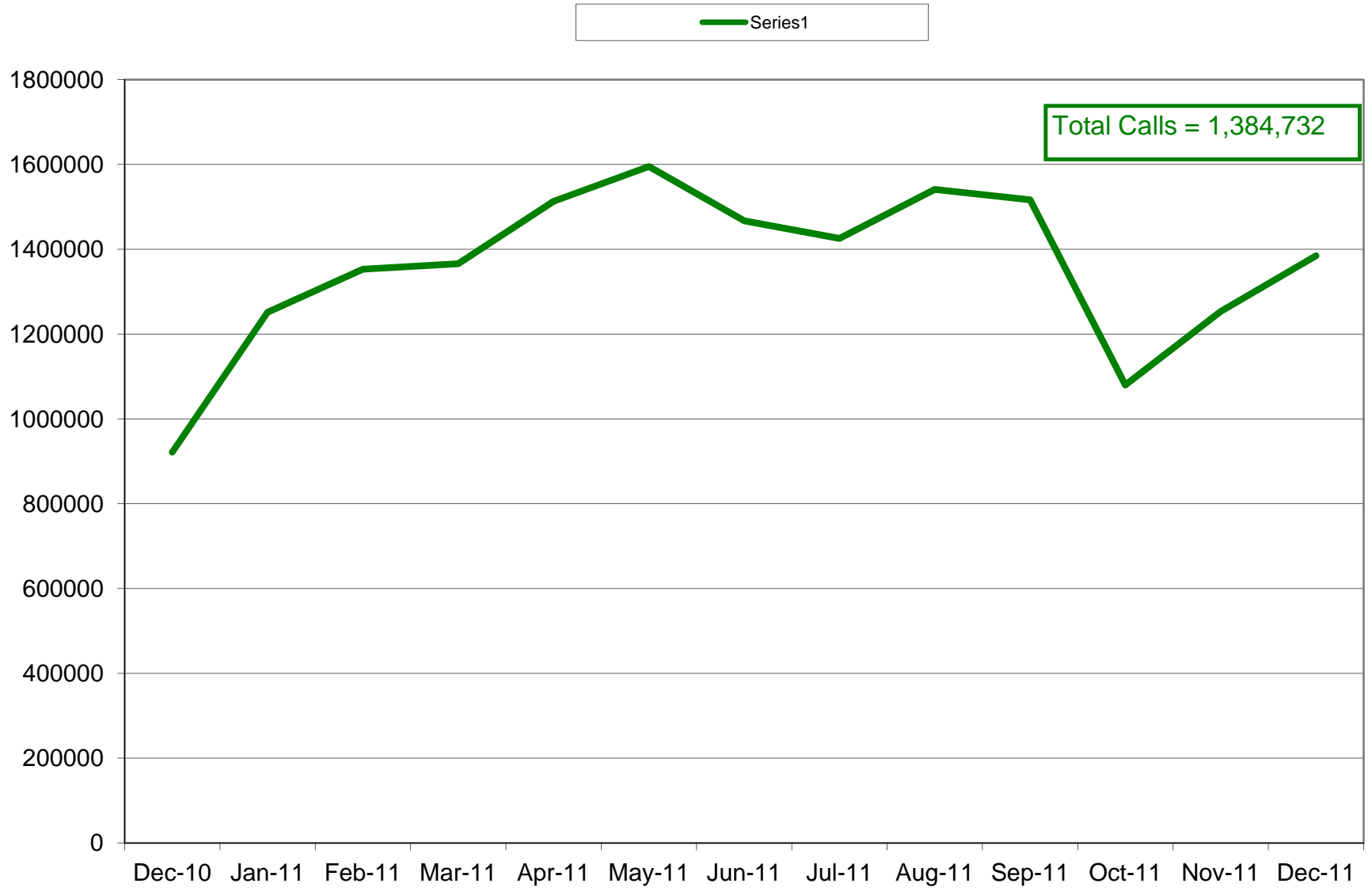
# Charlotte/Mecklenburg 4.1 SIMULCAST 5-9's



