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UCA Newsletter – 2024-008

September 19, 2024

Stakeholders,

I am happy to report that the work done to resolve the database synchronization issue has been a success. UCA worked closely with the L3H Products engineer team, who implemented and tested the system patch. UCA also conducted thorough testing, and we are confident that the issue has been resolved.

With that being said, UCA is ready to begin the cutover to the new system on September 30th. We have made some adjustments to the rollout plan to align with the PSAPs and their geographic boundaries in relation to DPS dispatching.

Where possible, we have streamlined the schedule and will be deploying multiple PSAP and programming teams to accomplish the aggressive schedule. As you review the schedule, you will see that there are dates on which we will be deploying to multiple counties simultaneously. To support this effort, we will be adding additional programmers to manage this concurrent programming and cutover process.

While the schedule is aggressive, we believe it is achievable. This will require significant coordination and preparation from both our team and the agencies and PSAPs involved.

In many instances, we will have up to four programming teams working concurrently. We hope that by increasing the number of teams and programming multiple locations within each county, the process will be more efficient and easier for the agencies. Our programming team will begin contacting the points of

contact that helped with scheduling programming locations during the soft cutover to confirm location sites/dates.

Below is a copy of the overall schedule and you can also find the schedule on our website.

It is worth noting, that when we do cutover, we will have the 25 expansion sites online, for a total of 144 sites at the time of cutover. As I have mentioned previously, we do have five additional sites budgeted, however, we will not identify their locations until after the cutover is complete, allowing us to assess needs and establish priorities.

As we enter the cutover phase of this project, I would ask for your continued patience and support. We are excited to be entering this phase, but we recognize the scale of the work ahead.

Our goal is to make this transition as smooth as possible for you and your personnel while providing you with the best public safety radio system possible.

Thank you,

Tina Mathieu
Executive Director

FINAL CUTOVER SCHEDULE			
Radio Programming	# of Days	Dates	
Kane	2	9/30/2024	10/1/2024
PSAP	Kane	9/30/2024	10/1/2024
Garfield	2	10/2/2024	10/3/2024
PSAP	Garfield	10/2/2024	10/3/2024
Punchlist	1	10/4/2024	
Sevier	2	10/7/2024	10/8/2024
Piute	1	10/7/2024	
Wayne	1	10/8/2024	
PSAP/DCs	Richfield	10/7/2024	10/8/2024
	CUCF Prison	No UCA visit required @ DC	
Sanpete	2	10/8/2024	10/9/2024
PSAP	Sanpete	10/8/2024	
San Juan	2	10/9/2024	10/10/2024
Carbon	2	10/9/2024	10/10/2024
PSAP	Price	10/9/2024	10/10/2024
Grand	2	10/10/2024	10/11/2024
PSAP	Grand	10/10/2024	
Emery	1	10/11/2024	
PSAP	Emery	10/11/2024	
Punchlist	1	10/14/2024	
Washington	4	10/15/2024	10/18/2024
PSAP	St G	10/15/2024	10/16/2024
Iron	2	10/21/2024	10/22/2024
PSAP	Cedar	10/21/2024	10/22/2024
Beaver	2	10/22/2024	10/23/2024
PSAP	Beaver	10/22/2024	10/23/2024
Millard	1	10/23/2024	
PSAP	Millard	10/23/2024	
Punchlist	2	10/24/2024	10/25/2024

Radio Programming	# of Days	Dates	
Daggett	2	10/28/2024	10/29/2024
Uintah	2	10/28/2024	10/29/2024
Duchesne	2	10/28/2024	10/29/2024
PSAP	Uintah Basin	10/28/2024	10/29/2024
Summit	2	10/31/2024	11/1/2024
PSAP	Summit	10/31/2024	11/1/2204
Wasatch	2	10/31/2024	11/1/2024
PSAP	Wasatch	10/31/2024	11/1/2204
Box Elder	2	11/4/2024	11/5/2024
PSAP	Box Elder	11/04/2024	11/5/2024
Tooele	3	11/4/2024	11/5/2024
PSAP	Tooele	11/4/2024	11/5/2024
Cache	2	11/6/2024	11/7/2024
PSAP	Logan	11/6/2024	11/7/2024
Rich	1	11/6/2024	
PSAP	Rich	11/6/2024	
Weber	3	11/7/2024	11/8/2024
Morgan	1	11/8/2024	
PSAP/DCs	Weber Area	11/7/2024	11/8/2024
	WSU	No UCA visit required @ DC	
Davis	4	11/12/2024	11/14/2024
PSAPs/DCs	Layton	11/12/2024	
	Davis	11/12/2024	
	HAFB	No UCA visit required @ DC	
	Bountiful	11/13/2024	
Punchlist	1	11/15/2024	
Juab	2	11/18/2024	11/19/2024
Utah	4	11/18/2024	11/21/2024
PSAPs/DCs	CU911	11/18/2024	11/19/2024
	Metro	11/19/2024	
	Springville	11/20/2024	
	BYU	11/21/2024	
	UVU Disp	No UCA visit required @ DC	
Punchlist	1	11/25/2024	12/27/2024

Radio Programming	# of Days	Dates	
Holiday	1	11/28/2024	11/29/2024
Salt Lake	9	12/2/2024	12/12/2024
PSAPs/DCs	SLC911	12/2/2024	12/4/2024
	U of U PD	No UCA visit required @ DC	
	AirMed	No UCA visit required @ DC	
	SLVECC	12/5/2024	12/7/2024
	USCF Prison	12/8/2024	
	SLCO Jail	No UCA visit required @ DC	
	Gold Cross	No UCA visit required @ DC	
	Classic Air	No UCA visit required @ DC	
	Life Flight	No UCA visit required @ DC	
	Granite	No UCA visit required @ DC	
	DPS/UDOT TOC	12/9/2024	
	DPS Capitol	12/10/2024	