



SmartZone Metric Report

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

January 2012



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January-2012

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R.A.D.I.O Summary		
Charlotte/Mecklenburg P25 and SIMULCAST System		
January-2012		
Cases	21	Sev 1, 2, and 3
System Push To Talks	2,683,081	

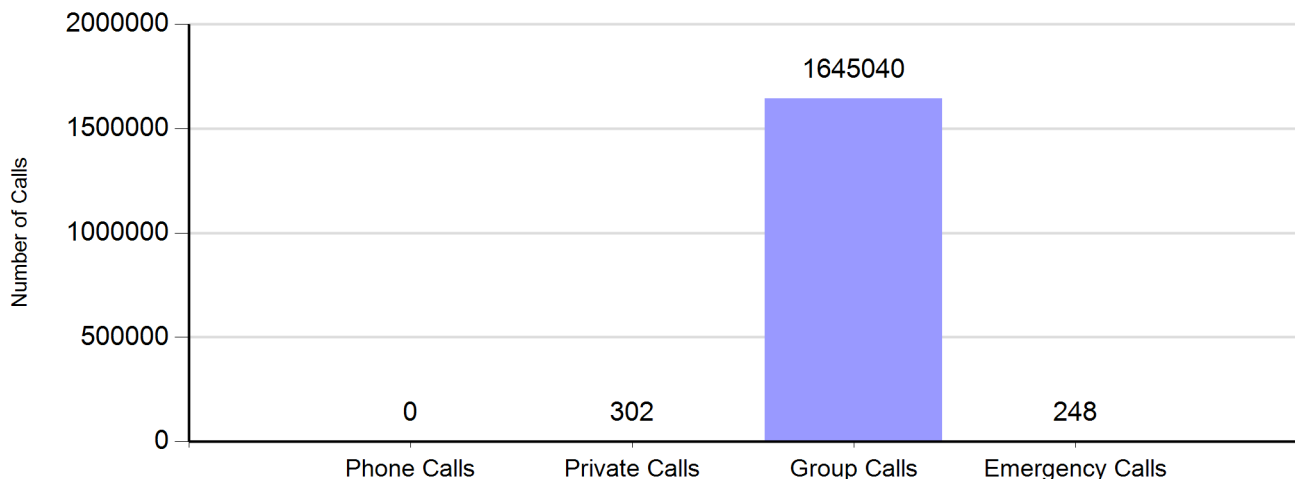
Charlotte/Mecklenburg P25 Site		
Total 5-9's		
P25 Calls	204,833	
No Site Resouce Count	0	

Charlotte/Mecklenburg SIMULCAST Site		
Total 5-9's		
SIMULCAST Calls	1,452,396	
No Site Resouce Count	0	

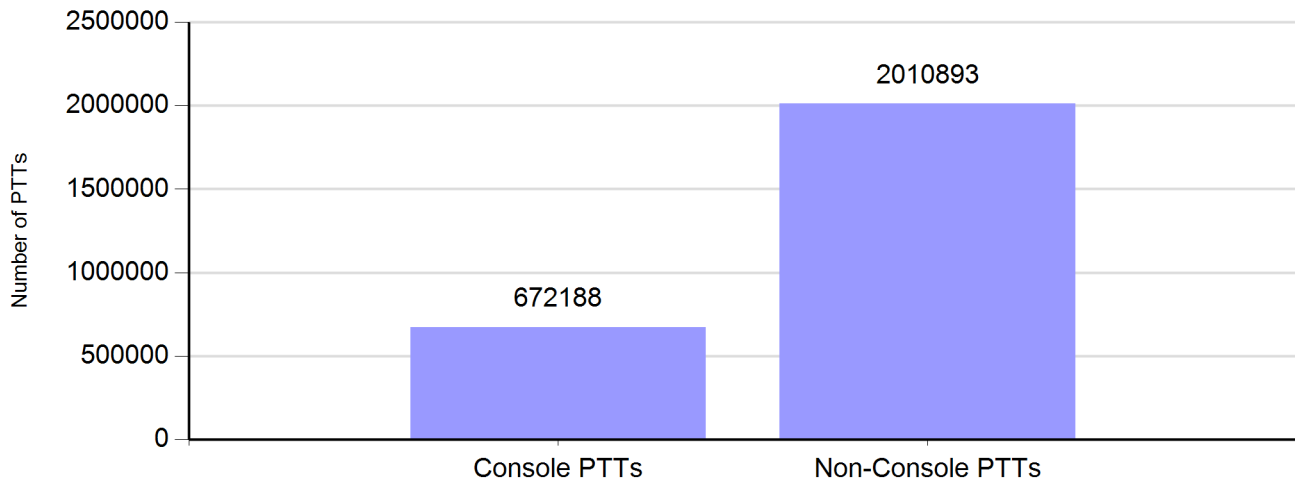
Note: 5-9's includes interefrance and no preventative maintenance

Zone Call Report (Includes Gastonia, Union, Cherryville)