## Charlotte/ Mecklenburg 4.1 SIMULCAST No Zone Resources



### Charlotte/Mecklenburg 4.1SIMULCAST Site Calls



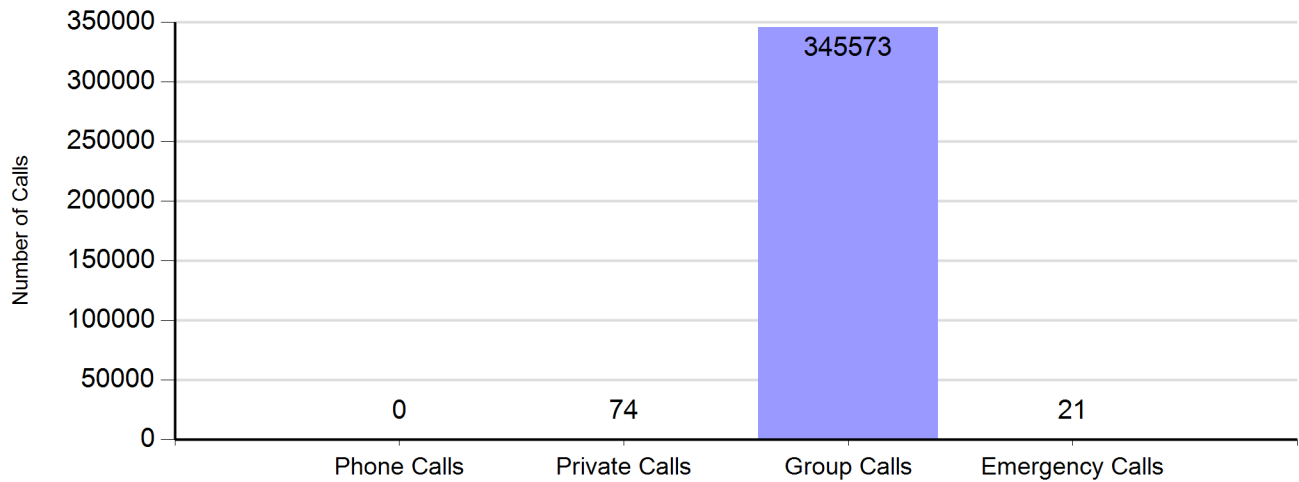
# Site Report

Zone: CHARLOT - Site: SIMULCAST

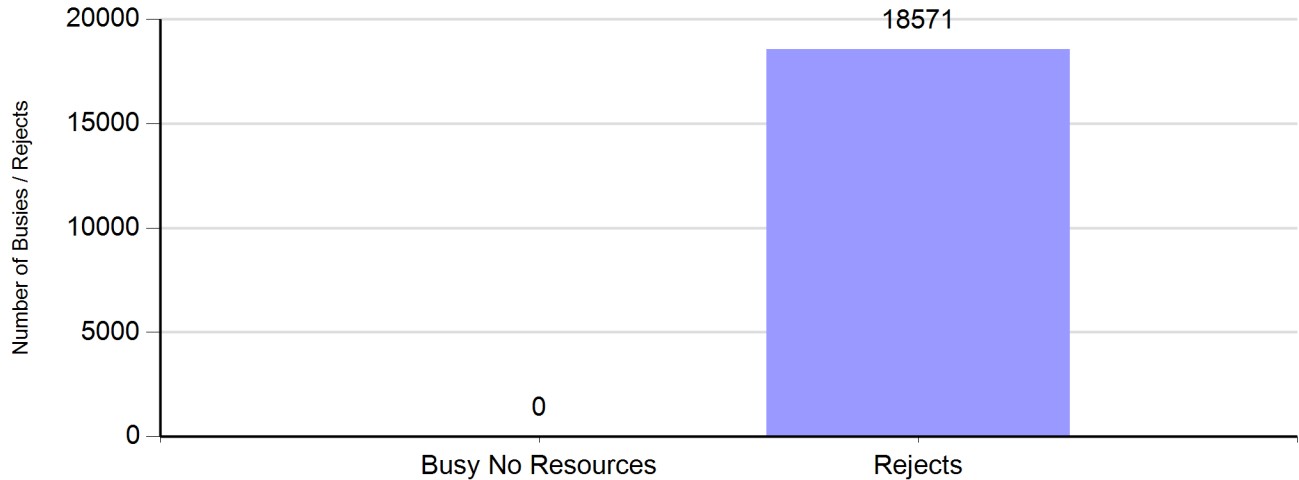
Sunday, November 27, 2011 12:00:00 AM - Saturday, December 03, 2011 11:59:59 PM

Axis object – Auto interval error due to invalid point values or axis minimum/maximum.

