



January 5, 2024

Dear UCA Stakeholders & Utah Legislators:

We have entered into the final year of our five-year project to upgrade and expand the public safety radio system. This year will be busy, not only for UCA and our partner L3H but also for you, our customers.

As you are all aware, we have been working over the past four years to expand the upcoming P25 coverage into counties that have never been on the legacy UCA system. These changes are exciting and will pay dividends with the expanded interoperability between the agencies throughout the regions and across the state.

One of our goals this year is to communicate more often with our customers so you can plan for what to expect from us and when we will need to engage your assistance in gathering radios to be programmed, testing elements of the new system, final testing, and cutover. This letter is the beginning of many communications to come.

Please take the time to read through this lengthy communication. I believe the information will be helpful to you in understanding what we have accomplished in the past year and what we plan to work on and complete up to and including the final cutover to the new system.

Progress

We have made significant progress over the past 12 months. Although there is still a lot of work to be done. The following are some of the accomplishments this past year.

- Legacy 800MHz trunked radio system – UCA brought new sites online in Carbon, Wayne, Daggett, and Iron counties increasing coverage and system reliability in those areas. It's important to note that no legacy radio equipment needed to be purchased to build these new sites. The site preparation work needed to be completed to ready the site for P25. This was a win-win for both our stakeholders and UCA as we only spent labor to remediate the site once, but netted coverage for both the legacy and new P25 systems.
- Completed the build and P25 upgrade of the 119 legacy sites within the L3H contract. The final four sites are:
 - o Daniel's Summit – Wasatch
 - o Dutton – Garfield
 - o UCA Warehouse – Davis
 - o American Fork – Utah
- Completed Field Acceptance Testing on the legacy sites that have been upgraded to P25. The field acceptance testing was completed in the Fall of 2023. This process was to ensure that the equipment at the sites was installed correctly and that it is in working order. There are a few corrective actions required at some of the sites that will require

additional work. The remaining corrective actions found during Field Acceptance testing are in progress and will be completed within the next couple of months.

- In addition to the 119 legacy sites completed in 2023, UCA/L3H fully completed 3 of the 25 expansion sites. These sites are ready for cutover. The three sites include:
 - Castle Gate – Carbon County
 - Book Cliffs – Grand County
 - Goslin – Daggett County

- UCA readied an additional nine of the expansion sites for L3H equipment installation and optimization in 2023. Those sites include:
 - Hanksville – Wayne County
 - East Park – Daggett County
 - Top of Rocks – Garfield County
 - Rudd’s Roost – Iron County
 - Price PSAP – Carbon County
 - Horn – Emery County
 - Salina Rodeo Grounds – Sevier County
 - Emery Moore – Emery County
 - Cedar Mesa – San Juan County

- Backhaul Bandwidth/Redundancy Testing. We have spent the past many weeks performing tests on the hundreds of P25/PSAP backhaul connections to ensure that they have the capacity and reliability to carry public safety critical P25 traffic. Network traffic between each radio, PSAP, and its respective radio core has been tested to 99.999% reliability. The four radio cores and the connection to their redundant backup have been tested to the same standard. During testing a few issues were discovered and subsequently resolved, however, the UCA network performed better than expected. UCA will continue to test the network in 2024 to ensure that when loaded, the network behaves as expected.

- We completed the statewide fleet map and created the more than 450 code plugs/personalities needed to program the radios with the specific talk groups to be utilized by each agency.

- The UCA staff has been attending L3H Master Technician training such that they will be able to design, build, and support the new P25 system in the future. Collectively, the UCA team has logged over 1500 hours of L3H training in 2023.

- Initial PSAP Console Training was completed. UCA and L3H coordinated and provided P25 console operator training at six locations across the state. All 28 PSAPs have sent personnel to attend the training. UCA and L3H will host a refresher training course in the summer of 2024 just before the system cutover allowing the PSAPs an additional opportunity to prepare for cutover.

