

DaneCom Outreach Update 8/8/2018

Just a few items to share with you for this edition of the DaneCom Outreach Update. Please share this info with anyone who is interested.

ISSI (inter sub-system interface)

An ISSI is an electronic link between *different* radio systems. At this time, the ISSIs linking DaneCom, WISCOM, and the City of Madison's radio systems are largely performing as we had hoped.

The ISSI allows – for example - a City of Madison police officer, using Madison's radio system to effectively communicate with a sheriff's deputy on the DaneCom radio system without the need for a dispatcher to patch the two "channels" together – even though they operate on totally different radio systems. This is a huge step forward toward truly interoperable communications!

The ISSI can also assist with radio coverage issues, as several talk groups / "channels" are available on two or even all three of the radio systems mentioned above. This means if you're not within the coverage area of DaneCom, for example, it may be possible to utilize the WISCOM radio network to communicate with certain "channels" / talk groups on the DaneCom radio system.

Radio Programming & Templates

With the mention of the ISSI above, you may find yourself wondering if / how the ISSI can benefit and improve communications for your agency. I suggest reaching out to whomever programs your radios to at least partially answer that question. There's a lot of information about what's available on the ISSI and only some of what's available will be relevant to your agency. Your radio programmers should be able to help you navigate through the details. You can also feel free to reach out to me!

Deciding what to program into a radio can be a difficult process. The "perfect" radio program for your agency now usually isn't "perfect" a year from now. Although they may not be "perfect" for your agency, there are two groups that have already come up with radio programming templates that you may be able to modify to be programmed into your agency's radios:

- Dane County Police Dispatch and Radio Protocol Workgroup (contact Paul Logan logan@countyofdane.com)
- Dane County Fire & EMS Radio Protocol Workgroup (contact Kevin Fosso fosso@countyofdane.com)

There is no suggested / available programming template for local DPW radios, but feel free to reach out to me and I'm happy to make some suggestions.

Paging

Several weeks ago, techs started (and completed) a very extensive check of the paging system. They did find a few things that needed to be adjusted to improve the paging system overall.

With that said, I am currently looking into two areas that recently reported potential issues with paging in their respective areas:

- Technicians are investigating several reports of what sounds like electrical interference heard when receiving pages in the Fitchburg area
- Technicians are also investigating a change in coverage in and around the McFarland area

If you are aware of other issues, please let me know so they can be addressed.

If you have any questions about anything in this edition of the DaneCom Outreach Update, please let me know.

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