### Number of Calls by Type



### Number of Busies and Rejects





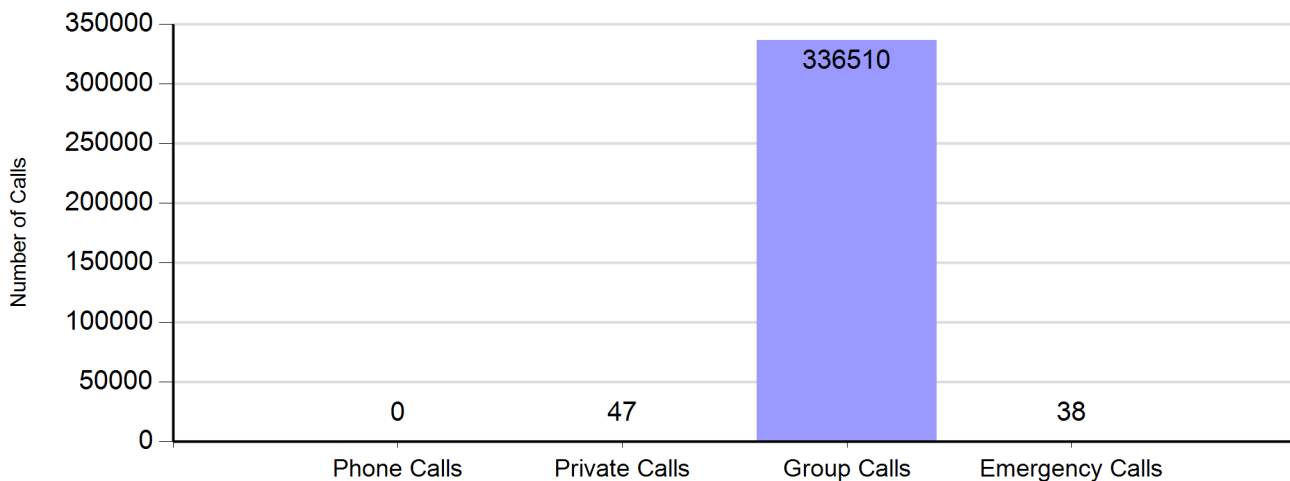
# Site Report

Zone: CHARLOT - Site: SIMULCAST

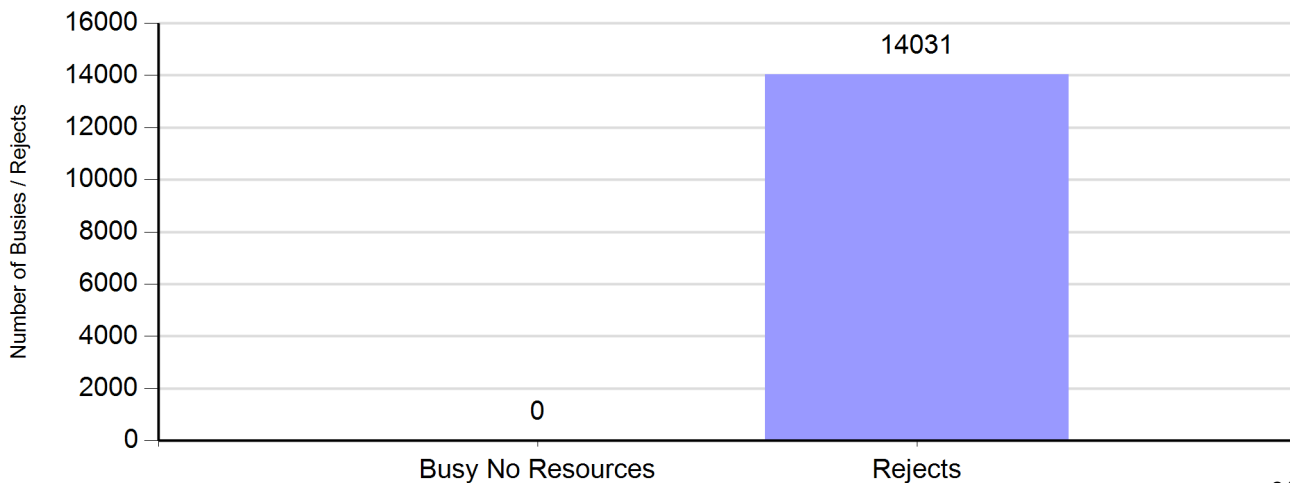
Sunday, December 04, 2011 12:00:00 AM - Saturday, December 10, 2011 11:59:59 PM

