

Meeting Minutes

Project: **Radio Communications Council**

Subject: Monthly Meeting

Date: Wednesday, December 6, 2017

Location: Commissioners Board Room – 1st Floor
Government Center

| | | |
|------------|---------|-----------|
| Attendees: | Emily | Walmsley |
| | Ron | Fowler |
| | Susan | Furr |
| | Paul | Wilkerson |
| | Bryan | Gilliard |
| | Curtis | Teague |
| | Johnny | Blythe |
| | Kevin | Rigoli |
| | Mike | Eiss |
| | Vickie | Callicutt |
| | Jeffrey | Peterson |
| | Brian | Griffin |
| | Chase | Coble |
| | Ralph | Bartlett |
| | Brandon | Field |
| | Tom | Setledge |
| | Beth | Belk |

OPEN UP MEETING

Bryan Gilliard

Motion to approve minutes as corrected; Johnny Blythe voiced concern of in-building commercial coverage county-wide. Previous minutes reflected residential in lieu of commercial.

MOTOROLA

Brandon Field

Metrics for October

October numbers reviewed with video presentation.

Discussed current VIPER status is 7.14. Upgrades need to be made within a window of 4 years or there is an additional 30% increase, July 1, 2018 is the end of the 4 year window.

City of Charlotte upgrades every 2 years and stays within the window.

UPDATE TO COUNTY COST IF TRANSITIONED TO VIPER SYSTEM

Curtis Teague

VIPER SYSTEM

Handouts were given to show estimated costs associated with transition to VIPER SYSTEM.

Presented amount service technician numbers and level of qualification given by Jeff Gordon, North Carolina Highway Patrol.

Discussed option of trading in or reselling equipment that is no longer needed if changed to the VIPER SYSTEM.

Steele Hill and Fox Hole handout was presented as possible interest sites for towers.

Motorola was asked to present a test location as a possible tower site.

Rea Road still is a concern for needed coverage.

Board opted to vote on the decision Charlotte vs. VIPER SYSTEM. Brian Gilliard asked who is in favor and the entire Board voted unanimously to stay with Charlotte. The Board consisted of:

Jeffrey Peterson

Union EMS

| | |
|-----------------|-----------------------------------|
| Mike Eiss | Municipal Departments |
| Chase Coble | Union County Sheriff's Office |
| Johnny Blythe | Assistant Chair/County Fire |
| Bryan Gilliard | Chairman/Monroe Police Department |
| Vicki Callicutt | Communications |
| Ron Fowler | Monroe Fire |
| Emily Walmsley | Union County Public Health |
| Kevin Rigoli | Emergency Services |

Statistics were asked for to present to the Board of County Commissioners.

Next meeting will be January 17th at 1:00 pm in the Commissioners Board Room – 1st Floor of the Government Center.



SmartZone Metric Report

UNION COUNTY

OCTOBER 2017



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OCTOBER 2017

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UNION COUNTY P25 RADIO SYSTEM

SUMMARY

OCTOBER 2017

| | | COMMENTS | PAGE # |
|------------------------------|---------|--------------------------|---------|
| TOTAL 5-9's | 8.10 | N/A | 3 |
| SITE CALLS | 185,147 | | 4 |
| NO SITE RESOURCE COUNT | 0 | | 5 |
| NUMBER OF CASES | 22 | SEVERITY 1, 2, 3, & 4 | 10 - 12 |

NOTE:

**5-9's INCLUDES INTERFERENCE & NO PREVENTATIVE
MAINTENANCE.**

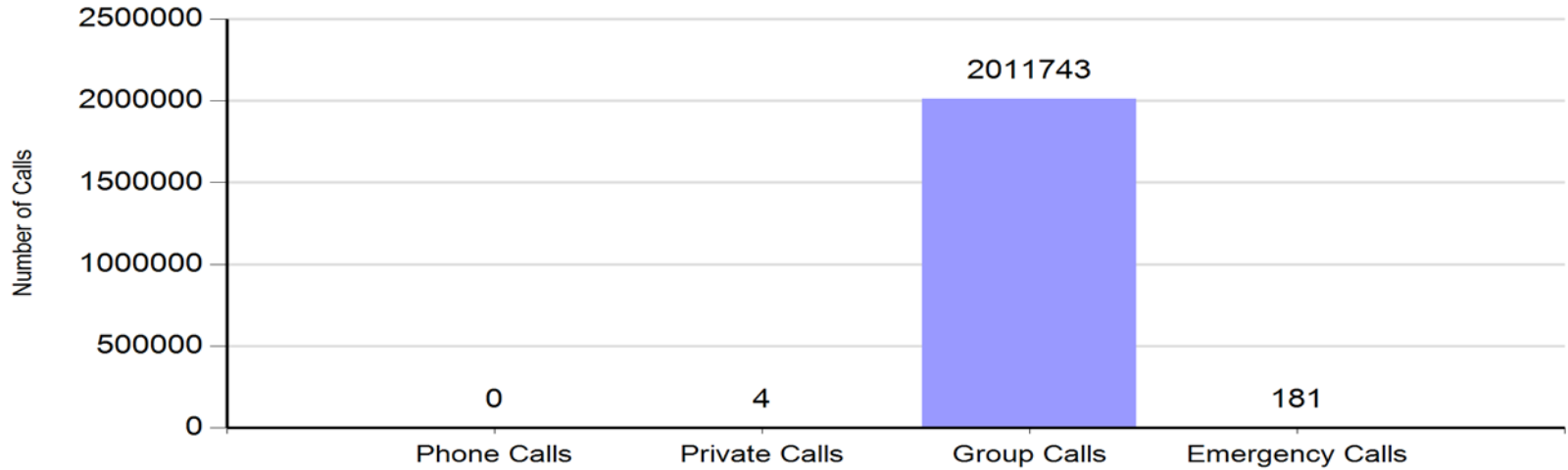
DEFINITION:

**5-9's = MOTOROLA STANDARD FOR SYSTEM AVAILABILITY OF
5NINES, OR 99.999% AVAILABILITY.**

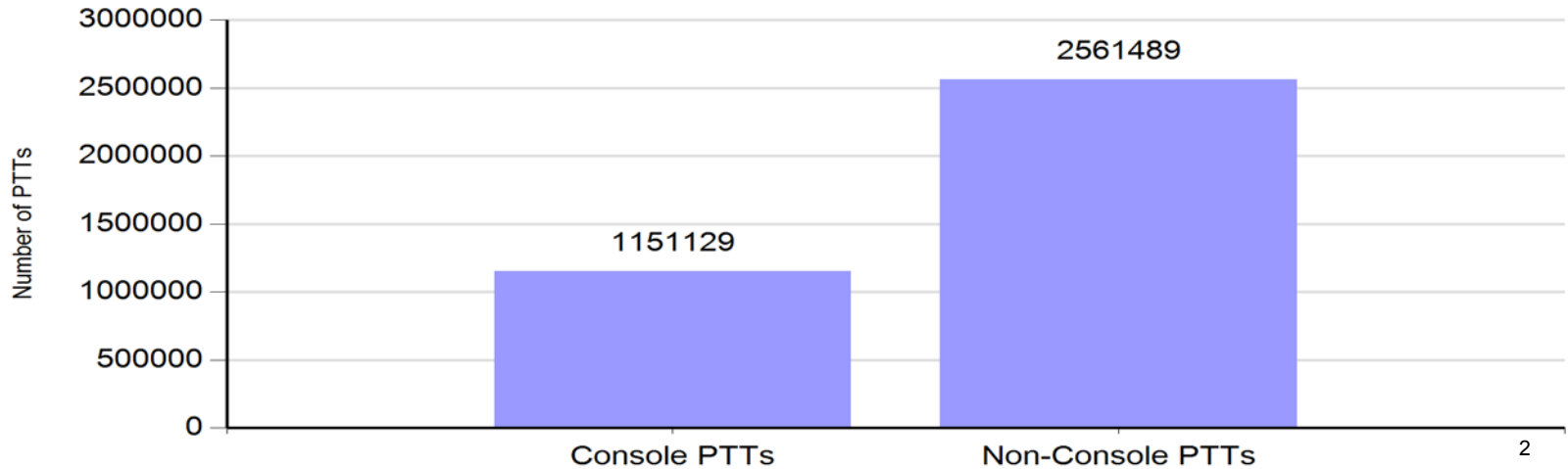
Zone Call Report

(Including Cabarrus, Charlotte, Gastonia, Mooresville & Stanly)

