

DaneCom Outreach Email 12/27/2017

A reminder to all reference some upcoming planned DaneCom radio system maintenance scheduled to take place Wednesday January 3rd 2018 from 4:00am – 4:30am.

Please note one change (in red, below) in the WISCOM channel assignments for the brief period of DaneCom downtime:

- Law enforcement users using DALAW1 will switch to and use RTAC12 on WISCOM
- Fire & EMS users using the lettered DaneCom talk groups DAADAM thru DAJOHN will switch to and use **RTAC13** on WISCOM
- Any other radio user that does not have a backup or secondary radio channel to use during this planned outage can use RTAC14 on WISCOM
- Any radio user unable to reach the Comm Center on their respective WISCOM RTAC assigned talk group can utilize VCALL10, which is monitored by the Comm Center 24/7.

An updated informational document is attached to this email. Please share with those around you.

Chad Fleck
Radio System Administrator
Dane County 911
210 Martin Luther King Jr Blvd #109
Madison, WI 53703
(608)283-2912 desk
(608)509-3258 cell

DaneCom Outreach Update **12/27/2017**

A maintenance window for the DaneCom Trunked radio subsystem is scheduled for early morning on Wednesday January 3, 2018 beginning at 4:00am and concluding by 4:30am. **This maintenance window will require “taking down” the trunked radio system during the maintenance window.**

During this period of radio system downtime, we will be utilizing the WISCOM radio system for any wide-area dispatch / communication with radio users:

- Law enforcement users using DALAW1 will switch to and use RTAC12 on WISCOM
- Fire & EMS users using the lettered DaneCom talk groups DAADAM thru DAJOHN will switch to and use **RTAC13** on WISCOM
- Any other radio user that does not have a backup or secondary radio channel to use during this planned outage can use RTAC14 on WISCOM
- Any radio user unable to reach the Comm Center on their respective WISCOM RTAC assigned talk group can utilize VCALL10, which is monitored by the Comm Center 24/7.

Special Attention Fire & EMS users: Paging and both DANETAC channels will remain in service throughout the maintenance window. Local fireground repeater channels (FB/MC/MO/SN/ST) will also remain in service.

This planned period of downtime will affect any radio entity that uses the DaneCom trunked radio subsystem for their communication needs. If your entity utilizes a radio system / channel not on the DaneCom trunked system, your day-to-day communications will not be affected by this outage.

If your community utilizes DaneCom for day-to-day operations and you maintain a backup radio system or channel, you will need to utilize your backup method of communication during this event.

If there is a significant event taking place prior to 1/3 at 4am (such as weather or other public safety event), this maintenance will be rescheduled, likely for the following day. Please watch for any updates.

Please feel free to pass along this message to others. If you have any questions, please let me know.

Chad Fleck
DaneCom Radio System Administrator
(608)283-2912
fleck@countyofdane.com