Axis object – Auto interval error due to invalid point values or axis minimum/maximum.

### Number of Calls by Type



### Number of Buses and Rejects







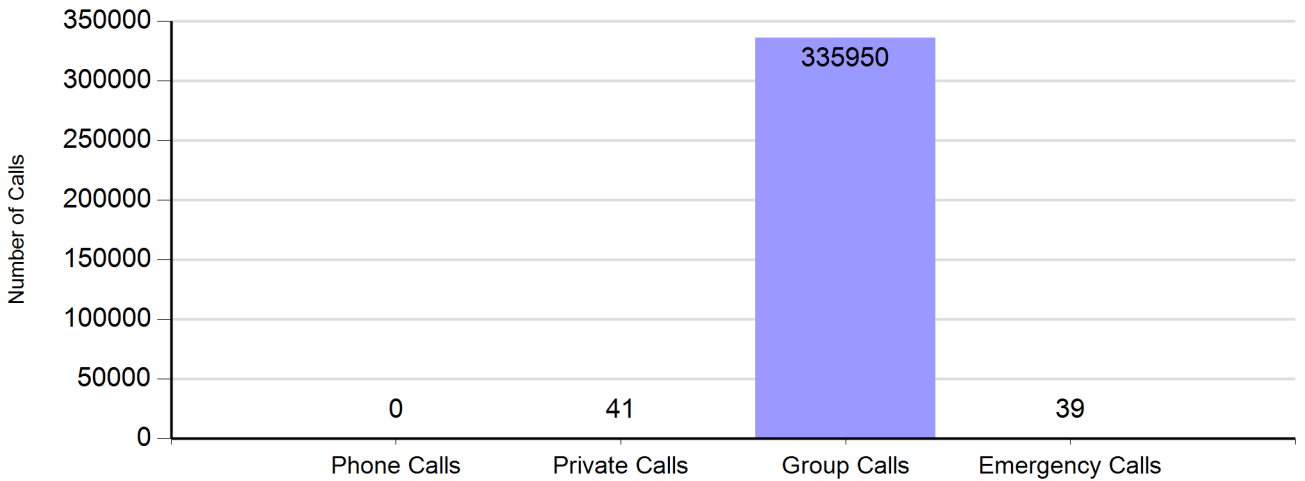
# Site Report

Zone: CHARLOT - Site: SIMULCAST

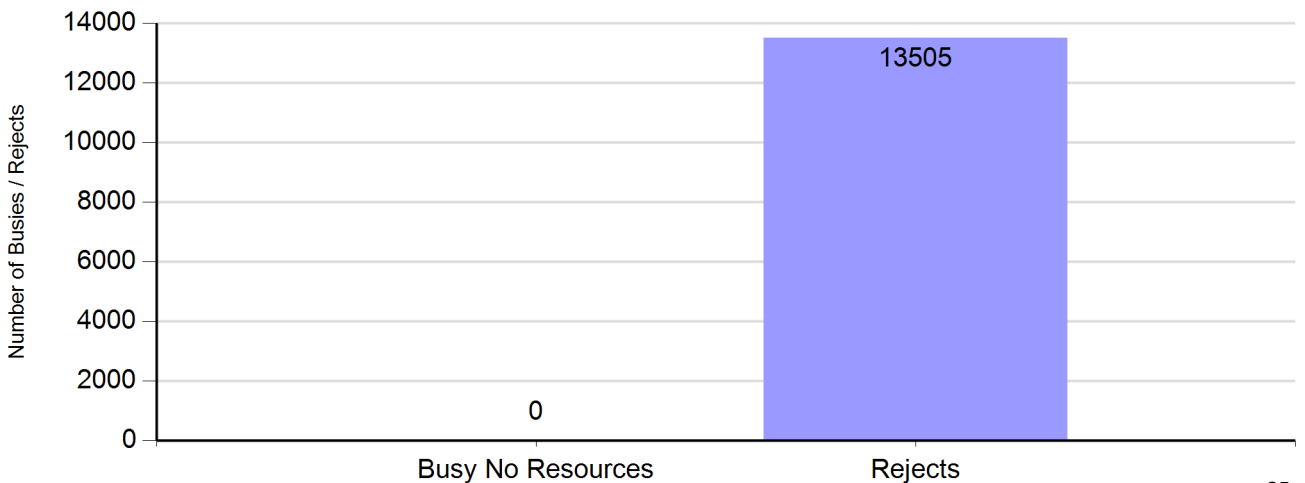
Sunday, December 11, 2011 12:00:00 AM - Saturday, December 17, 2011 11:59:59 PM

Axis object – Auto interval error due to invalid point values or axis minimum/maximum.