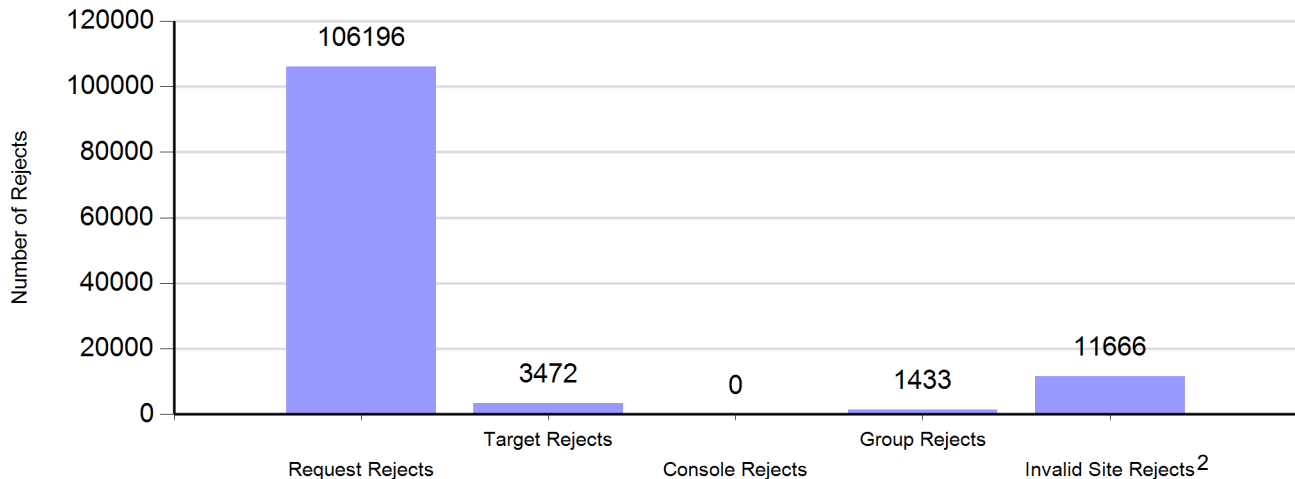
Number of Calls by Type



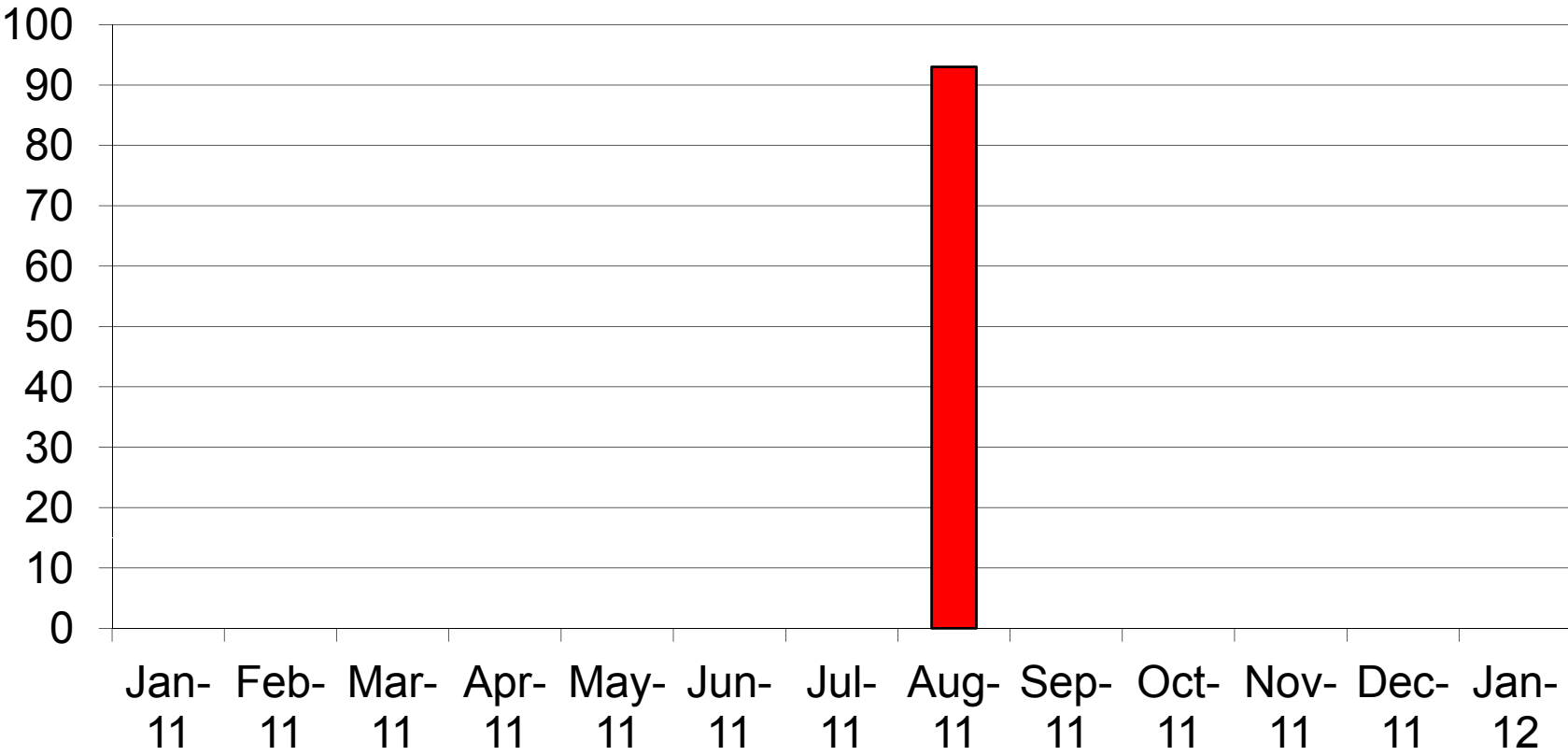
Number of Zone PTTs



Reasons for Reject

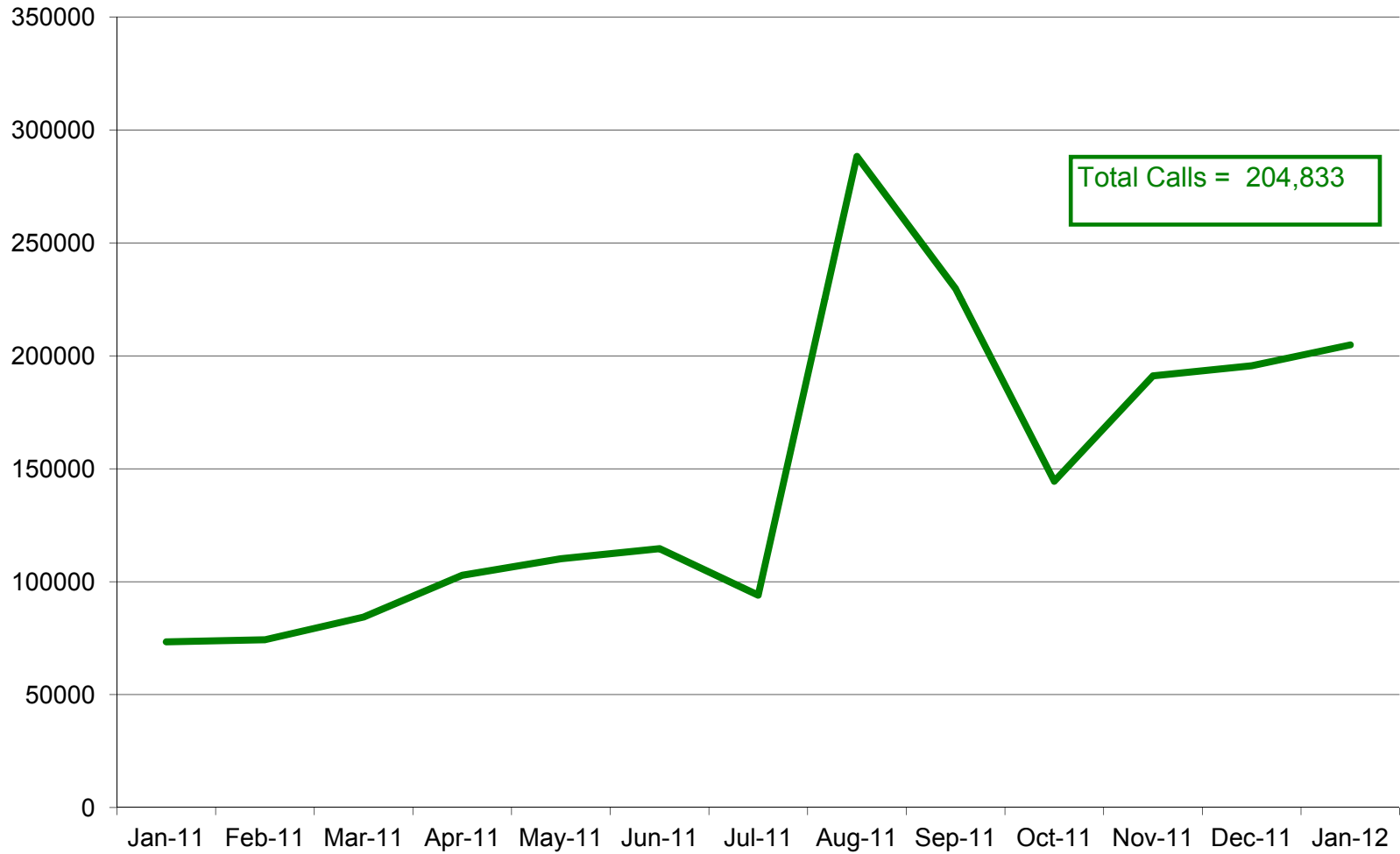


Charlotte/ Mecklenburg P25 No Site Resources



Charlotte/Mecklenburg P25 System Calls

Series1

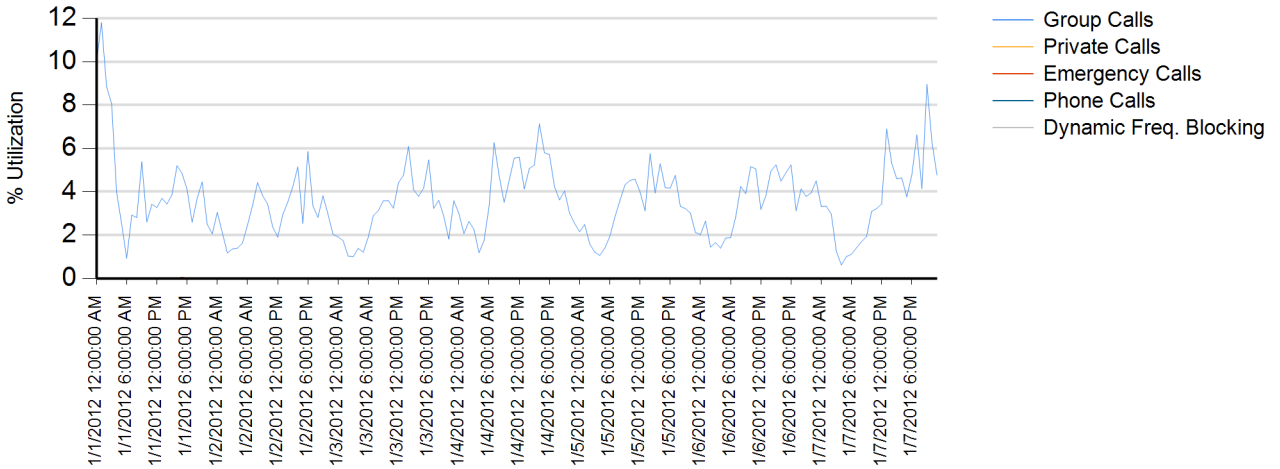


Site Report

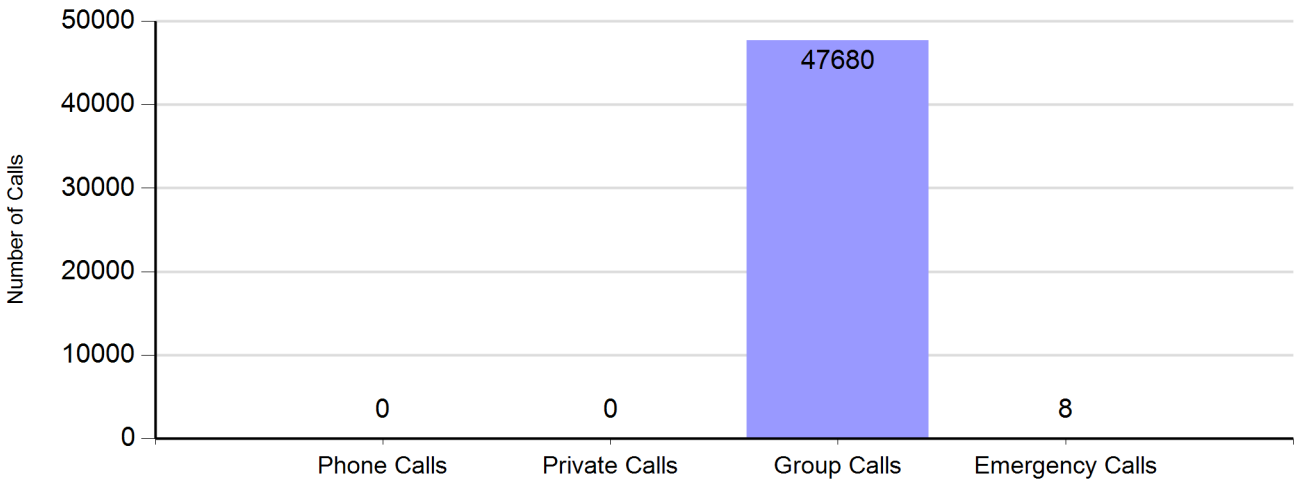
Zone: CHARLOT - Site: Matthews Prime

Sunday, January 01, 2012 12:00:00 AM - Saturday, January 07, 2012 11:59:59 PM

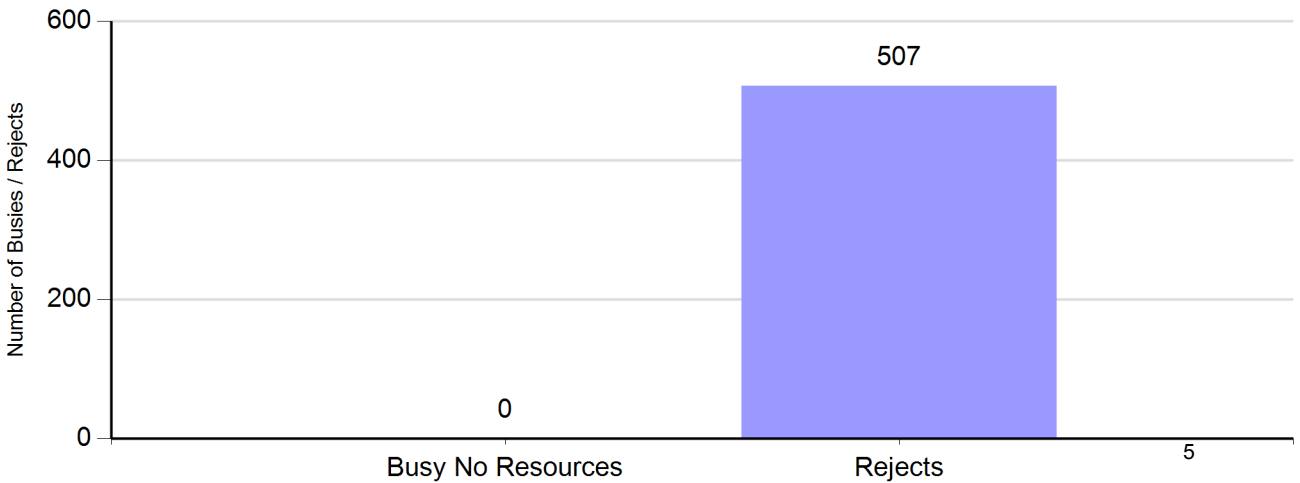
Channel Utilization

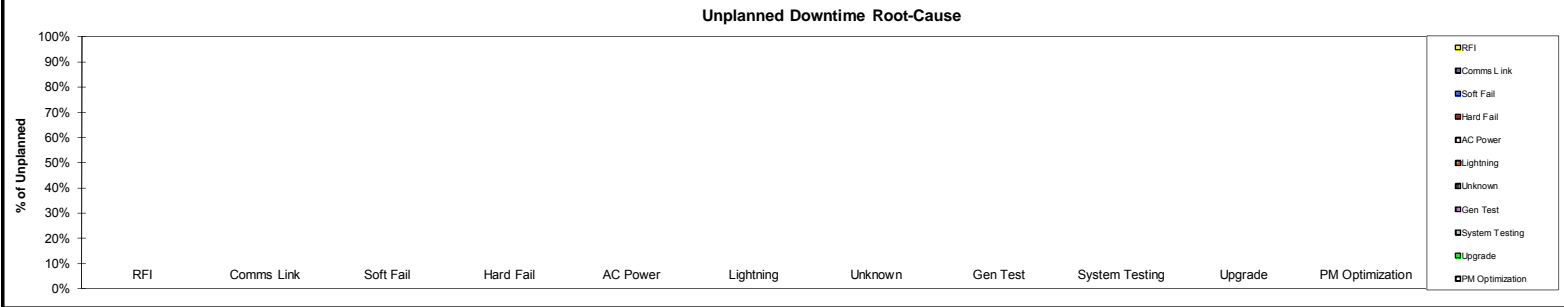


Number of Calls by Type



