



5215 Wiley Post Way #550  
Salt Lake City, UT 84116  
Phone 801-840-4200  
[www.uca911.org](http://www.uca911.org)

February 27, 2026

**UCA NEWSLETTER 2026-002**

Stakeholders,

As you are all aware, UCA purchased a P25 Radio System from L3 Harris that is capable of Phase 1 and Phase 2 radio transmissions. Initially, when the contract was signed, the plan was to convert to Phase 1 and then, on a specific date, all users would convert to Phase 2.

At some point, after the initial contract was signed, it was determined, the executive staff at that time, that UCA would convert to the new system in a mixed phase, allowing both Phase 1 and Phase 2 capable radios on the system to run in whichever phase the radio was capable of.

With a mixed mode approach, it requires the traffic to be converted between phases, depending on the radio and/or console initiating traffic and the receiving radio(s).

Since cutover, we have received sporadic reports of missed or “clipped” audio from different users. When we conducted research on such reports, we had indicators, to include on the logging recorder, that the audio was recorded and not in a clipped state.

Due to the limited number of tickets, the randomness of the issue, and the inability to reproduce the issue, we have struggled to identify a core issue, and moreover, a root cause.

On Thursday, February 26<sup>th</sup>, we learned of an issue that has been identified and confirmed by engineers at L3Harris with the timing of the transcoding of data when it is being converted from Phase 1 to Phase 2 or from Phase 2 to Phase 1. This issue can cause clipped audio, and depending on the length of the transmission, potentially missed audio. The issue does not present itself regularly and is difficult to predict, as there are many factors that can

contribute to an occurrence.

Based on this information, and after consulting with our L3Harris team, and my internal executive team, I have determined that the right thing to do, at this time, and until a solution has been found, is to move all primary talk groups to Phase 1 immediately.

Moving the talk groups to Phase 1 will not require action on the part of the end-radio user. It is something that UCA will perform on the system side, and as provisioning is completed by the system, the talk group will then be functioning in a Phase 1 only state.

Moving talk groups to Phase 1 is not something that is a new concept. Talk groups continually move between Phase 1 and Phase 2 on each site depending on the mix of radio users attached to a particular site. Additionally, UCA has previously tested this change and is confident that it will not cause additional issues.

Based on what we learned on February 26th, configuring the talk groups to operate in Phase 1 only will prevent the transcoder from engaging altogether, thereby resolving the specific issue identified with transcoding radio traffic between Phase 1 and Phase 2.

From a system administration perspective, the biggest difference between Phase 1 and Phase 2 is capacity at the repeater site. Many of you may recall that if we are running in an exclusively Phase 2 state, we have twice the capacity at every site vs Phase 1. Much of the traffic on the p25 system is currently mixed Phase 1 and Phase 2 due to the radios in use. L3Harris and UCA have run capacity reports and have determined that we have the capacity to run in a Phase 1 only state without incurring busies or “busy bonks” on the system.

With that being said, if there is a massive incident, there is always the chance that a site could “busy” out, but based on our research, we do not believe that we will have an issue.

The status change of the talk groups will begin on the morning of Tuesday, March 3<sup>rd</sup> and the completion of conversion will be completed by that evening. Again, there is nothing for the user agencies to do. The conversion will take place without action from the end-user.

We will provide a list of talk groups to the PSAPs/dispatch centers that we will be converting to Phase 1 only. Obviously, we do not want to post lists of talk group names on our website. If you are interested in the specific talk groups, please reach out to your PSAP manager/director, and they can provide that list. If there is a talk group that you would like to request to have moved to a Phase 1 status that is not on the list, please submit a ticket through our website. We will complete the request, and you will be notified through the ticketing system.

Moving forward, we have informed L3Harris that a solution to resolve this issue will be required before UCA will officially complete the “system acceptance” element of the contract. We will work with them in any way we can as they work towards a solution.

As we make progress on this matter, we will inform you, through newsletters, in person meetings we are invited to, and our virtual monthly “Chat with the UCA team” that we host every fourth Tuesday of the month (for more information on this, please see our website).

I would like to thank those who have continued to engage with us, continued to submit tickets, and who have allowed us to test with them. The ticket submissions matter. We review every one of them and, even though in this circumstance it took us quite a while to determine the root cause, having the tickets, albeit sporadic and difficult to validate, we didn’t stop trying to understand what the core of the issue was.

If you have any questions or concerns, please do not hesitate to reach out to me directly. We appreciate all feedback. We are here to serve you, and as I have mentioned many times, we will not stop working to continually improve the services provided to you.

Thank you,

Tina Mathieu  
Executive Director

[tmathieu@uca911.org](mailto:tmathieu@uca911.org)  
801-548-3551