

11/10/2016

Good Morning,

Recapping some details of what looks and sounds to be a successful cutover day:

- Law moved per plan at 0500 Wednesday; DCPSC agencies plus Fitchburg, Middleton and Sun Prairie are on trunking. Stoughton PD has been considering their next steps and we'll announce when they've moved. Conventional/Legacy channels 1, 3 and 5 are no longer in use.
- Fire/EMS moved per plan at 0700, including the hospitals we expected to move. VA Madison must still be contacted by phone, with some options for dispatch assistance to connect via radio. Conventional/Legacy channels A,B,C,D,E,F,H are no longer in use, with some frequencies recycled and therefore requiring special care to avoid use. Most particularly, the repeater input to the old A-Adam is the new Middleton PD repeater input, so anyone transmitting there will likely be answered by MIPD. DCPSC has heard very, very little use of legacy channels on either law for FD/EMS post-cutover; a testament to departments' programming, training and preparedness.
- The P25 subsystem is working well. The number one reported issue was that dispatchers sounded loud compared to field units, with adjustments tested mid-day and deployed to the main law and fire consoles early afternoon. Those used to operating on a trunked system or through patches already know to, "Push, Pause, Talk" – which we'll expand to, "Push, Pause, and Talk – Straight Into the Mic" so as to improve the inbound audio.
- A couple adjustments were made to Paging yesterday, specific to improving performance of Motorola portable radios used to decode pages, and to limit/prevent 'falsing' where one department heard another's pages.
- The DANETAC (and Fitch-Rona) analog tactical repeaters utilize voted receive that many are familiar with, but new to many of us is the steered transmit system where calls are repeated by a transmitter at or near the site best hearing the call. This can lead to varying levels of reception, particularly for users not near the incident scene.

Improvements continue to come through timely feedback, so please continue to let us know what needs attention and how quickly. We can be reached (phone for more immediate response; email for more routine matters) at:

- 608-283-1444 or [danecom@countyofdane.com](mailto:danecom@countyofdane.com) for DaneCom (this information was the first Google hit as of today when querying, "DaneCom Help Desk")
- 608-288-2599 or [psctech@countyofdane.com](mailto:psctech@countyofdane.com) for other PSC technology issues; mainly CAD and Mobile
- 608-267-3913 to reach duty supervisors for immediate operations issues or Asst. Operations Manager Kevin Fosso ([fosso@countyofdane.com](mailto:fosso@countyofdane.com))

Thanks to all for getting us here and continuing to move forward.

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