Number of Busies and Rejects





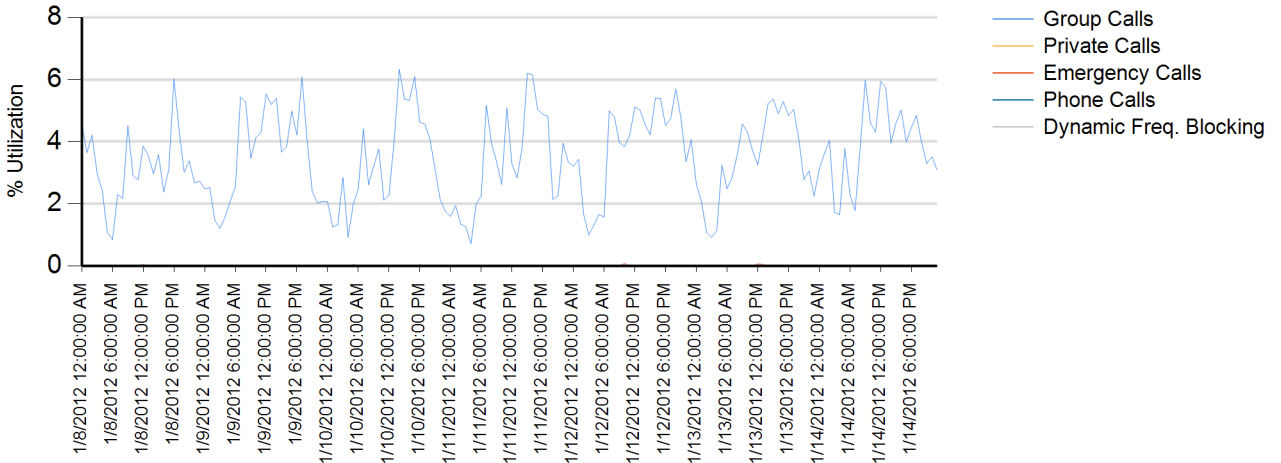
Date of Event	Device Description	Seconds Device Downtime	Problem Description	Root Cause	Mot. OR 3rd Party Equip.	Customer Impact	Solution Identified	Case Number	Target Date

Site Report

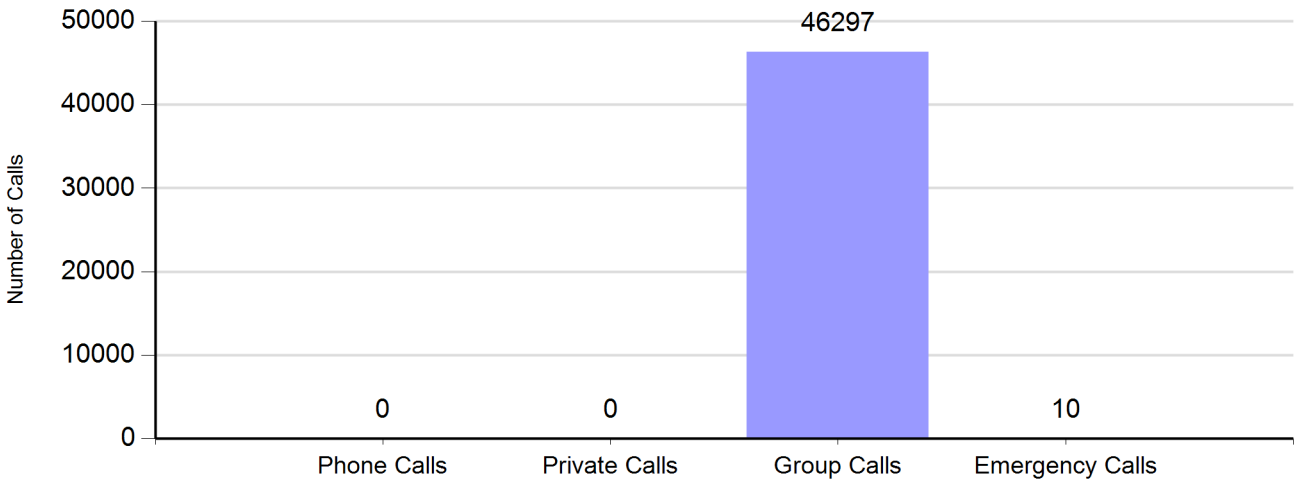
Zone: CHARLOT - Site: Matthews Prime

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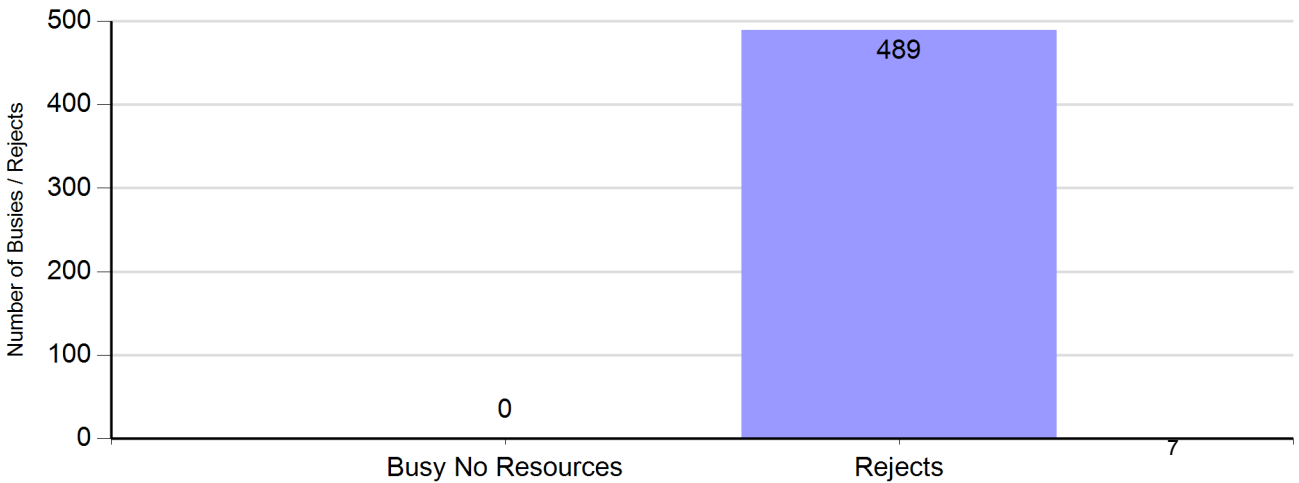
Channel Utilization

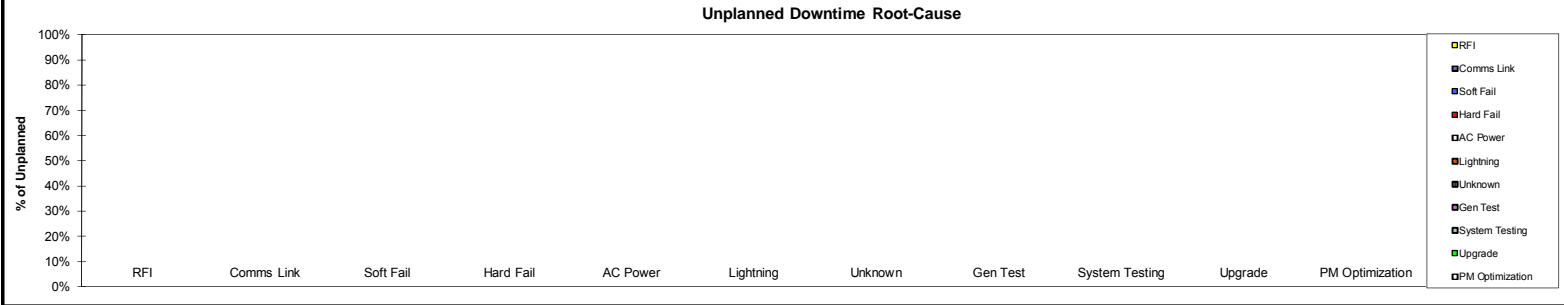


Number of Calls by Type



Number of Busies and Rejects





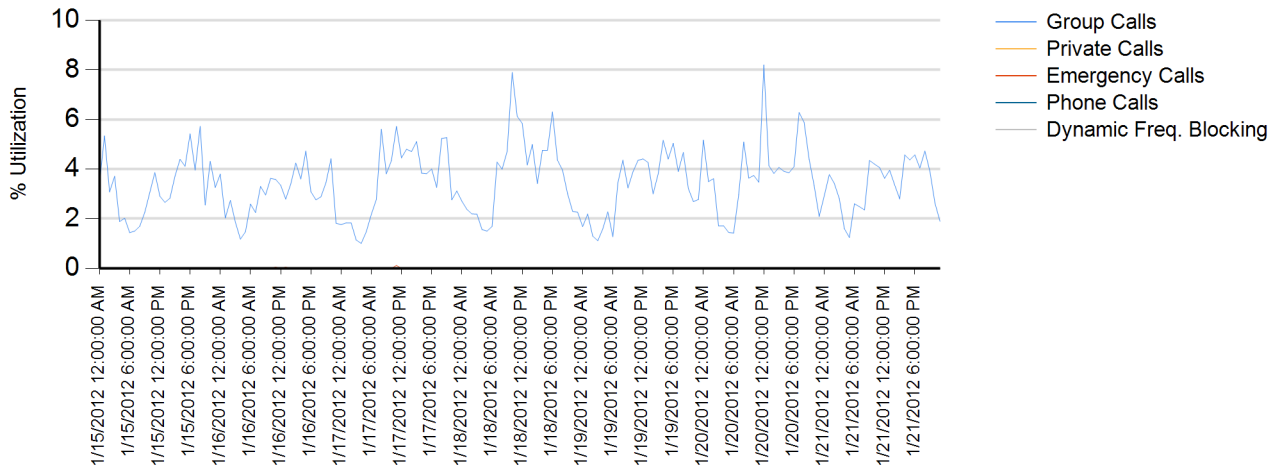
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Site Report