### Number of Calls by Type



### Number of Buses and Rejects





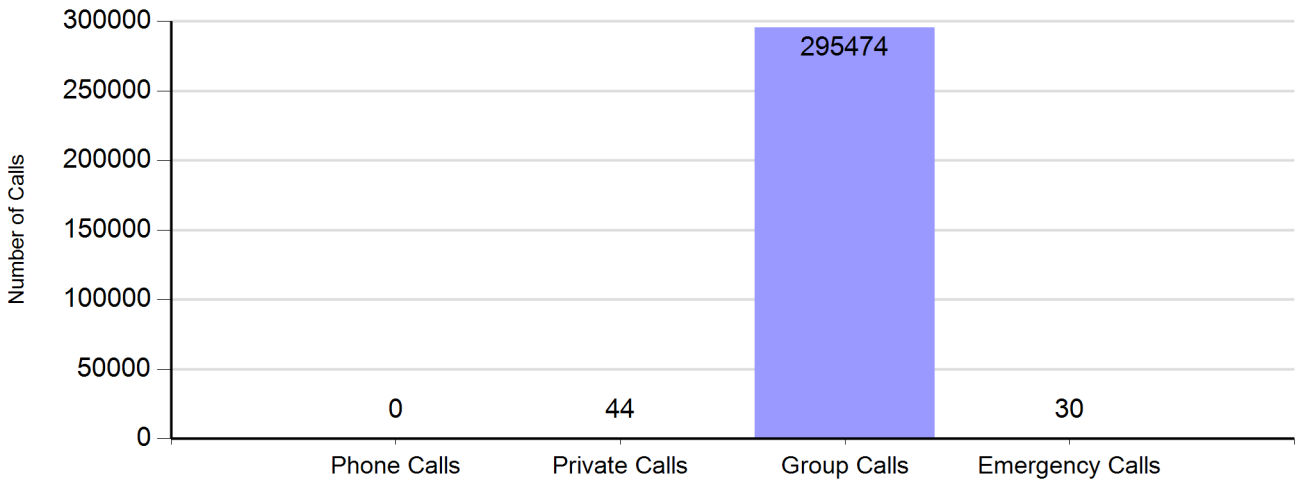
# Site Report

Zone: CHARLOT - Site: SIMULCAST

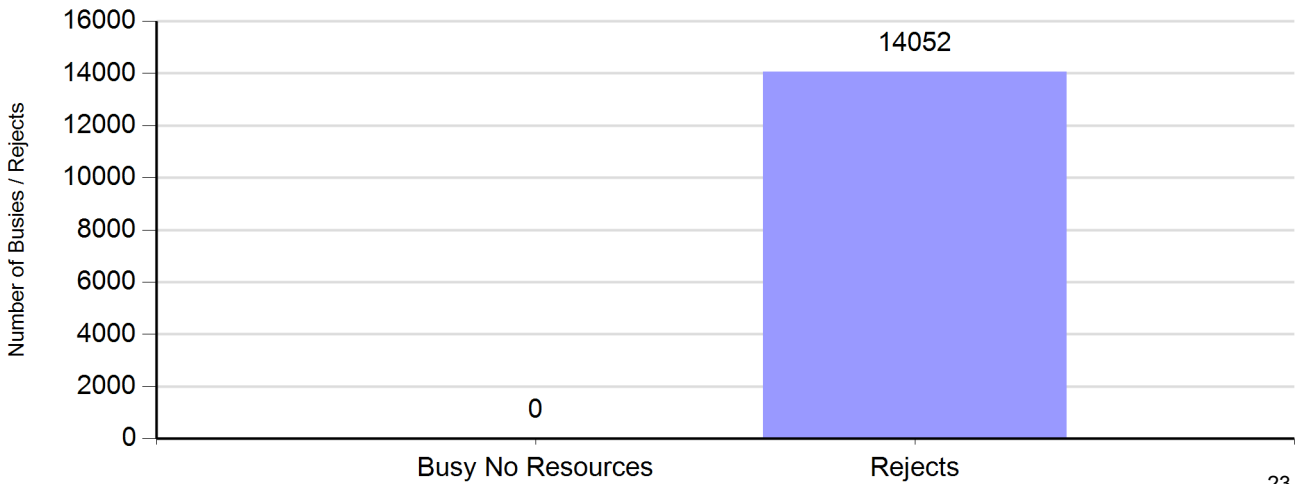
Sunday, December 18, 2011 12:00:00 AM - Saturday, December 24, 2011 11:59:59 PM

Axis object – Auto interval error due to invalid point values or axis minimum/maximum.