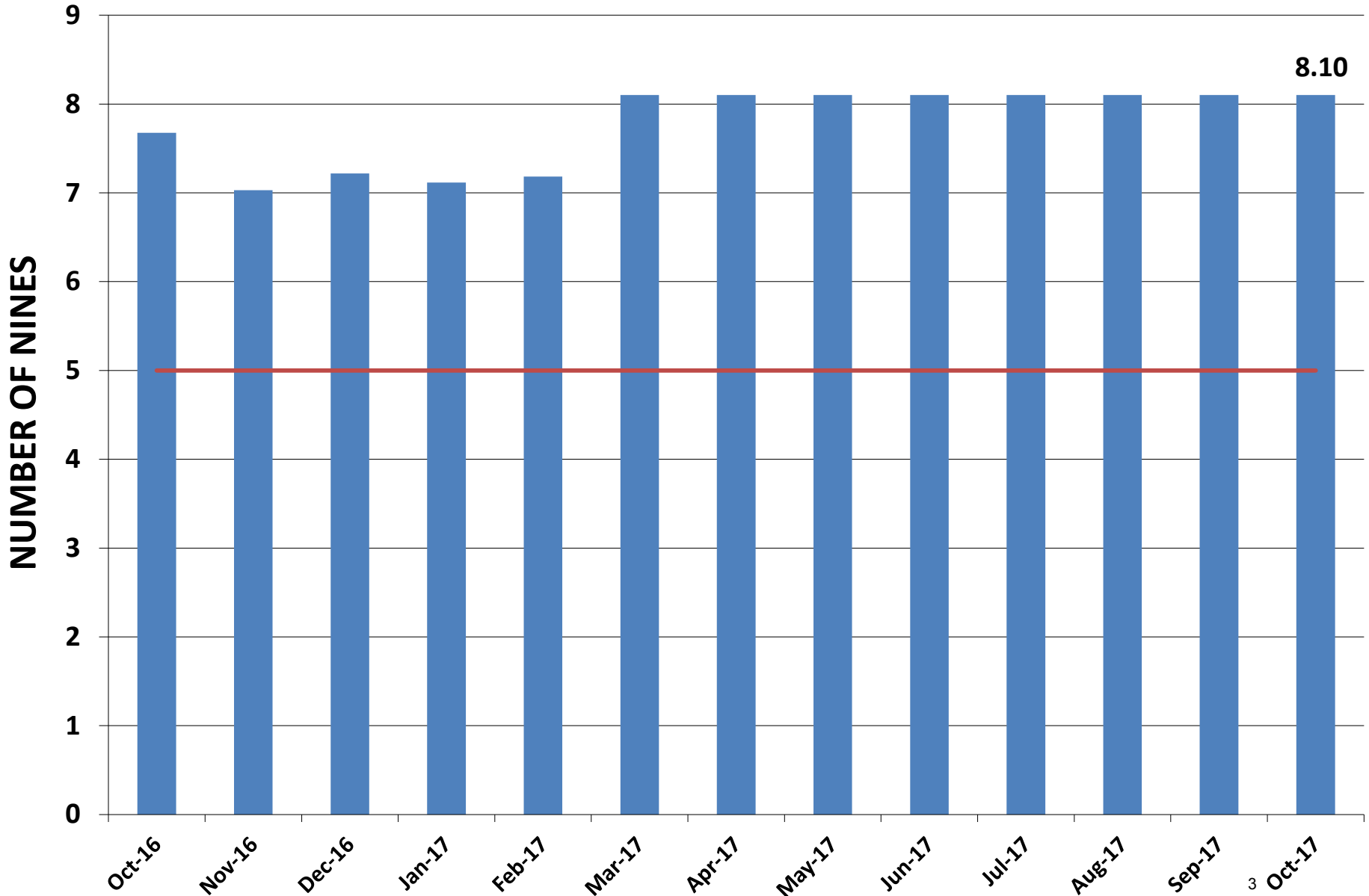
Number of Calls by Type



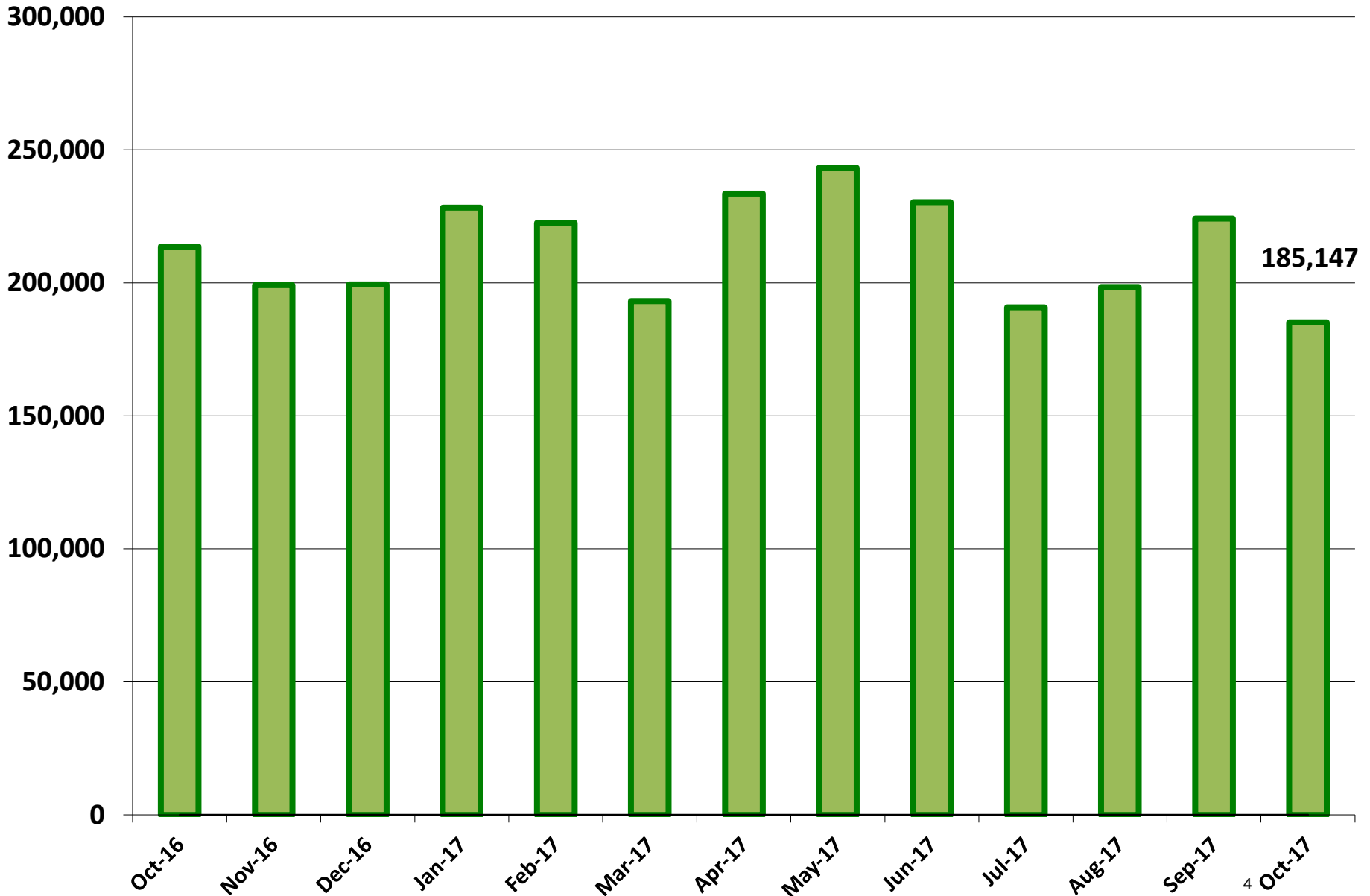
Number of Zone PTTs



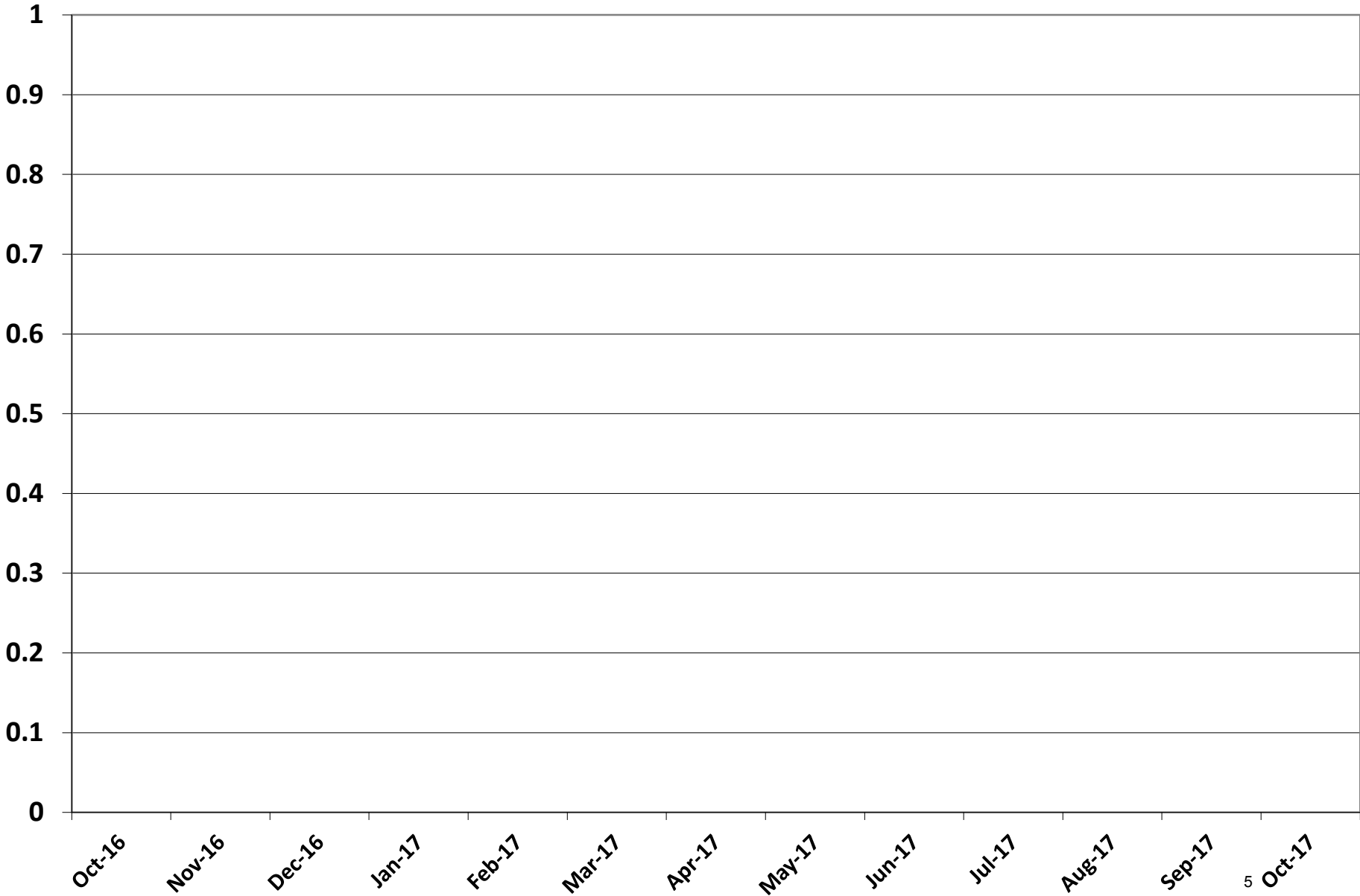
UNION COUNTY 5-9's DEVICE AVAILABILITY



UNION COUNTY SYSTEM CALLS



UNION COUNTY NO SITE RESOURCES