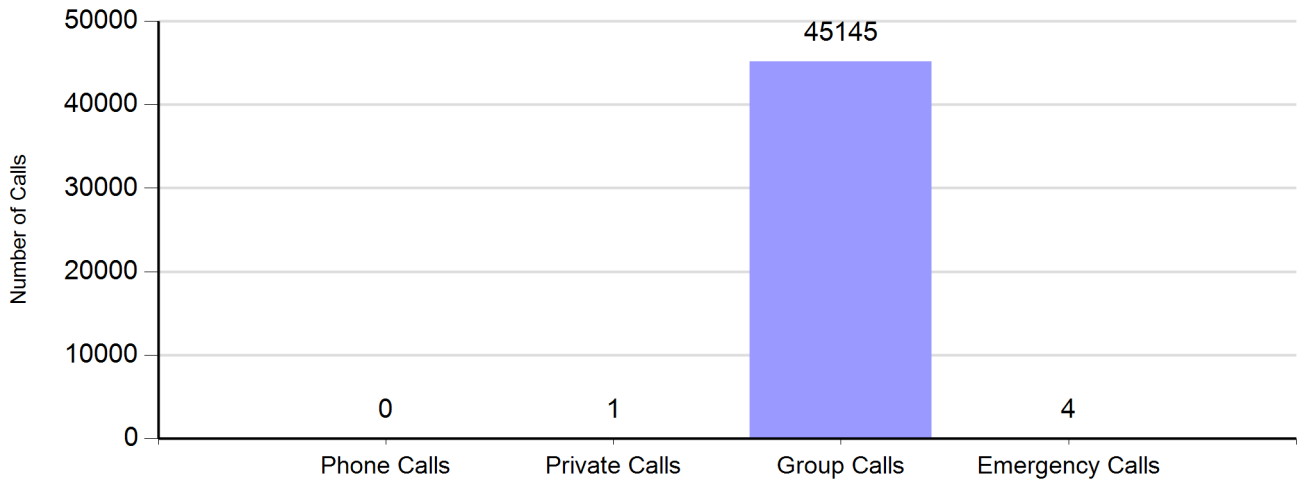
Zone: CHARLOT - Site: Matthews Prime

Sunday, January 15, 2012 12:00:00 AM - Saturday, January 21, 2012 11:59:59 PM

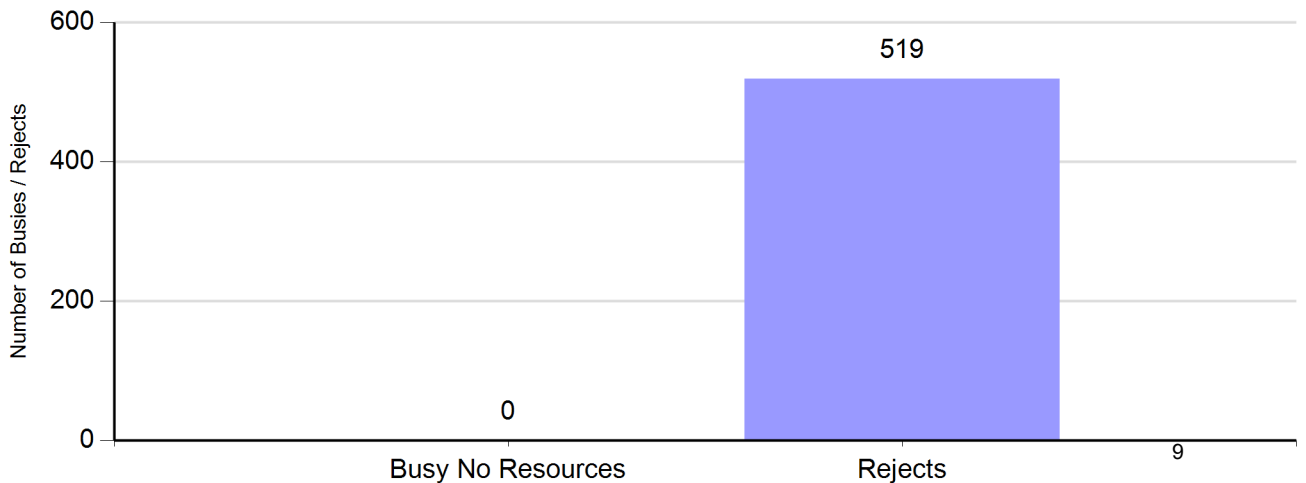
Channel Utilization



Number of Calls by Type

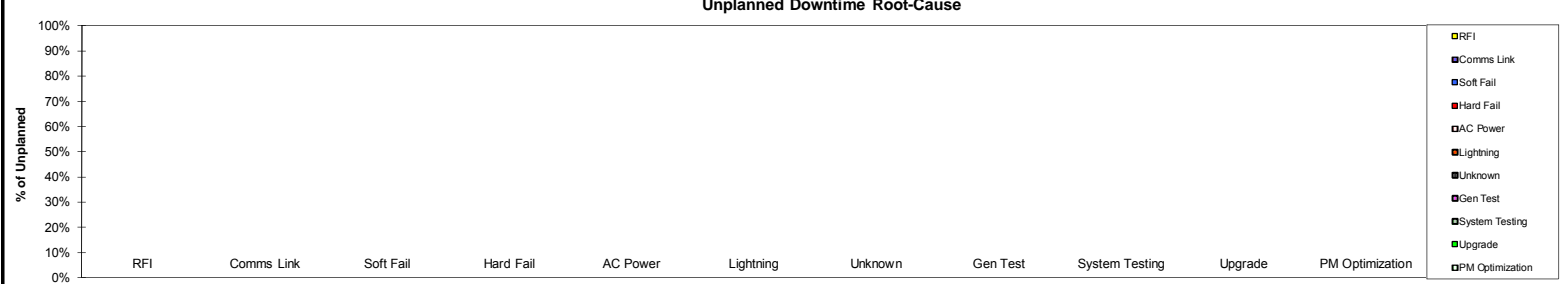


Number of Buses and Rejects



Root-Cause/Action Items Charlotte/Mecklenburg P25

week ending date 1/21/2012



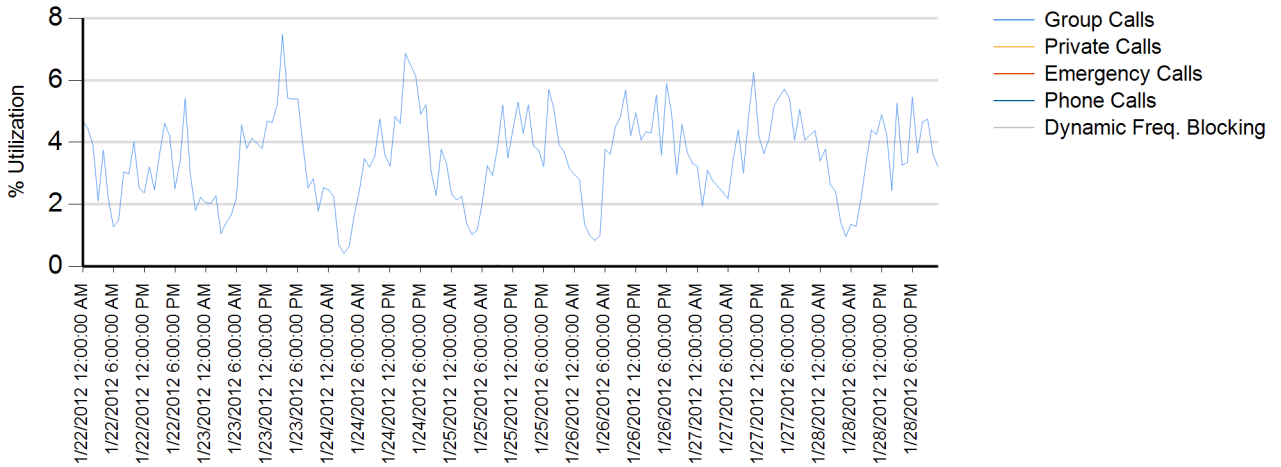
Date of Event	Device Description	Seconds Device Downtime	Problem Description	Root Cause	Mot. OR 3rd Party Equip.	Customer Impact	Solution Identified	Case Number	Target Date

