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Stakeholders,

On Friday night, we learned of a database issue that could potentially disrupt the proper syncing of our system, affecting the provisioning of user radios to the sites. This would necessitate periodic system resets, which, as we all know, is not a feasible option.

The good news is that the L3H products team is already addressing this issue and is actively developing a software update to resolve it. UCA was presented with several options, including one that involved loading the database and refraining from making any changes until the software update is implemented. This would mean no alias changes for an unspecified period.

After carefully evaluating these options, I determined that none of the options presented were viable, as they carried the risk of requiring a system resynchronization, which would result in temporary outages. Therefore, I made the decision to delay the cutover until the software update has been completed, applied, and thoroughly tested.

I understand this decision may inconvenience those involved in scheduling the reprogramming of radios, and for that, I apologize. However, I believe it is the right decision to ensure the reliability of our service, which is critical to the public safety personnel across our State. We do not take this responsibility lightly.

UCA is meeting with the L3H product and implementation teams on Monday to obtain more details on the software update and a timeline for its application. While I am not prepared to set a new cutover date at this moment, I will keep you informed of any progress.

In the meantime, we will continue to test the system and fine tune system usability. UCA has been using the system for daily operations for well over two months. And as much as we have said while we won't implement a perfect system, our goal is to roll out the best possible system.

Rest assured, my team and I are committed to working tirelessly on this project, collaborating with L3H to bring the system live across the State. I will provide updates as soon as we have more information. Thank you for your patience and understanding.

Sincerely,

Tina Mathieu
Executive Director