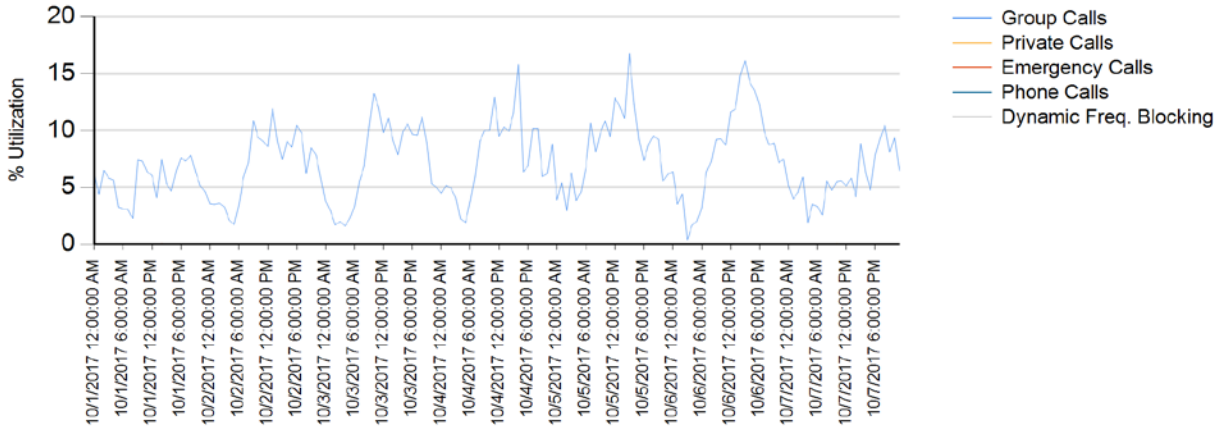


Site Report

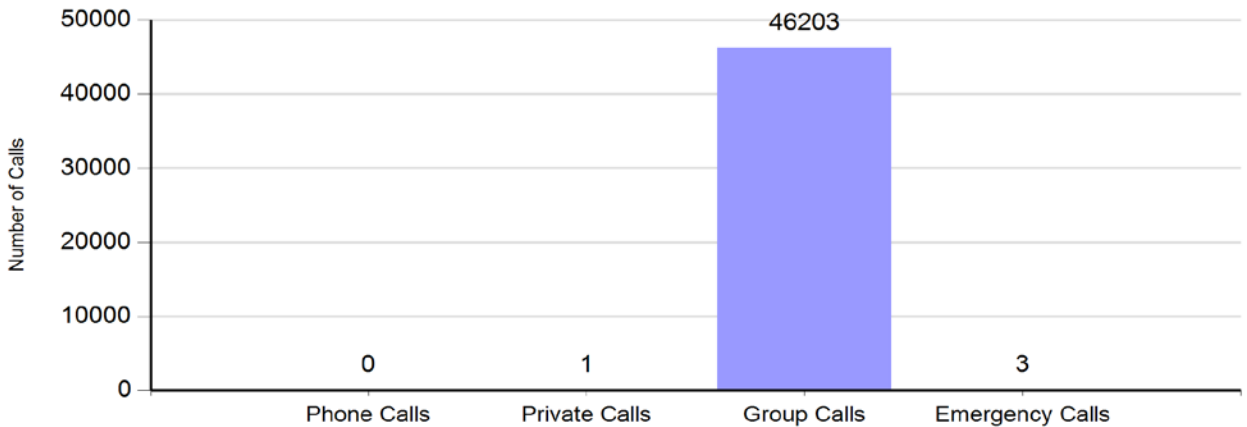
Zone: CHARLOT - Site: Union

Sunday, October 01, 2017 12:00:00 AM - Saturday, October 07, 2017 11:59:59 PM

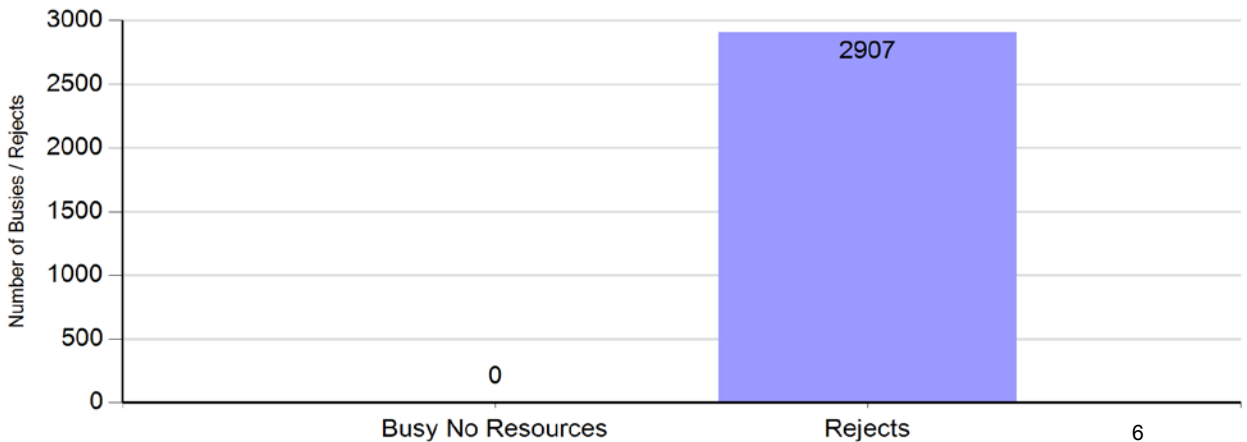
Channel Utilization