Site Report

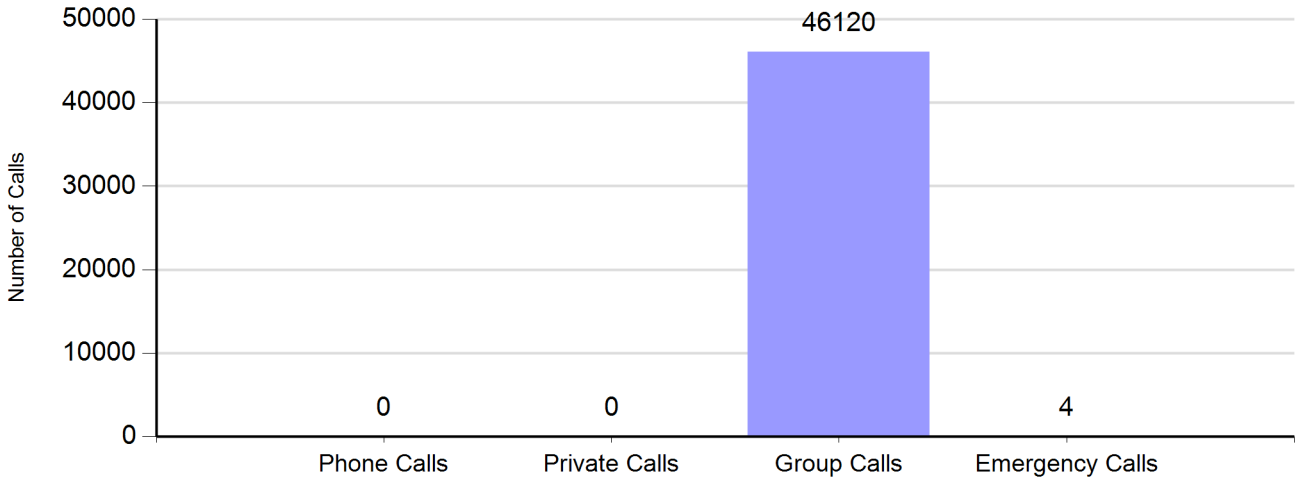
Zone: CHARLOT - Site: Matthews Prime

Sunday, January 22, 2012 12:00:00 AM - Saturday, January 28, 2012 11:59:59 PM

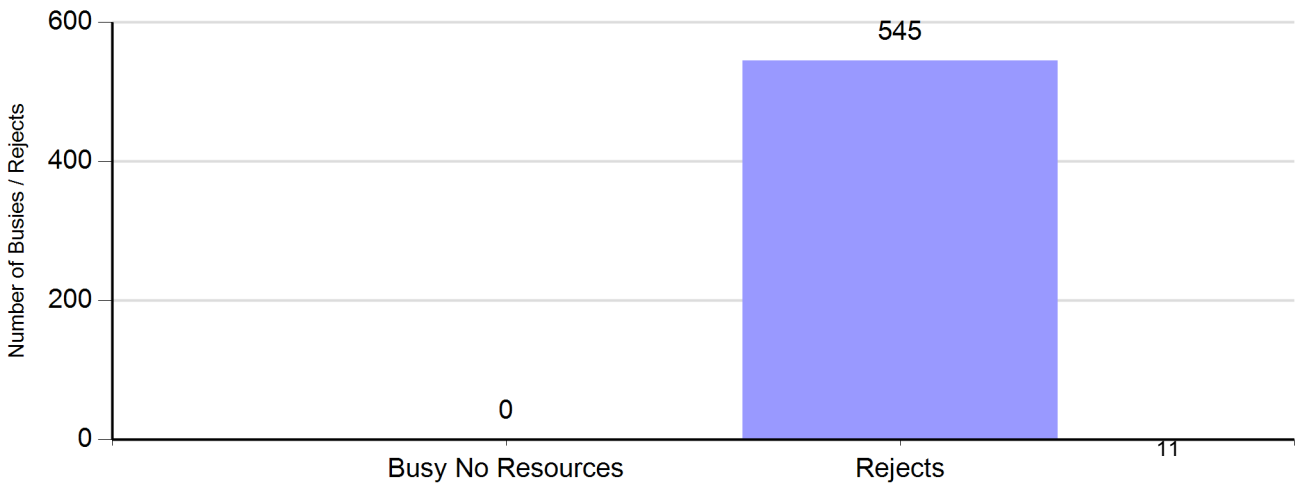
Channel Utilization



Number of Calls by Type

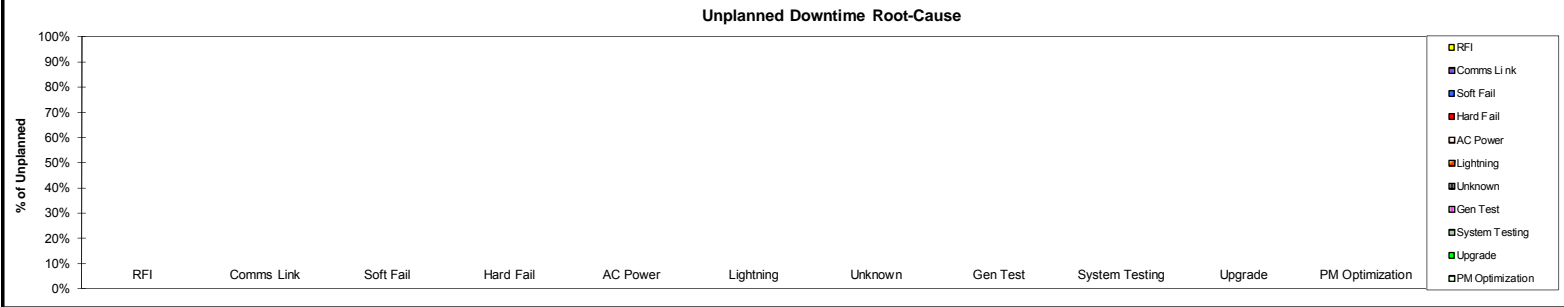


Number of Busies and Rejects



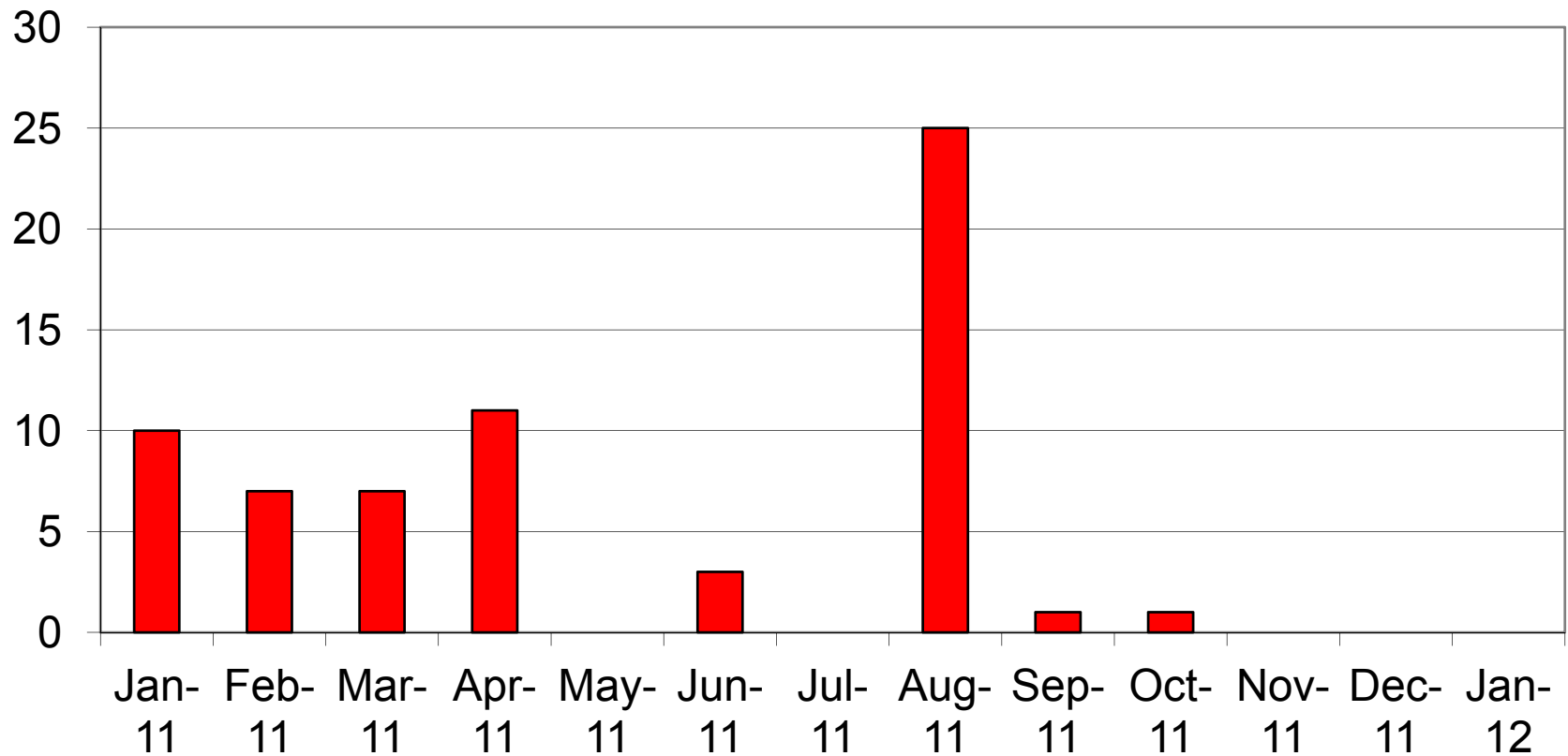
Root-Cause/Action Items Charlotte/Mecklenburg P25

week ending date 1/28/2012

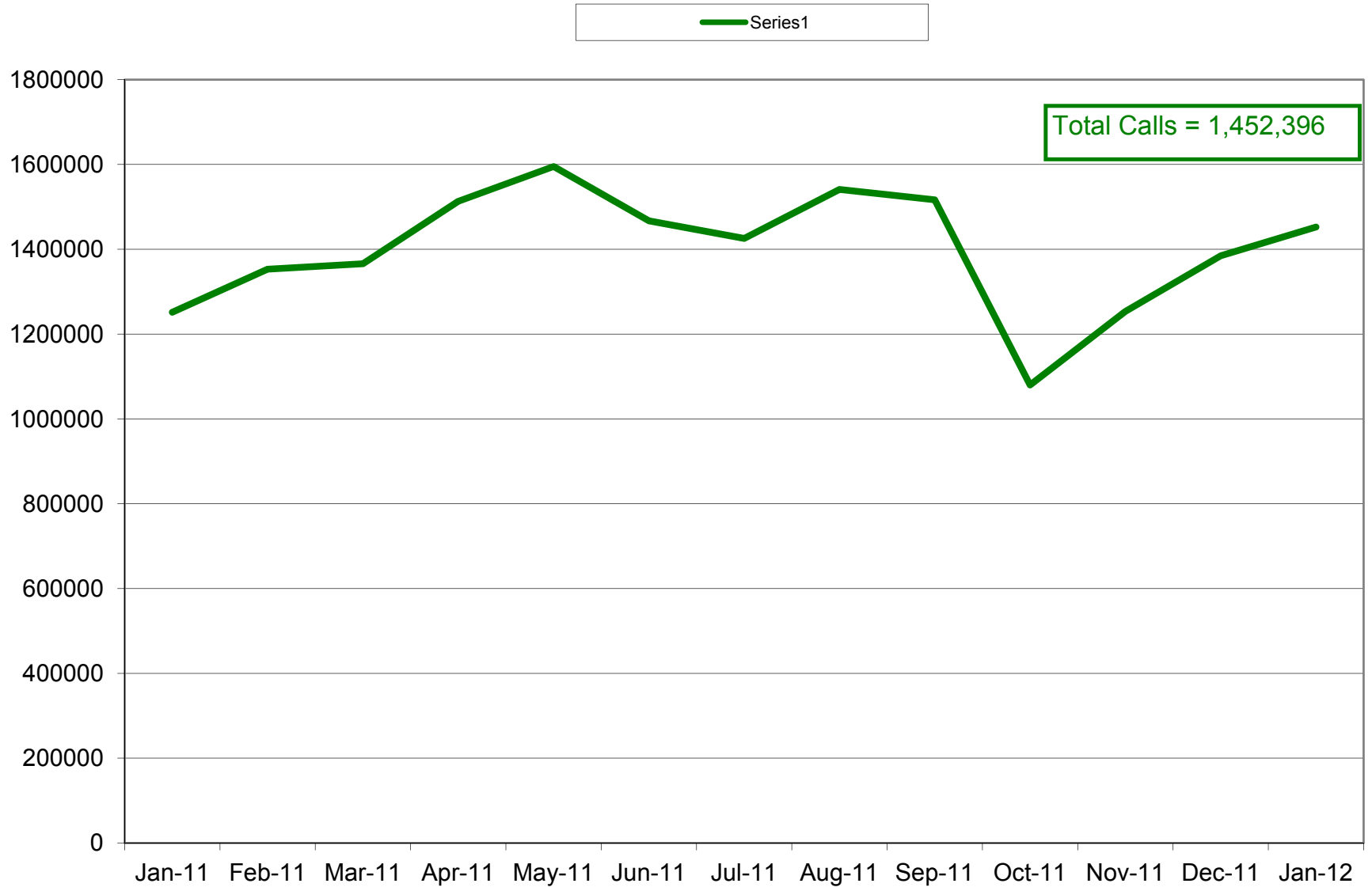


Date of Event	Device Description	Seconds Device Downtime	Problem Description	Root Cause	Mot. OR 3rd Party Equip.	Customer Impact	Solution Identified	Case Number	Target Date
12/19									