Delay

As many of you know, we have delayed our cutover from March–May, 2024 to August – November, 2024. The much needed changes made to the fleet map in the summer of 2023 set us back a couple of months. In addition, the massive amount of work necessary to complete the conversion of the resources tied to the radio consoles in the PSAPs has also added to the

delay. There are over a thousand resources that need to be connected to the new radio consoles which will enable the PSAPs to have very similar functionality as the consoles that they have today. These resources include VHF/800 conventional radio resources, backup radios, logging recorder resource radios, 2-tone paging resources, and auxiliary IO resources, such as doors, alarms, and light switches.

Upcoming Tasks

Although there is much work to be completed to ensure the new radio system is ready, there are several tasks still underway. These tasks include:

- Completion of the drive testing. This task is to validate the coverage that we will have at the time of cutover. Many of the sheriffs have been contacted by L3H to potentially contract with them to help with the drive test process in some of the mountainous areas. To those who can help, we thank you and appreciate your willingness to help.
- The remaining 13 of the 25 P25 expansion sites are currently being built and scheduled to be completed in 2024. Eight of these 13 sites will be ready for cutover, with the other five finishing around (either just before or shortly after cutover) in August 2024.
- System Equipment Readiness testing consisting of PSAP radio console testing and radio programming testing is ongoing and will require UCA to visit each PSAP in early 2024. UCA will test the agency radio programming with the dispatch console configurations to ensure that the agencies can interoperate successfully and that the talk group access footprint is what UCA expects.

At the end of this testing, UCA will visit each PSAP and review/verify, and live test with PSAP personnel that the resources needed by their PSAP and agencies are present on both the radio and consoles and that they are functioning properly. Once verification has been completed the system configuration will be locked until cutover.

Schedule

The following is the tentative schedule for the cutover and how many days we plan to execute the cutover per county. Cutover will begin on Thursday, August 1st.

County	Number of days
Kane	2
Garfield	2
Sevier	2
Piute	2
Wayne	2
San Juan	2
Carbon	2
Emery	1
Grand	2
Washington	3
Iron	2
Beaver	2
Millard	1
Sanpete	2

Uintah	2
Duchesne	2
Daggett	2
Summit	2
Wasatch	2
Tooele	3
Juab	2
Utah	4
Box Elder	2
Cache	2
Rich	2
Weber/Morgan	3
Davis	3
Salt Lake	5

We anticipate that we will complete the cutover in early November 2024. We will provide specific dates that we plan to cut each county over in the next month.

Statewide Tour

There is a significant amount of preparation needed to meet the above cutover schedule. Including programming of the legacy radios **before** the cutover. Therefore, we are planning to visit every county during February – May.

There are several things that we plan to accomplish during the time we will spend in each county. We plan to complete the following tasks:

- Complete the PSAP Acceptance Process
 - o This is a requirement of the contract, to ensure that the configuration of the consoles in the PSAPs is correct and that the resources tied to the consoles work. This will include, but is not limited to the following:
 - Testing the P25 Talk Groups on the L3H, Kenwood, and Motorola radios.
 - Testing of VHF/800 conventional talk paths.
 - Testing the paging resources that ride the conventional talk paths.
 - Testing of AUX IO resources.
 - Finalize configuration of console setups.
 - PSAP sign-off of all resources that will be available at cutover.
 - Review at least one L3H mobile installation from each agency.
- Legacy Radio Programming

Legacy radios are the radios that you are using on the system today, i.e. your Motorola and Kenwood radios.

We have decided that we need to program P25 Zones 1-3 in the legacy radios before the cutover. This will allow everyone to be ready at the time of cutover. We will coordinate this with each agency when we meet with you.

Taking this action will require that we touch every legacy radio twice. Once in the spring and then again at cutover, between August – November. This process will accomplish several things.

First, it will allow us to verify which legacy radios will be transitioning onto the new system. This is important so we can add the radio serial number into the software that manages the radios that will be on the new system. At the time of cutover, those agencies using legacy radios will switch and utilize the talk groups within the P25 designated zones until the legacy radios can be reprogrammed during the scheduled cutover dates and shortly thereafter.

Secondly, it will ensure that the radios that agencies plan to use on the new system are compatible with the new system. If there are any issues, this will come to light during this preliminary programming and will give the agency time to determine how they want to resolve the issues in time for cutover.