### Number of Calls by Type



### Number of Busies and Rejects





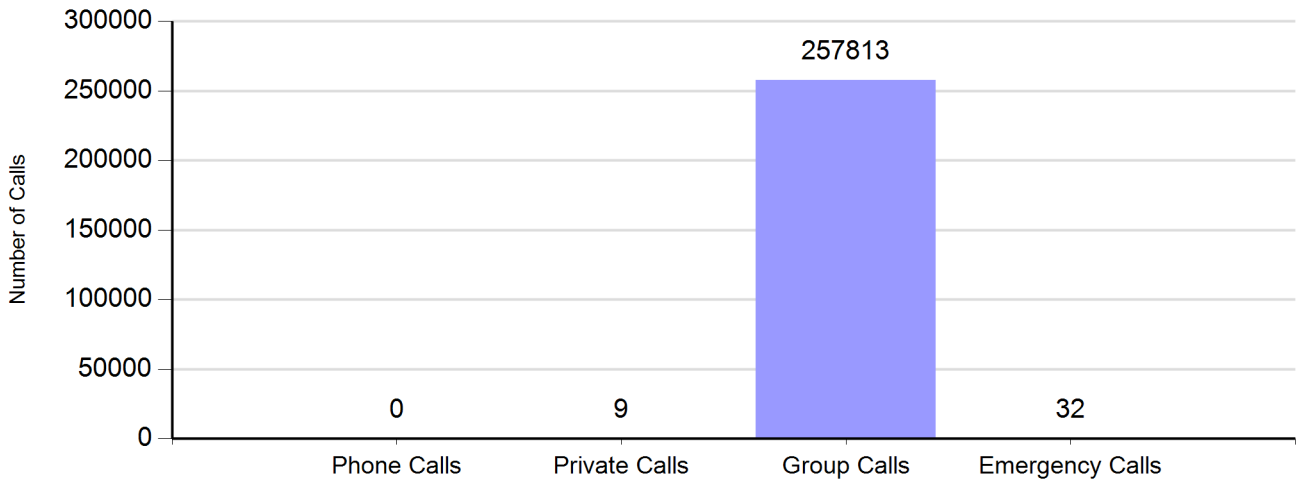
# Site Report

Zone: CHARLOT - Site: SIMULCAST

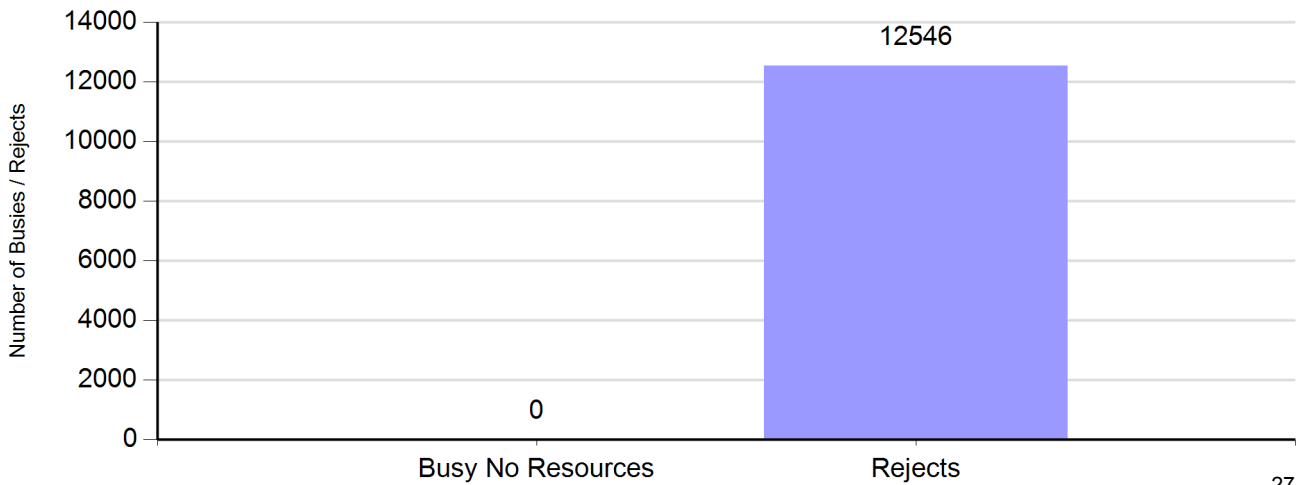
Sunday, December 25, 2011 12:00:00 AM - Saturday, December 31, 2011 11:59:59 PM

Axis object – Auto interval error due to invalid point values or axis minimum/maximum.