Number of Calls by Type



Number of Busies and Rejects

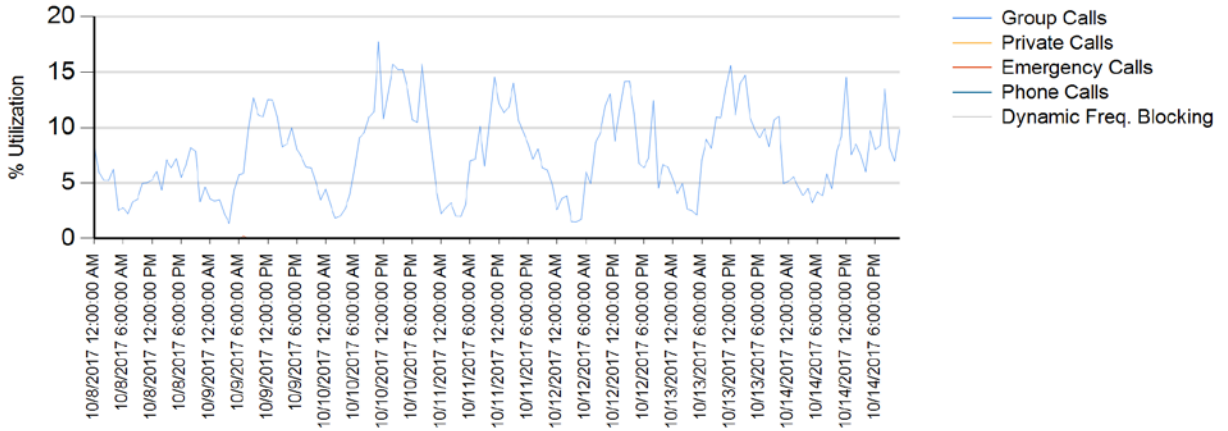


Site Report

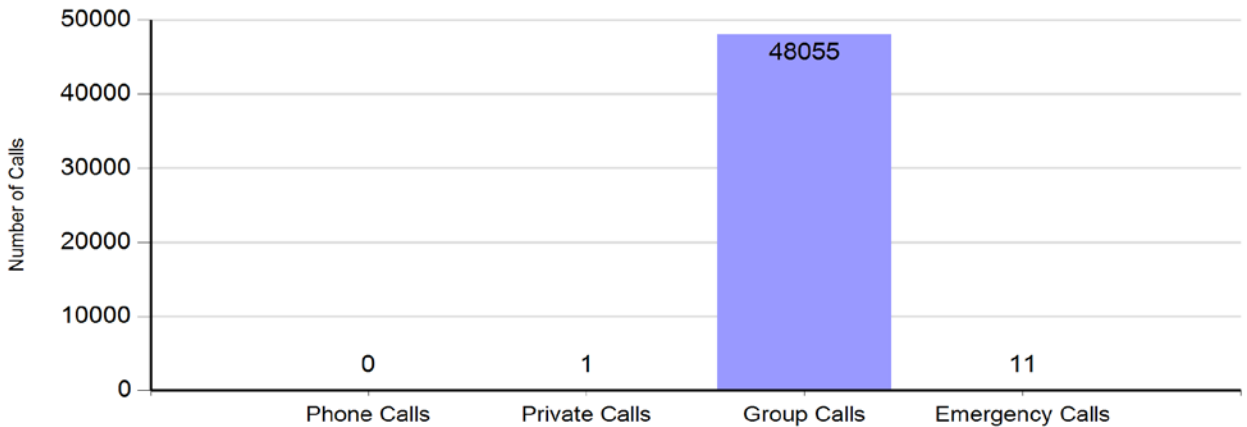
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Sunday, October 08, 2017 12:00:00 AM - Saturday, October 14, 2017 11:59:59 PM

