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July 30, 2024

Dear UCA Stakeholders:

We are nearing the final phase of the transition to the new P25 system. We are excited to begin the cutover process and appreciate your patience throughout the past several years. As you can imagine, there are a multitude of last-minute changes, backend configurations, and work that is being done.

**Final Schedule:**

As we approach the final cutover, we have updated the schedule to begin this process on Monday, August 19<sup>th</sup>. Below is the updated schedule and **the August 19<sup>th</sup> start date will not change.**

FINAL CUTOVER SCHEDULE			
County	# of Days	Dates	
Kane	2	8/19/2024	8/20/2024
Monitoring Kane Co.	1	8/21/2024	8/21/2024
Garfield	2	8/22/2024	8/23/2024
Sevier	2	8/26/2024	8/27/2024
Piute	2	8/28/2024	8/29/2024
Wayne	2	8/28/2024	8/29/2024
Punchlist	1	8/30/2024	8/30/2024
Punchlist	1	9/3/2024	9/3/2024
San Juan	2	9/4/2024	9/5/2024
Carbon	2	9/4/2024	9/5/2024
Emery	1	9/6/2024	9/6/2024
Grand	2	9/9/2024	9/10/2024
Washington	4	9/11/2023	9/16/2024

<b>County</b>	<b># of Days</b>	<b>Dates</b>	
Iron	2	9/16/2024	9/17/2024
Beaver	2	9/18/2024	9/19/2024
Millard	1	9/20/2024	9/20/2024
Sanpete	2	9/23/2024	9/24/2024
Daggett	2	9/25/2024	9/26/2024
Punchlist	1	9/27/2024	9/27/2024
Uintah	2	9/30/2024	10/1/2024
Duchesne	2	10/2/2024	10/3/2024
Summit	2	10/4/2024	10/7/2024
Wasatch	2	10/8/2024	10/9/2024
Box Elder	2	10/10/2024	10/11/2024
Tooele	3	10/14/2024	10/16/2024
Cache	2	10/17/2024	10/18/2024
Rich	2	10/21/2024	10/22/2024
Weber	3	10/23/2024	10/25/2024
Morgan	1	10/25/2024	10/25/2024
Davis	4	10/28/2024	10/31/2024
Punchlist	1	11/1/2024	11/1/2024
Juab	2	11/4/2024	11/5/2024
Utah	4	11/6/2024	11/11/2024
Salt Lake	9	11/12/2024	11/22/2024

There have been some changes to the order of the schedule and there are some dates that overlap in a few counties. This is intentional and coincides, primarily, with the PSAP coverage footprint.

Between now and our August 19<sup>th</sup> start date we will be performing some additional coverage testing, core testing, reviewing and finalizing site configurations, updating the system management systems, and performing load testing.

**Sites:**

We have completed all but two of our 25 expansion sites. The final two will be completed by September 1<sup>st</sup> and will be online shortly thereafter. These 25 sites, in addition to our legacy 119 sites, will provide great coverage, however, we do know that we will have areas that we will need to improve coverage for. We have budgeted for five new sites in FY25.

As previously indicated, we have not identified site locations for the new sites and will not do so until we complete the cutover, determine the needs, and establish priorities.

### **Upcoming Seminar:**

To help our stakeholders (agency and PSAP representatives) understand some of the elements of the system before cutover, we are hosting a seminar on Wednesday, August 7<sup>th</sup> from 1:00 – 3:30 PM. The seminar will be held via Teams at the below link:

### **[Join the meeting now](#)**

Meeting ID: 212 090 024 940

Passcode: nfJfgK

If you have issues with this link, please contact Kati Peters at [kpeters@uca911.org](mailto:kpeters@uca911.org) and she will forward the meeting invite to you.

The agenda for the seminar will be as follows:

- Review Updated Final Schedule
- Encryption Behavior and Usage
- Preemption Behavior - Losing Audio
- PSAP Equipment and Service Agreement
- Aliases and Serial Numbers
- L3Harris Noise Cancellation Settings
- Non P25 Capable Radios
- The Elimination of Lock-Down Channels
- Fleet Map - Talk Groups - Old vs. New
- Site Build Status
- Day of cutover process
- Something is Wrong, How Do I Get Help?
- Questions & Answers

If you are unable to attend, we will post the seminar on our website.

### **Programming Radios/Radio ID Update**

As with any project, the more you learn, the more you understand. That has certainly been the case with regards to radio ID structure and programming radios.

During the initial configuration of the L3Harris system, the design was built around a county structure, assigning IDs to an individual end-user device within a county in no assigned sequential order. During the soft cutover process, UCA quickly determined that this would not be sustainable and may cause a county under this limited structure to run

out of IDs. After meeting internally and consulting with the L3Harris team, UCA determined that restructuring the system setup was essential to ensure a more manageable and sustainable assignment of IDs to each end-user device.

The new structure of IDs will allocate each user agency an individual agency Identifier and a block of sequential IDs that can be assigned and managed without overlap within a county. Now, user agencies will have a three-to-four-digit system agency identifier and a one to four-digit individual ID unique to the particular agency. As an agency adds radios to the system, UCA can open additional IDs within this block, and agencies can assign these to specific end-user equipment. This new structure will allow UCA and the agency to maintain a cleaner database and system.

By making these changes, **EVERY RADIO will need to be reprogrammed during the final cutover process.** Please check with the coordinator in your area for scheduling details. If you are unsure who this contact is, please contact Mike Veenendaal for their contact info.

### **Other Programming Changes: IP Addressing**

Because we will be touching every radio during the final cutover phase, and to assist in future-proofing radios on the system radios that accept IP addressing in their personality will be programmed with a unique IP address assigned specifically to the serial number of the radio. By adding an IP address to applicable radios, it will prepare the radio for any future capabilities of data transfer that may occur or may be necessary, for example over-the-air programming (OTAP). Additionally, as an agency brings new radios onto the system an IP address for the specific radio may be provided along with the unique individual ID for the system. Note that IP addresses are limited in numbers significantly less than those of individual IDs and are designed and deployed system-wide vs the ID assignment by county. For this reason, IP addresses may not be sequential to a specific agency as with the individual ID structure.

### **Programming Restricted Talk Groups**

It is essential that agencies understand that during final cutover some talk groups are restricted and require written approval in hand to allow for the radio personality and programming to be completed on a radio. These talk groups include:

- VFAST- Requires a Letter dated earlier than March 2024.
- ATF – Requires an approval letter from the ATF.
  - o ATF only
  - o ATF SL Group 1
  - o ATF SL Group 3
- FBI – Requires a letter from the FBI.
- UPD – Requires written approval from UPD for the following:
  - o Gangs
  - o MIU

- UPD NARC
- UPD HUNT
- UPD SPECIAL OPS
- UPD SWAT

Please ensure that your personnel have these approval letters in hand and that they are presented to the programmer at the time of cutover. Any request that does not have an approval letter will NOT be programmed until the letter is provided as requested by the individual agency.

As we begin this final phase of this project, I would ask for your patience and understanding. We will not roll out a perfect system, but our goal is to evolve into something much better than we have ever had before. We understand the importance of this system and recognize the level of responsibility it is to be your public safety communications provider.

If there are problems that need to be reported, please use our 24/7 Support Line at **801-840-4216**. This will help streamline our ability to diagnose and resolve issues that arise.

If you have any non-urgent questions, frustrations, or concerns, please don't hesitate to contact me directly at 801-548-3551.

Sincerely,

Tina Mathieu  
Executive Director

cc: UCA Governing Board  
Elected Officials