Charlotte/ Mecklenburg 4.1 SIMULCAST No Zone Resources



Charlotte/Mecklenburg 4.1SIMULCAST Site Calls

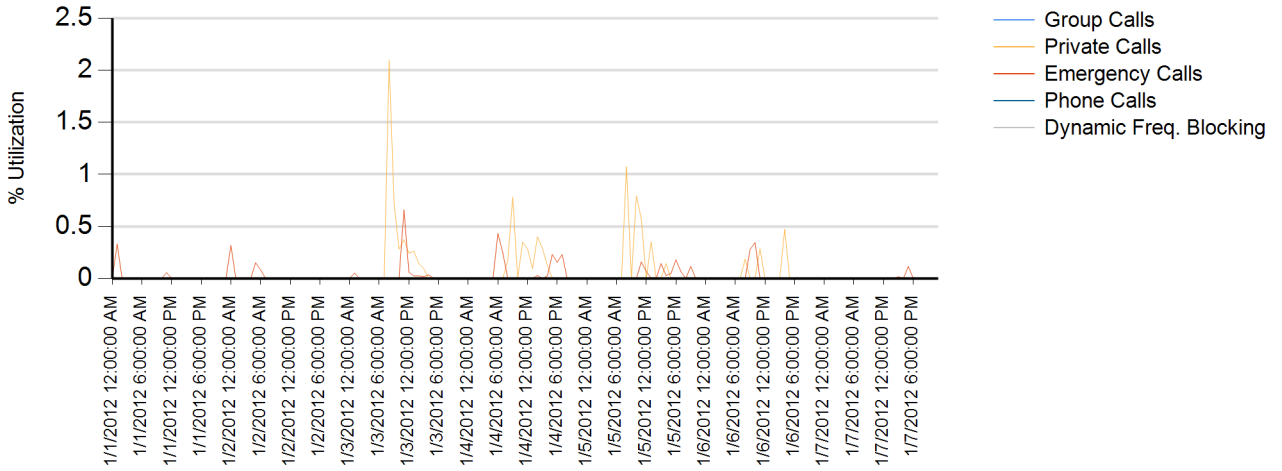


Site Report

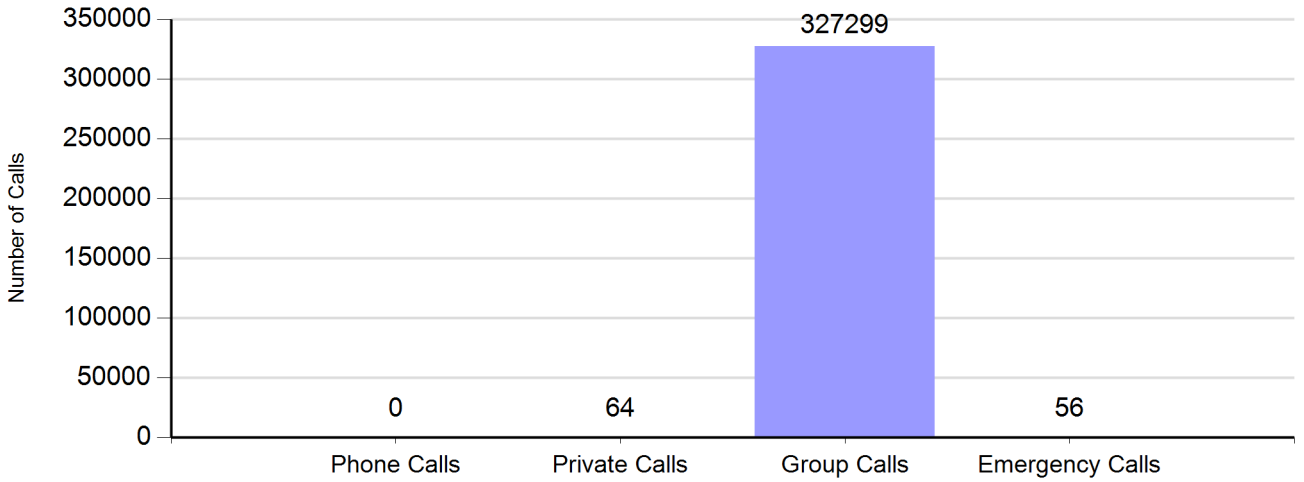
Zone: CHARLOT - Site: SIMULCAST

Sunday, January 01, 2012 12:00:00 AM - Saturday, January 07, 2012 11:59:59 PM

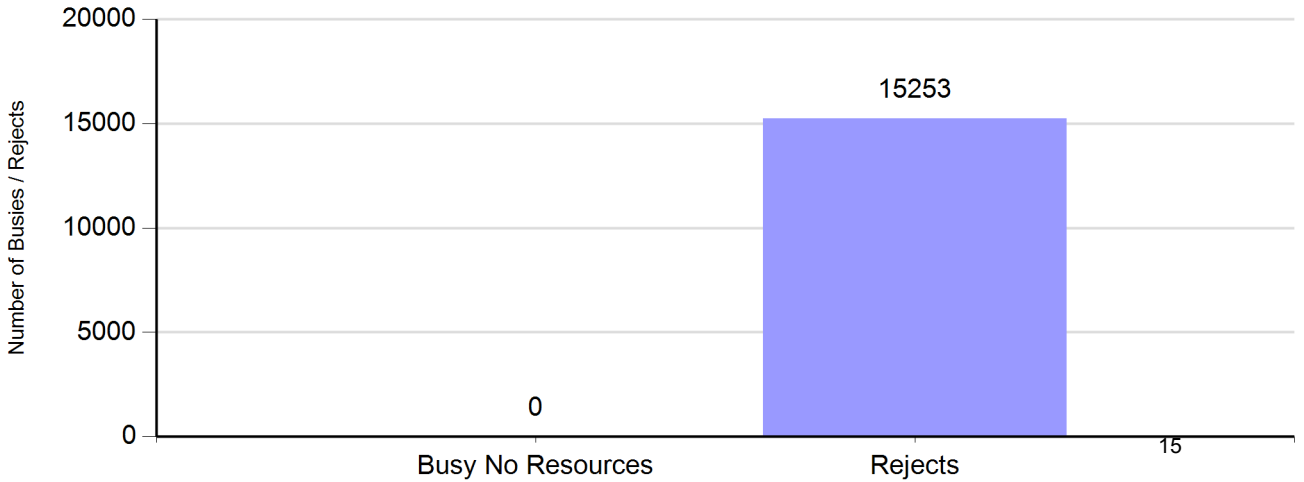
Channel Utilization

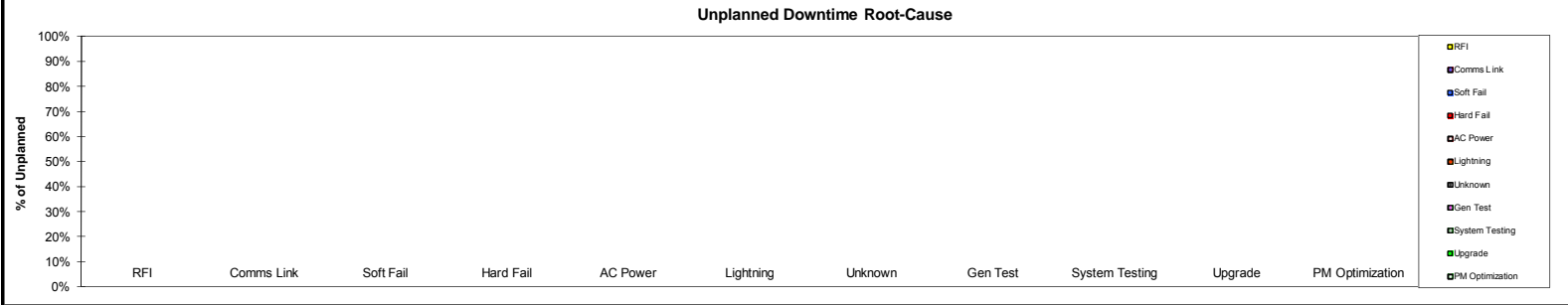


Number of Calls by Type



Number of Buses and Rejects





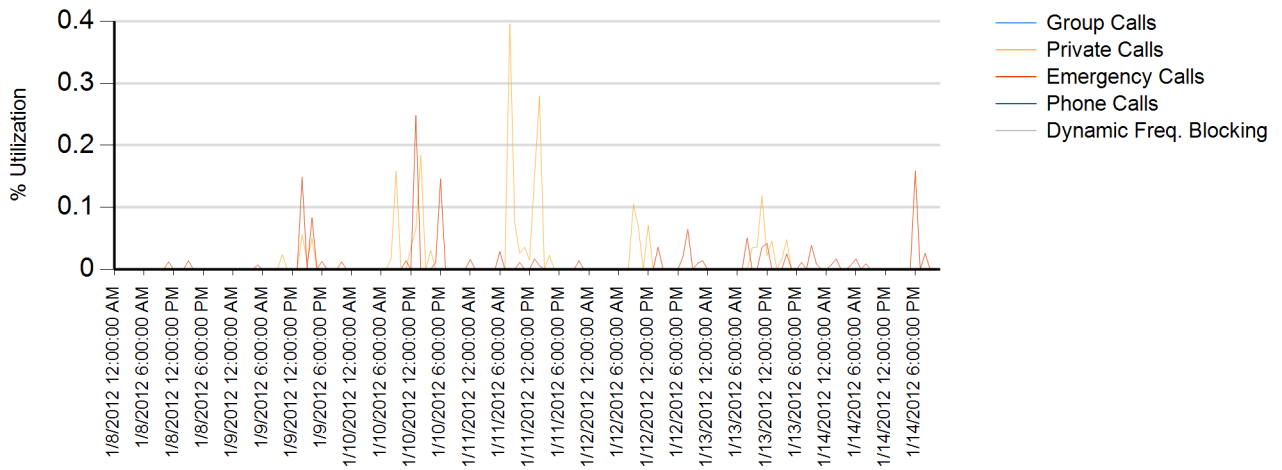
Date of Event	Device Description	Seconds Device Downtime	Problem Description	Root Cause	Mot. OR 3rd Party Equip.	Customer Impact	Solution Identified	Case Number	Target Date
1/1	Base Radio		SIMULCAST-SUGAR CREEK CO LOC - Ch. 5	Interference	Mot	Sev. 1	Illegal Carrier, Channel cleared on its own	22940894	Closed
1/7	Base Radio		SIMULCAST- MIDLAND - Ch. 12	Channel malfunction - no transmit when keyed up	Mot	Sev. 1	Hardware Failure, PA replaced	22946526	Closed