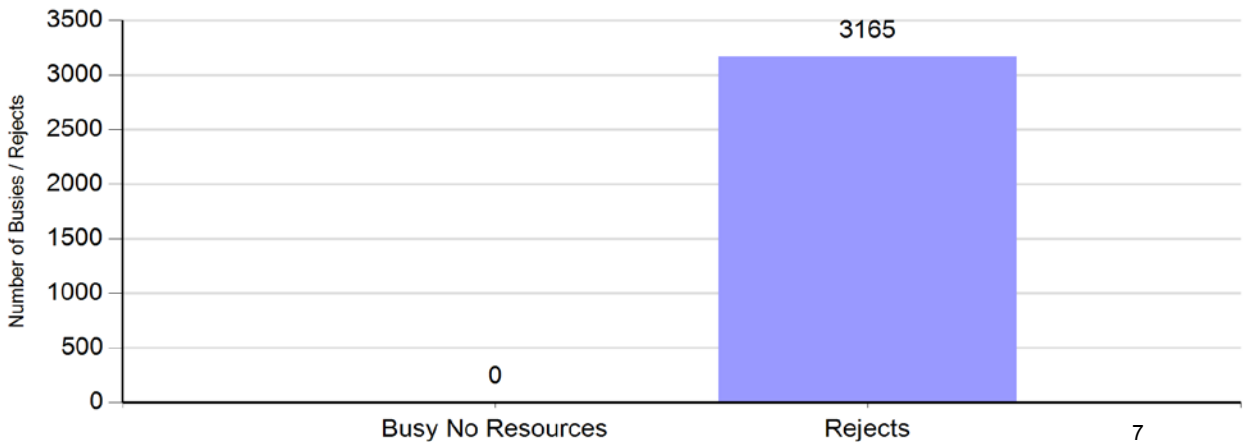
Channel Utilization



Number of Calls by Type



Number of Buses and Rejects

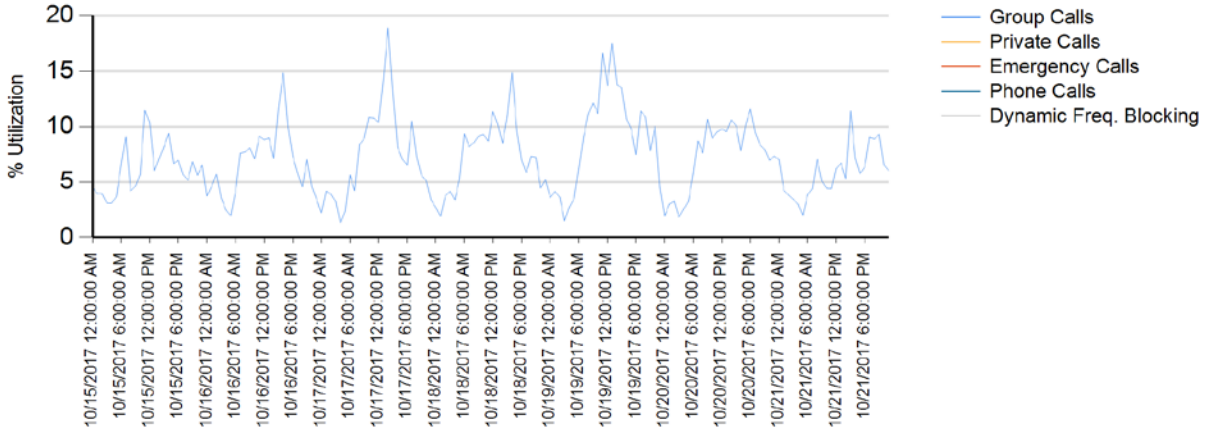


Site Report

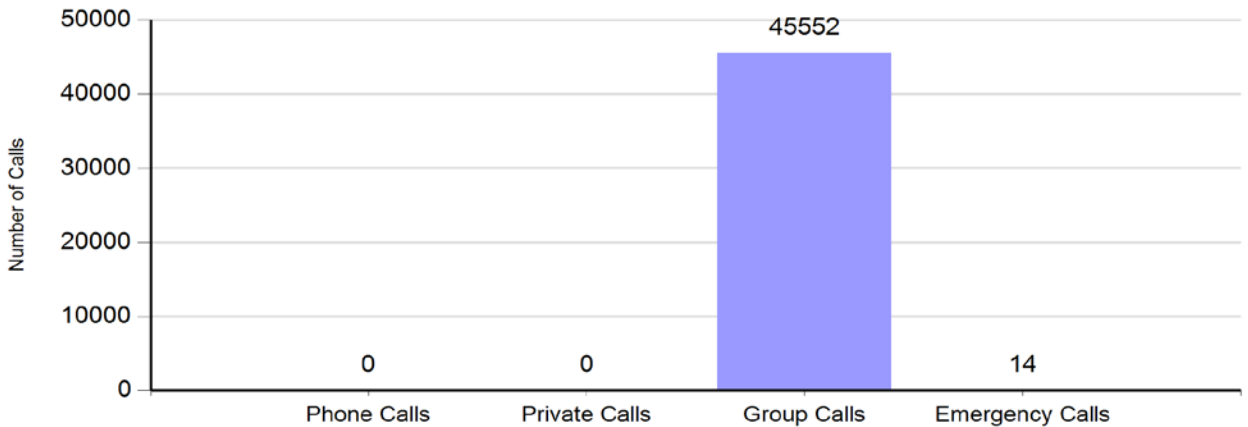
Zone: CHARLOT - Site: Union

Sunday, October 15, 2017 12:00:00 AM - Saturday, October 21, 2017 11:59:59 PM