### Number of Calls by Type



### Number of Buses and Rejects





Charlotte/Mecklenburg Monthly Case Report December 2011

Case ID	Status	Type	Site Name	Severity	Title	Create Date
22910598	Closed	Technical Dispatch	SIMULCAST-NORTH TOWER - CHARLOTTE, C	Severity 3	Chan 12 has no TSTAT	11/30/2011 12:58
22910673	Closed	Technical Dispatch	SIMULCAST-NORTH TOWER - CHARLOTTE, C	Severity 1	NMO - Channel 12 Malfunction	11/30/2011 13:41
22911311	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, C	Severity 1	North Division dispatch audio processing not available can't Tx or Rx(See notes)	11/30/2011 22:27
22911414	Deferred	Technical Support	POLICE DISPATCH CENTER - CHARLOTTE, C	Severity 1	Op 8 patch failed, hour glass present in patch	12/1/2011 6:34
22911418	Closed	Network Management	Gastonia PD-Charlotte, City of; NC	Severity 1	NMO Gastonia CH.1 Malf.	12/1/2011 6:51
22911583	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, C	Severity 3	Answering call play back is not working	12/1/2011 9:54
22911853	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 3	Not recording at radio po 3	12/1/2011 12:07
22912536	Closed	Technical Dispatch	MATTHEWS P25 PRIME SITE	Severity 1	NMO - SITE NOT WIDE TRUNKING, ALL CHANNELS DOWN	12/1/2011 16:45
22912893	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY O	Severity 1	all consoles site not wide	12/2/2011 6:56
22913044	Closed	Network Management	Gastonia PD-Charlotte, City of; NC	Severity 1	NMO - Gastonia PD Site Link1 Down & Channel 1 & 2 Disabled	12/2/2011 9:47
22913326	Closed	Network Management	SIMULCAST-SOUTH POINT - CHARLOTTE, CIT	Severity 1	NMO - South Point Channel 9 Chronic No TSTAT Failures During A Call	12/2/2011 12:09
22914091	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 1	OP 8 getting short in the headset jack-causing telephone issues	12/3/2011 12:29
22916200	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 1	OP6 is down	12/6/2011 9:07
22917714	Closed	Technical Dispatch	Gastonia PD-Charlotte, City of; NC	Severity 1	NMO Gastonia PD Channel 1 HW failure	12/7/2011 9:21
22919128	Closed	Network Management	SIMULCAST-SOUTH POINT - CHARLOTTE, CIT	Severity 1	NMO - Channel 9 No TSTAT During A Call > 5 Mins.	12/8/2011 8:05