Site Report

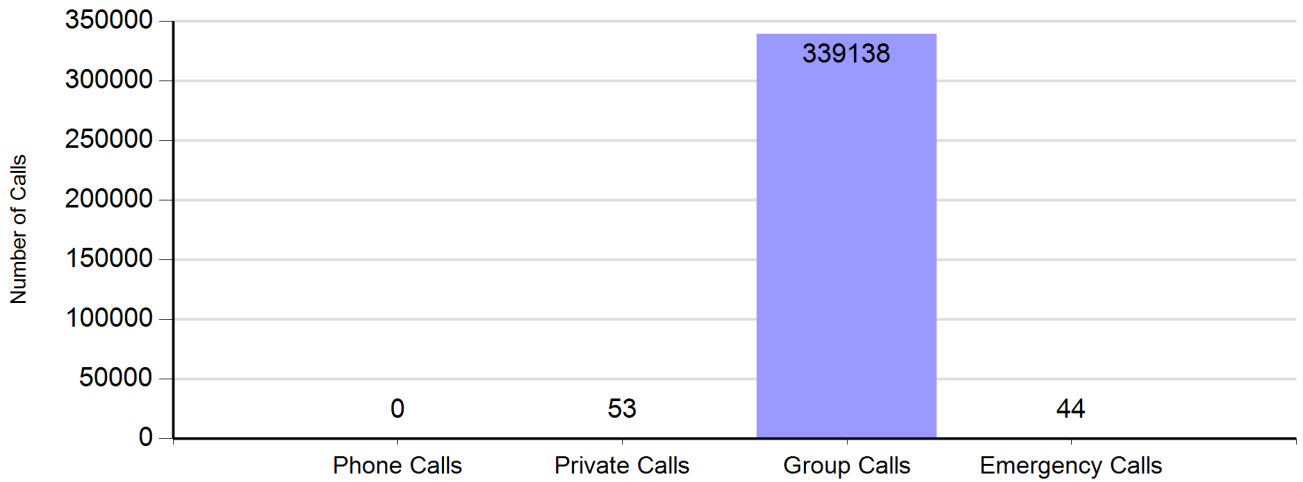
Zone: CHARLOT - Site: SIMULCAST

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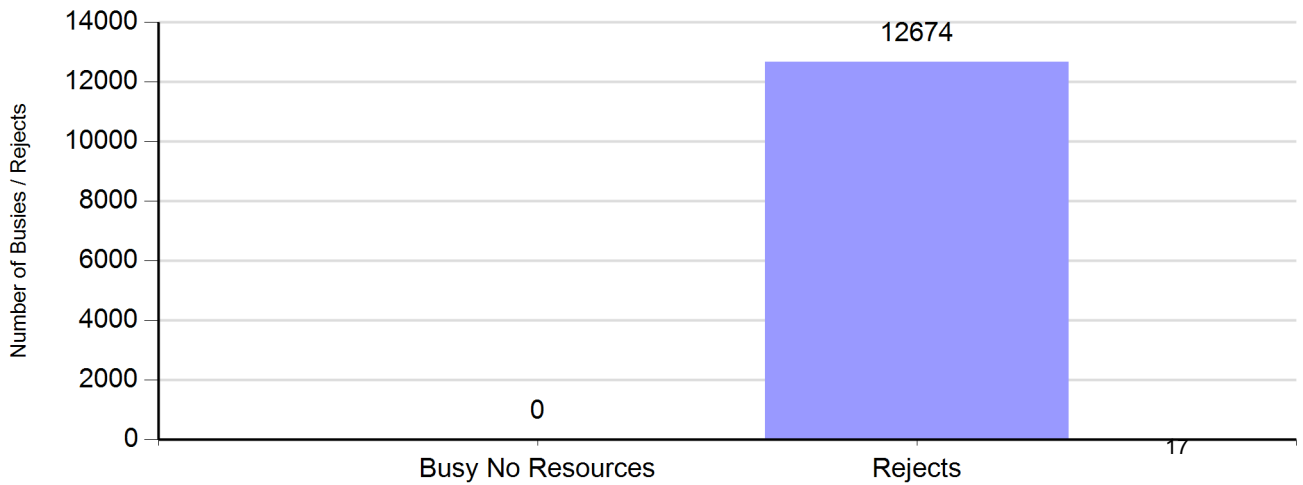
Channel Utilization



Number of Calls by Type



Number of Buses and Rejects



Unplanned Downtime Root-Cause



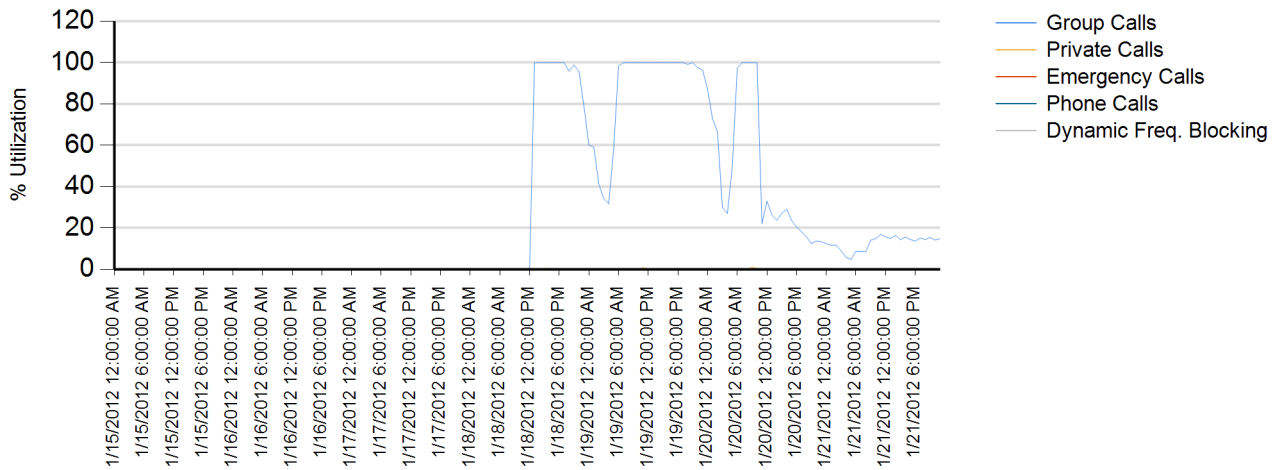
Date of Event	Device Description	Seconds Device Downtime	Problem Description	Root Cause	Mot. OR 3rd Party Equip.	Customer Impact	Solution Identified	Case Number	Target Date

Site Report

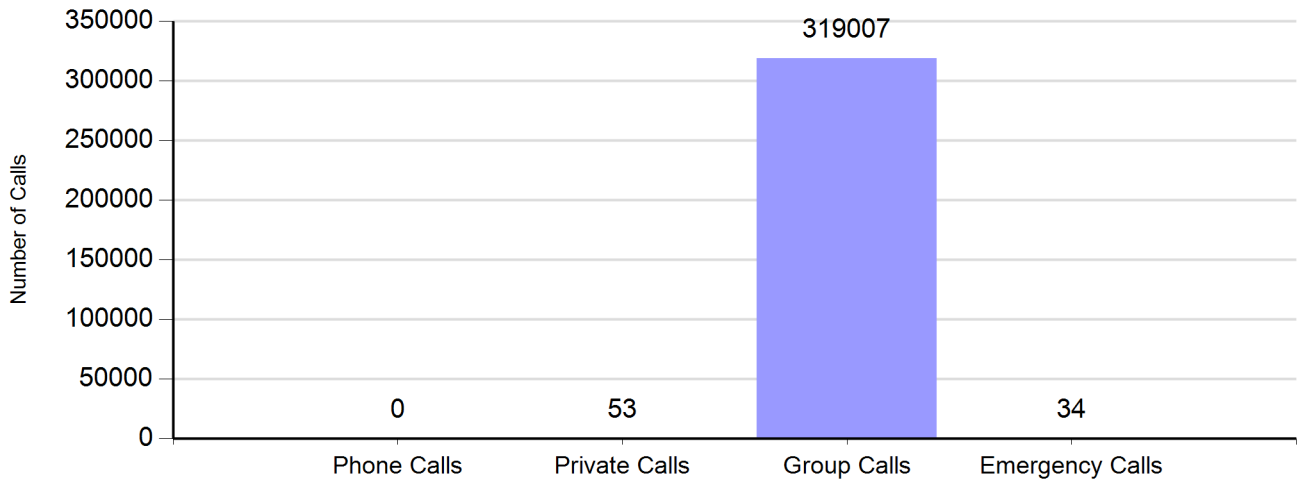
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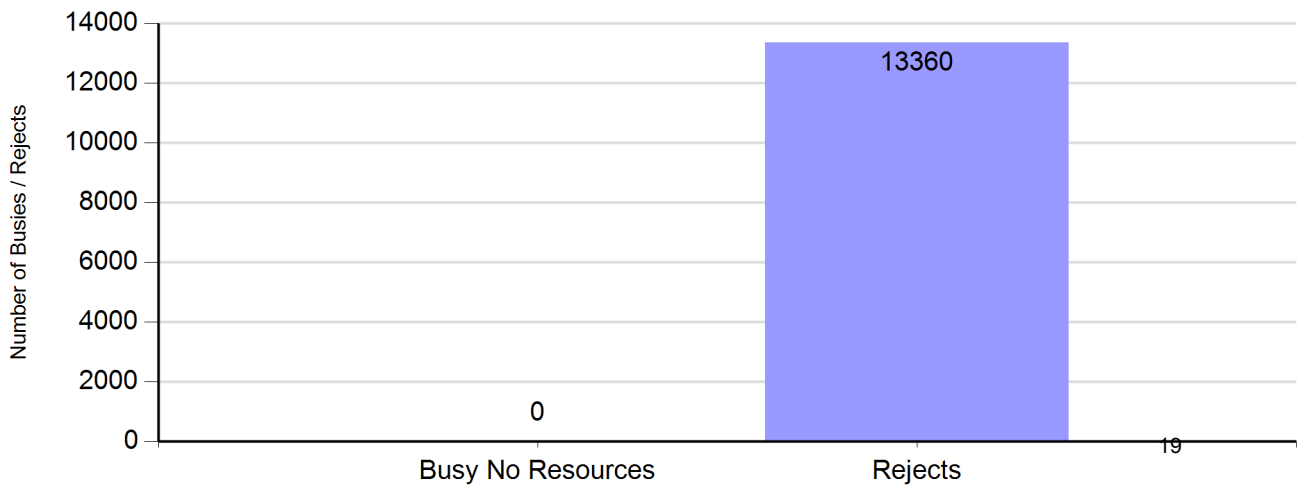
Channel Utilization



Number of Calls by Type



Number of Buses and Rejects



Unplanned Downtime Root-Cause



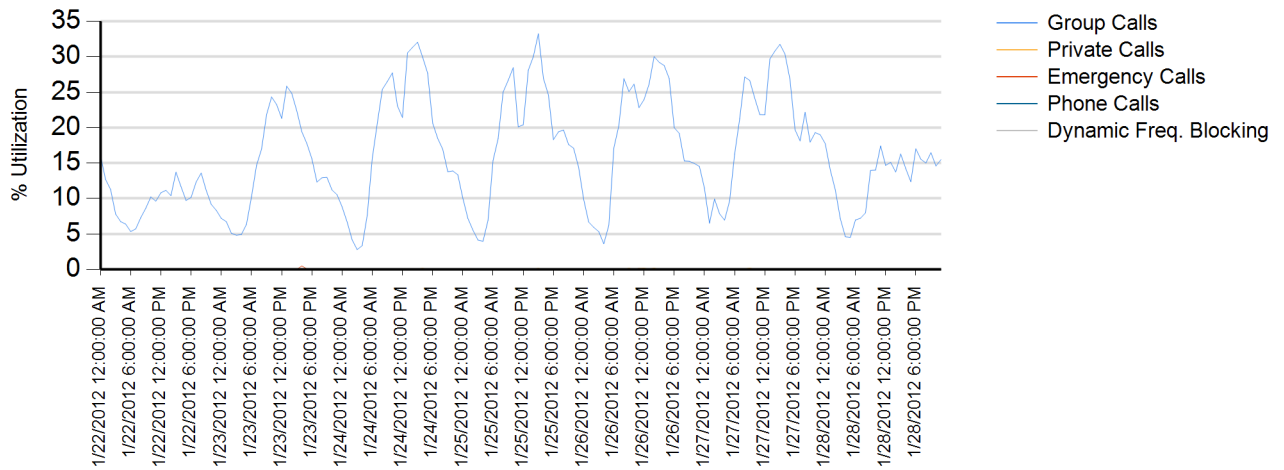
Date of Event	Device Description	Seconds Device Downtime	Problem Description	Root Cause	Mot. OR 3rd Party Equip.	Customer Impact	Solution Identified	Case Number	Target Date