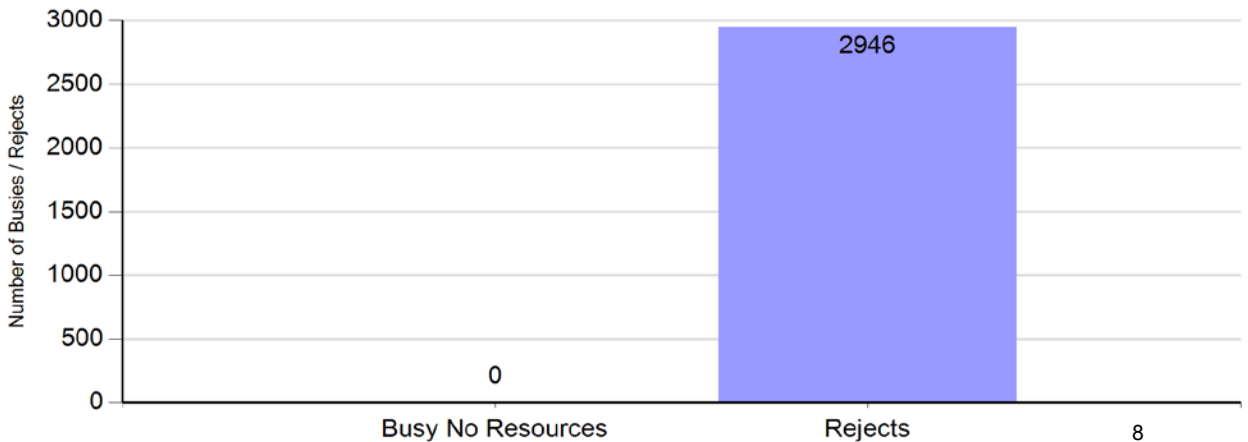
Channel Utilization



Number of Calls by Type



Number of Buses and Rejects

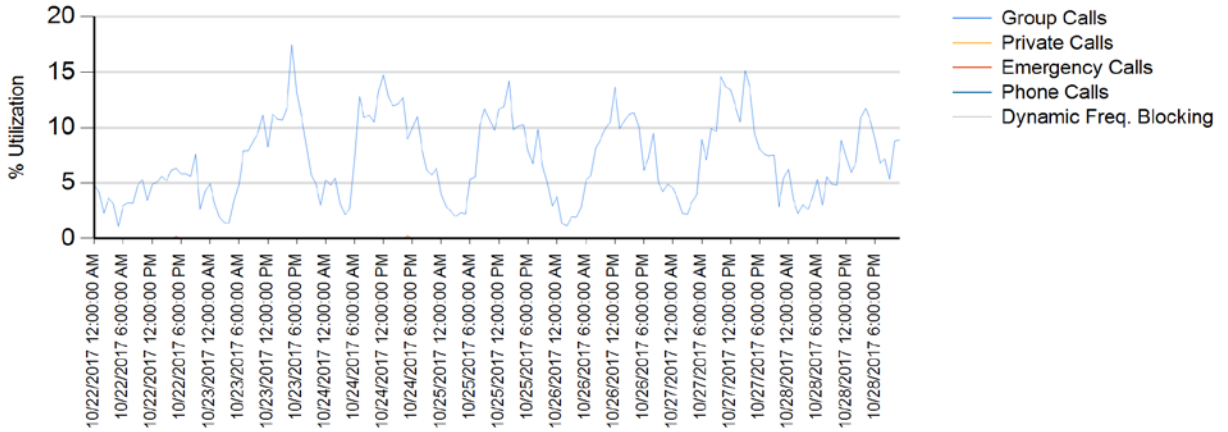


Site Report

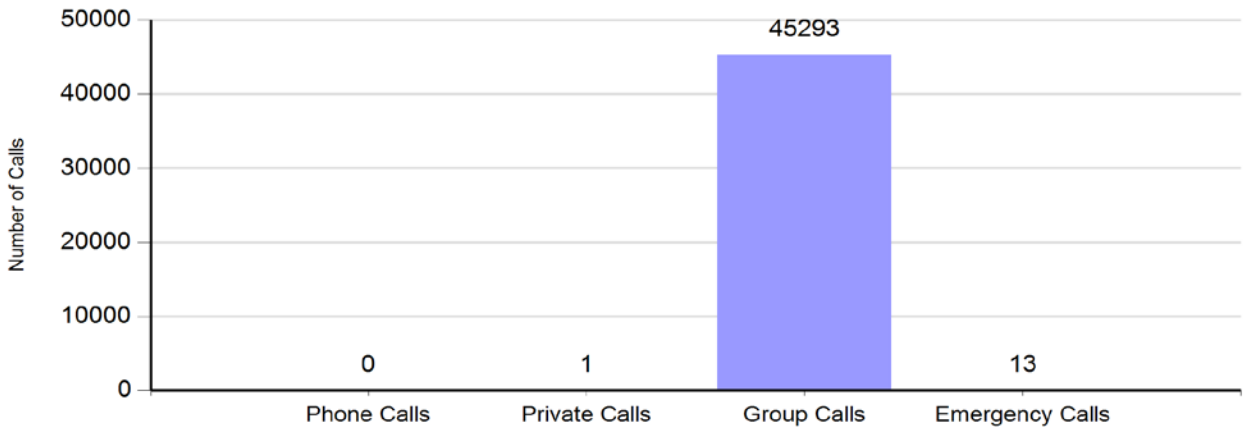
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Sunday, October 22, 2017 12:00:00 AM - Saturday, October 28, 2017 11:59:59 PM

