

February 1, 2017

Here's the next edition of the DaneCom Outreach Update. Please share with anyone who may be interested.

Paging

- Timing changes were made to the paging subsystem on 1/23 around 1500hrs in an effort to improve southern & southeastern coverage and quality. These changes were suspended briefly from the morning of 1/26 until late afternoon on 1/27.
- Engineers continue to report plenty of signal and overall good coverage – so we do not foresee any huge changes in coverage, but are working to improve things wherever we can.
- We'll be testing automatic voice (US Digital) in support of pre-alerting in the coming days, but mainly with test pagers and not actual departments.

800MHz Interoperability

- Harris engineers have found a possible connection between audio dropouts and unit ID information when we bring Madison talkgroups into DaneCom for patching or other interoperability such as scanning.
- During our work to correct the audio dropouts noted above, DaneCom users may notice an audible "squawk" at the beginning of City transmissions without any actual unit ID displaying on your radio. The voice should be fine – and complete with no dropouts. This will not affect anything on the City's radio system and their radios will continue to be able to talk, ID, etc, without the "squawk".
- As you may recall, we do have the ability to connect DALTAC14, DACHARLIE, and DALAW1 with the Madison 800MHz trunked radio system by another means as more complete connectivity is worked out.
 - We have heard and reacted to reports that the alert tones and sometime voice message were loud and/or distorted when the two radio systems are patched in this manner.
 - We're still fine-tuning this interim interoperability solution, so please continue to provide feedback.

Weekly Radio “Check-In”

- The workgroup of PSC and field users agreed last week to suspending the Wednesday morning conference calls, but will continue to rely on the good reports we receive via telephone and email – and expect to continue outbound communications such as this regularly.

DaneCom Billing

DaneCom invoices for actual operating and maintenance costs for July 1st thru December 31st 2016 were mailed on Friday, January 27th. As a reminder, these costs are your community’s share of actual DaneCom costs that the County has already paid for on your behalf.

Contact Us

Just a reminder that we’re available to help with DaneCom radio-related issues 24/7:

- Routine / non-urgent issues: Email danecom@countyofdane.com
- Priority / urgent issues: Call: 608-283-1444
- Routine paging subsystem issues: <http://www.dane911.com/Home/TroubleTicket>

Some of you have reached out to me or others at the 911 Center to report DaneCom issues. While we continue to welcome the information and are generally quick to react, there may be times when the individual you have been reaching out to in the past may not be able to quickly triage your issue for resolution. The DaneCom contact information above streamlines the issue-reporting process, forwarding calls and emails to staff members that are available to assist with your issue in the most efficient way possible.