Site Report

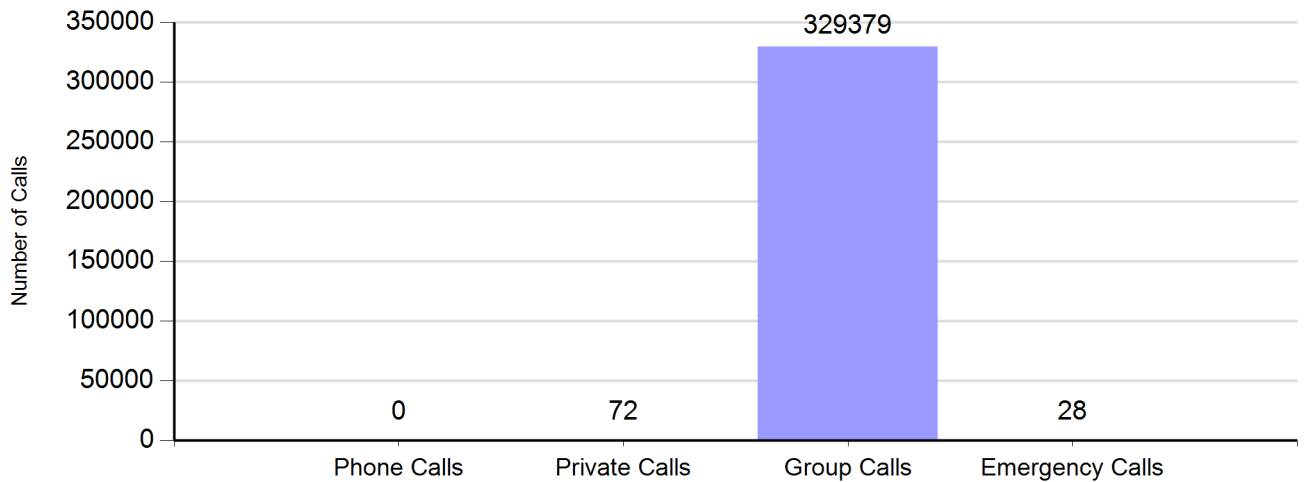
Zone: CHARLOT - Site: SIMULCAST

Sunday, January 22, 2012 12:00:00 AM - Saturday, January 28, 2012 11:59:59 PM

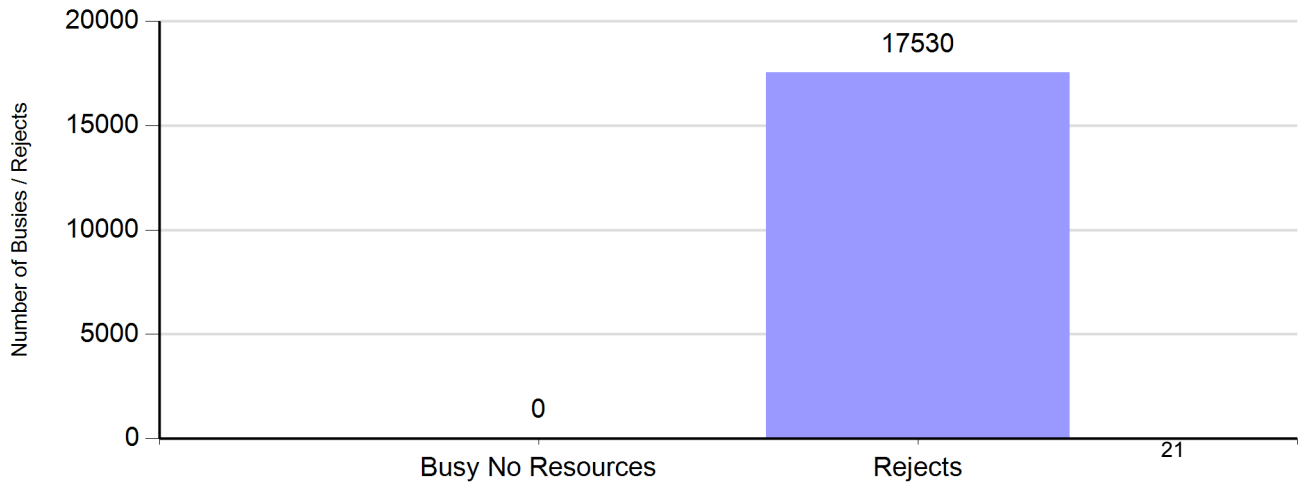
Channel Utilization



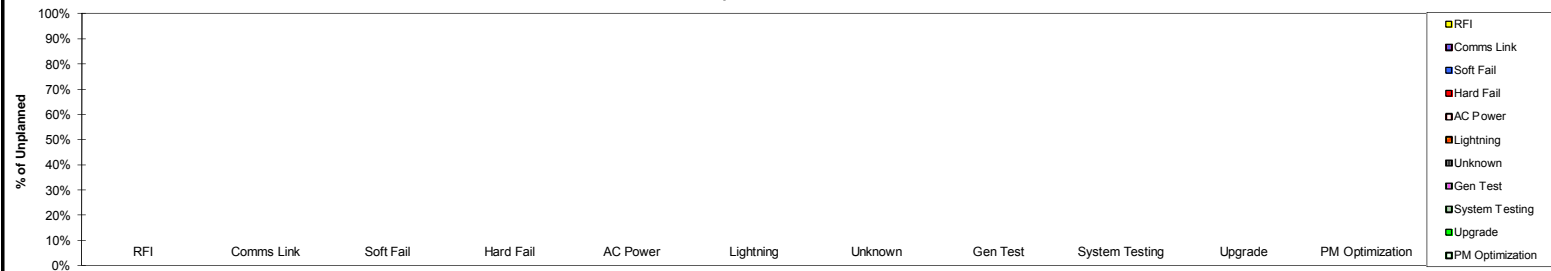
Number of Calls by Type



Number of Buses and Rejects



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
1/25	Base Radio		SIMULCAST- MIDLAND - Ch. 15	Transmit issue on Channel 15	Mot	Sev. 1	Hardware Failure, PA replaced	22963190	Closed

Charlotte/Mecklenburg Monthly Case Report January 2012

Case ID	Status	Type	Site Name	Severity	Title	Create Date
22940894	Closed	Technical Dispatch	SIMULCAST-SUGAR CREEK CO LOC - CHARL	Severity 1	NMO RIB Malf on chan 5 (Illegal carier)	1/1/2012 21:54
22943626	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY O	Severity 1	On Console 6 audio has stopped coming through the channels	1/4/2012 16:21
22944141	Closed	Technical Dispatch	Gastonia PD-Charlotte, City of; NC	Severity 3	FRU arrived; tech installing	1/5/2012 9:48
22946526	Closed	Network Management	SIMULCAST- MIDLAND - CHARLOTTE, CITY O	Severity 1	NMO - SIMULCAST- MIDLAND - Channel 12 RTIB malfunction (3x in 30 minutes)	1/7/2012 8:54
22946652	Closed	Technical Dispatch	SUMULCAST-TYVOLA - CHARLOTTE, CITY OF	Severity 1	NMO - Channel 23 No TSTAT During A Call > 5 Mins.	1/8/2012 7:54
22948217	Closed	Technical Dispatch	SIMULCAST- MIDLAND - CHARLOTTE, CITY O	Severity 1	NMO - SIMULCAST- MIDLAND - Channel 24 RTIB malfunction	1/10/2012 8:37
22949135	Closed	Technical Support	TYVOLA P25 SUB SITE-CHARLOTTE, CITY OF	Severity 3	MCC7500 - Patching VHF resources and only hearing 1st part of conversation	1/10/2012 16:15
22952516	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, C	Severity 2	University talk group left button on tracker ball is sticking and leaving Mic op	1/13/2012 10:33
22953282	Closed	Network Management	SIMULCAST-NORTH TOWER - CHARLOTTE, C	Severity 1	NMO - NORTH TOWER Channel 19 PA/No TSTAT During Call 3x in 30min	1/14/2012 10:30
22954294	Closed	Technical Dispatch	SIMULCAST-NORTH TOWER - CHARLOTTE, C	Severity 3	Maintenance on channels 9, 10, 19, 24, 28,	1/17/2012 10:24
22955745	Closed	Technical Support	CHARLOTTE P25 MASTER SITE-CHARLOTTE,	Severity 2	ASTRO 7.11: Historical Reports/Stats not reporting correct info	1/18/2012 9:27
22958279	Closed	Technical Dispatch	Gastonia PD-Charlotte, City of; NC	Severity 1	trouble on channel 4 and will be disabled	1/19/2012 21:03
22959504	Closed	Technical Support	CHARLOTTE P25 MASTER SITE-CHARLOTTE,	Severity 3	Cannot login to UNC wizard and UNC Voice	1/20/2012 16:42
22959705	Closed	Technical Dispatch	MCSO/ SHERIFFS DISPATCH CENTER - CHAR	Severity 1	Alarm stating plug has been disconnected on Console #1	1/21/2012 10:40
22961877	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, C	Severity 3	Play back station is not recording partial conversation only recoreded	1/24/2012 10:26
22962275	Closed	Technical Dispatch	POLICE DISPATCH CENTER - CHARLOTTE, C	Severity 2	tract ball sticking for opt 8	1/24/2012 12:53
22962577	Closed	Technical Dispatch	Gastonia PD-Charlotte, City of; NC	Severity 3	Changing BSI from Channel 5 to Channel 4	1/24/2012 15:32
22963190	Closed	Technical Dispatch	SIMULCAST- MIDLAND - CHARLOTTE, CITY O	Severity 1	NMO - Channel 15 RTIB Malfunction	1/25/2012 8:34
22964429	Closed	Technical Dispatch	MT HOLLY PD - CHARLOTTE, CITY OF	Severity 1	Communication Center Radios can't Tx and Rx	1/26/2012 8:03
22964817	Closed	Technical Dispatch	Gastonia PD-Charlotte, City of; NC	Severity 3	Testing the site	1/26/2012 11:04
22965780	Closed	Technical Dispatch	CFD/CHARLOTTE FIRE - CHARLOTTE, CITY O	Severity 3	Talk groups not coming out of correct speakers on consoles	1/27/2012 1:21
				Severity 1	10	
				Severity 2	3	
				Severity 3	8	
				Total	21	

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					