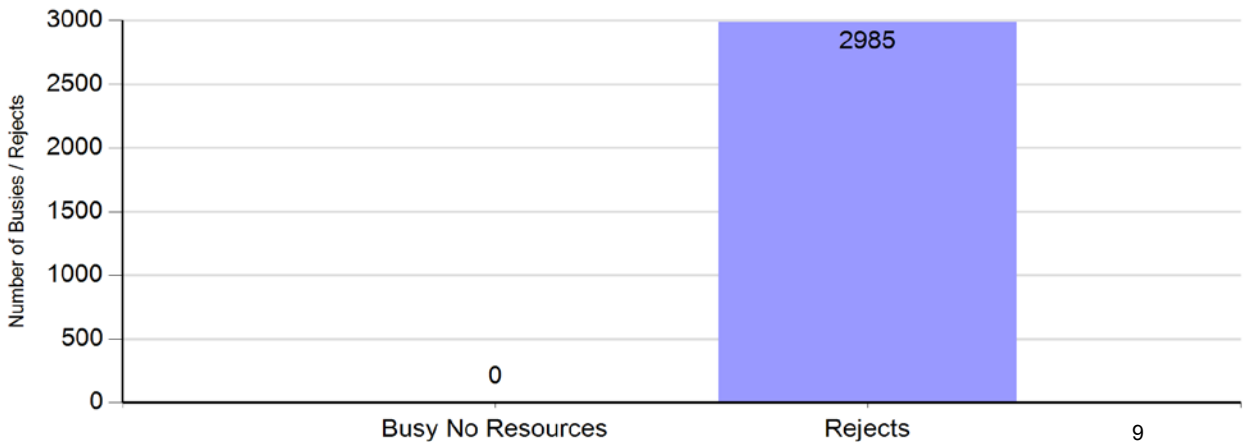
Channel Utilization



Number of Calls by Type



Number of Busies and Rejects



UNION COUNTY MONTHLY CASE REPORT

OCTOBER 2017

| CASE ID | STATUS | TYPE | SITE NAME | SEVERITY | TITLE | CREATE DATE |
|----------|--------|-----------|--------------------------|----------|--|----------------|
| 25686145 | C | TECH REQ. | UNION P25 PRIME SITE | SEV 1 | SOC_ Account - Auth failures for user 'user-adm' on the Charlotte NC Z1 DC. | 10/04/17 07:48 |
| 25688387 | C | TECH REQ. | CUTHBERTSON P25 SUB SITE | SEV 4 | Site inspection. | 10/04/17 12:20 |
| 25688923 | C | TECH REQ. | CROW ROAD P25 SUB SITE | SEV 4 | Site inspection. | 10/04/17 13:25 |
| 25689930 | C | INCID. | UNION P25 PRIME SITE | SEV 1 | NMO: MOTOROLA CALL PROCESSING SUBSYSTEM 1 AT ZONE 1: ZC TRUNKED SITE LINK 2.1: DOWN, INTERFACE FAILURE - 10.1.233.100. | 10/05/17 01:40 |
| 25689931 | C | INCID. | CUTHBERTSON P25 SUB SITE | SEV 1 | NMO: CHAN 4 AT SITE 2: REMOTE SITE LINK 3: CRITICAL MALFUNCTION, LINK FAILURE. | 10/05/17 01:49 |
| 25689940 | C | INCID. | UNION P25 PRIME SITE | SEV 1 | NMO: SITE 2 AT ZONE 1: TRUNKED SITE CHANNEL 4: OUT OF WIDE SERVICE, NOT ENABLED FROM SITE - 10.1.233.100. | 10/05/17 02:46 |

| CASE ID | STATUS | TYPE | SITE NAME | SEVERITY | TITLE | CREATE DATE |
|----------|--------|--------------|--------------------------------------|----------|---|------------------------------------|
| 25689967 | C | INCID. | CROW ROAD P25 SUB SITE | SEV 1 | NMO: Z 001 S 00204I CHAN 08. IP SS 4. SITE 2. ZONE 1: INFRASTRUCTURE LINK: CRITICAL MALFUNCTION, GEN FAILURE. | 10/05/17 06:10 |
| 25694532 | C | TECH REQ. | NCSHP MONROE P25 SUB SITE | SEV 4 | Site inspection. | 10/09/17 12:21 |
| 25699478 | C | TECH REQ. | MIDLAND P25 SUB SITE | SEV 4 | Site inspection. | 10/10/17 12:09 |
| 25703882 | C | TECH REQ. | NEW SALEM P25 SUB SITE | SEV 4 | Site inspection. | 10/12/17 09:39 |
| 25704284 | C | TECH REQ. | SHERIFF - WINGATE P25 SUB SITE | SEV 4 | Site inspection. | 10/12/17 11:39 |
| 25704296 | C | TECH REQ. | BELK MILL P25 SUB SITE | SEV 4 | Site inspection. | 10/12/17 12:40 |
| 25718273 | C | TECH REQ. | CROW ROAD P25 SUB SITE | SEV 4 | Site inspection. | 10/20/17 08:41 |
| 25718298 | C | TECH REQ. | CUTHBERTSON P25 SUB SITE | SEV 4 | Site inspection. | 10/20/17 10:07 |
| 25718336 | C | TECH REQ. | NCSHP MONROE P25 SUB SITE | SEV 4 | Site inspection. | 10/20/17 11 ¹¹ 12:15 |

| CASE ID | STATUS | TYPE | SITE NAME | SEVERITY | TITLE | CREATE DATE |
|----------|--------|-----------|--------------------------------|----------|--|----------------|
| 25720976 | C | INCID. | CROW ROAD P25 SUB SITE | SEV 1 | NMO: CHAN 4 AT SITE 2: REMOTE SITE LINK 4: CRITICAL MALFUNCTION, LINK FAILURE. | 10/21/17 02:54 |
| 25722907 | C | TECH REQ. | BELK MILL P25 SUB SITE | SEV 4 | Site inspection. | 10/23/17 09:50 |
| 25723118 | C | TECH REQ. | UNION 911 | SEV 4 | Site check. | 10/23/17 10:27 |
| 25723119 | C | INCID. | UNION 911 | SEV 3 | Op 7 center button is sticking on trak ball. | 10/23/17 10:27 |
| 25723385 | C | TECH REQ. | NCSHP MONROE P25 SUB SITE | SEV 4 | Site check. | 10/23/17 11:09 |
| 25723409 | C | TECH REQ. | SHERIFF - WINGATE P25 SUB SITE | SEV 4 | Site inspection. | 10/23/17 12:15 |
| 25723415 | C | TECH REQ. | NEW SALEM P25 SUB SITE | SEV 4 | Site inspection. | 10/23/17 12:30 |

SEV 1

6

SEV 2

0

SEV 3

1

SEV 4

15

TOTAL

22

2017

JANUARY

| S | M | T | W | T | F | S |
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| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 30 | 21 |
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FEBRUARY

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MARCH

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| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | |

APRIL

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| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | | | | | | |

MAY

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| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | 31 | | | |

JUNE

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| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | |

JULY

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| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | 31 | | | | | |

AUGUST

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| 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 |
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| 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 |
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| 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 |
|----|----|----|----|----|-------|----|
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| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 13 29 | 30 |
| 31 | | | | | | |