Finally, it will allow every user on the system to utilize the P25 system at the time of cutover. And then allow for the final P25 reprogramming to occur shortly after the county has been cutover to the new system.

If your agency has completed the radio programming certification course, your agency can reprogram the radios at this time. If you have not, then we will be scheduling locations and times for UCA employees and our contractors to complete this. The programming piece will take place as close to the cutover as possible. The fewer radios that UCA must be reprogrammed, the closer to the actual cutover dates this can occur.

This process will require us to schedule locations that can be used to complete the programming. Mike Veenendaal has begun compiling a list of locations within each county that can be used for all the agencies within the county. Mike will be reaching out to PSAPs and agencies to coordinate additional locations as needed. We will publish locations, dates, and times on our website.

- L3H Radio Testing

For those of you who have purchased L3H radios, although some testing was performed after the initial programming was completed, we need to complete the programming testing in the area in which the radio will be used.

For this testing, we would appreciate the help of the local agencies as follows:

- Console testing of P25, VHF, 800 Conventional
 - Dispatch participation
- Test P25 Radios/Personalities
 - Law/Fire/EMS & Dispatch participation
- Test Emergency Button, Patching, and Simulcast Functionality
 - Dispatch participation
- Test VHF Audio
 - Law/Fire/EMS & Dispatch participation
- Test VHF Paging Resources
 - Law/Fire/EMS & Dispatch participation
- Radio Arbitration Testing
 - Dispatch participation

- Radio Programming Courses

As you are aware, we are allowing agencies to have personnel become “certified” to load personalities/code plugs into the agency’s radios. We have a

short tutorial that we will offer to the agencies while we are in the area. This will avoid unnecessary or extensive travel for agency personnel.

We have had several agencies that have completed training and have purchased the software and hardware necessary. If you are interested in more information on this, please contact our Interoperability Division Director, Mike Veenendaal at mveenendaal@uca911.org.

Additional Sites

With the additional time, our goal is to complete additional sites before cutover. As previously mentioned, we are currently working on several sites and anticipate beginning several more. Below is a list of the sites and progress to date:

- Ready for P25 Equipment Installation & Optimization
 - Horn – Emery
 - Rudd’s Roost – Iron
 - Hanksville – Wayne
 - East Park – Daggett
 - Top of Rocks – Garfield
 - Price PSAP – Carbon
 - Cedar Mesa – San Juan
 - Emery Moore – Emery
 - Salina Rodeo Grounds – Sevier

- Under Construction
 - Mountain Home – Beaver
 - Cole Mountain Ranch – Sevier
 - Copper Ridge – Garfield
 - South Creek – Garfield
 - Argyle – Duchesne
 - Dugway – Tooele
 - Ibapah – Tooele

- Processing Contract/Design
 - Brian Head – Iron
 - Liberty – Weber
 - Conterra – San Juan
 - Notch Peak – Millard
 - Robbin’s Lake – Millard/Sevier
 - Moccasin – Kane

L3H Radio Orders

All L3H radios that have been received, to date, have been programmed and either picked up or scheduled for pickup. If you have ordered L3H radios, but have not heard from us, that means we have not received your order yet. As we receive radios, we will get them programmed and contact your agency to schedule a time for them to be picked up.

I hope you find this information valuable. I intend to keep you informed in a way that you feel we are accessible and transparent in not only our P25 project but every aspect of our mission to serve the public safety community of Utah.

This next year will be the most critical to the success of this project. I have tried to articulate the significant number of tasks that still need to be completed and the fact that we will need extraordinary engagement from our customers.

If at any time you are frustrated or have questions, please do not hesitate to contact me directly at tmathieu@uca911.org or my cell phone at 801-548-3551 or Deputy Director Brad Hannig at bhannig@uca911.org or 702-810-9956.

In closing, I would like to thank the hard-working and highly dedicated employees at UCA. Our employees continuously give their best. They take pride in working at UCA and serving the public safety community and I share that sentiment.

Thank you for taking the time to read through this lengthy communication.

Sincerely,

Tina Mathieu
UCA Executive Director