22920956	Closed	Technical Support	CMGC P25 SUB SITE-CHARLOTTE, CITY OF-C	Severity 3	MCC7500 VPM-Password	12/9/2011 12:07
22927166	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, C	Severity 1	having some bleed over or interference on Freedom and Metro	12/15/2011 10:29
22928376	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, C	Severity 1	Stolen Radio is activating emergency button and keying up on it	12/16/2011 1:56
22930212	Closed	Technical Dispatch	CORNELIUS/NORTH MECK-CHAROLOTT	Severity 2	NMO - VPM 04 Minor malfunction, battery low	12/19/2011 10:20
22930296	Closed	Network Management	SOUTH POINT P25 SUB SITE-CHARLOTTE, CI	Severity 1	NMO - Subsite Voted Out > 5 min	12/19/2011 11:06
22930996	Closed	Network Management	SOUTH POINT P25 SUB SITE-CHARLOTTE, CI	Severity 1	NMO- Subsite voted out	12/19/2011 15:53
22932984	Closed	Technical Dispatch	SIMULCAST- MIDLAND - CHARLOTTE, CITY O	Severity 1	nmo channel 17 down	12/21/2011 11:10
22935644	Closed	Network Management	SIMULCAST-SUGAR CREEK CO LOC - CHARL	Severity 1	NMO - Channel 1 Illegal Carrier > 15 Mins.	12/25/2011 5:23
22935754	Closed	Technical Dispatch	SIMULCAST SUGARCREEK P25- CHARLOTTE	Severity 1	NMO - Channel 18 Illegal Carrier Malfunction throughout simulcast > 15 min	12/26/2011 12:51
22938619	Closed	Technical Dispatch	SIMULCAST-NORTH TOWER - CHARLOTTE, C	Severity 1	Channel # 8 power supply failed	12/29/2011 9:13
22940676	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, C	Severity 1	Channel bleed over and static across all chs	12/30/2011 23:20
22940699	Closed	Technical Dispatch	SIMULCAST-BELHAVEN - CHARLOTTE, CITY C	Severity 1	NMO Belhaven CH.24 Illegal Carrier > 15 min.	12/31/2011 4:18
22940750	Closed	Network Management	SIMULCAST SUGARCREEK P25- CHARLOTTE	Severity 1	NMO-SIMULCAST SUGARCREEK P25-SITE6-DISABLED, USER REQUEST	12/31/2011 14:21
22940773	Closed	Technical Dispatch	SIMULCAST SUGARCREEK P25- CHARLOTTE	Severity 1	NMO Channel 24 Illegal carrier across simulcast	12/31/2011 20:25
22940783	Closed	Technical Dispatch	MEDIC - CHARLOTTE, CITY OF	Severity 3	VHF radio will not path into digital system, 3402 path to cmc	12/31/2011 23:29
				<b>Severity 1</b>	<b>24</b>	
				<b>Severity 2</b>	<b>1</b>	
				<b>Severity 3</b>	<b>5</b>	
				<b>Total</b>	<b>30</b>	

# 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					