



UTAH COMMUNICATIONS AUTHORITY

KEEPING PUBLIC SAFETY CONNECTED

Police Chiefs Presentation, May 2026



Introductions

- UCA
 - Tina Mathieu, Executive Director
 - Chris Hughes, Deputy Director, Admin Services
 - Phil Krebs, Deputy Director, Operations
 - Dan Dialogue, Associate Division Director, Operations
 - Travis Sylvester, New Site Project Manager
- Federal Engineering, Inc.
 - Rajit Jhaver, Associate Vice President

L3Harris Project Team



- The current project team consists of:
 - Project Manager
 - Weekly meetings in Utah with UCA
 - Systems Engineer
 - Weekly meetings with UCA
 - Contracts Manager
 - Weekly meetings with UCA
 - Onsite meetings with UCA as needed
 - Program Financial Analyst
 - Primarily L3Harris internal support
- Working to provide project deliverables while also evaluating solutions that improve all manufacturers performance within the P-25 standard
 - Mixed Mode (DEC2025)
 - Demand Based Patch Filtering
- This project team is dedicated to working with UCA on the current P-25 project, but will also work with UCA on future projects

L3Harris Escalation Team



- The Escalation Team Provides:
 - Subject Matter Experts for most L3Harris products
 - Field experience feedback to Development Engineers
 - Data Collection – to assist in the analysis of reported problems
 - Best Practice Configuration Review – to get the best out of our products and capabilities
 - Optimization Recommendations – to maximize the user experience
 - System Audits – to identify any software discrepancies
 - Cutover & Burn-In support for Programs
- The Escalation Team is committed to the success of UCA and the Utah statewide system.
- 23 onsite visits in Utah + 5 additional weeks of dedicated remote support
 - These visits include:
 - PSAP visits
 - Troubleshooting and triage of various items – including drive testing
 - Ad hoc training
 - Thunderdome testing and training in Lynchburg with UCA
 - UCA Stakeholders conference – including a 4-hour training class
 - Executive meetings
- The team is in constant contact with UCA
 - Weekly recurring calls
 - Weekly P25 System meeting
 - RNM alarm review in April 2025 to train UCA how to utilize/ understand RNM alarms
 - Change control review for maintenance items
 - Daily recurring calls during Burn-In

L3Harris Field Services Team



- The L3Harris Field Services Team Currently Consists of:
 - Six Field Service technicians that reside in Utah
 - These techs installed and commissioned UCA system during project phase
 - Supported punch list, ATP, and Cutover
 - Executed coverage testing and radio programming
 - Provide day to day 7x24x365 system support
 - Integrated with UCA dispatch ticketing system, processes, and support team
 - One Escalated SME working out of the regional field office
 - Supports dispatch efforts, scheduling, and escalation
 - Additional support as needed from the Regional Service Territory
 - Over 40 P25 LMR system techs at Regional Services Manager disposal
 - Field Service training lab in Las Vegas
 - Supports L3Harris Techs, UCA techs, and partners
 - UCA techs have already benefited from the system

L3Harris Sales Team



- The L3Harris Sales Team Currently Consists of:
 - One local sales lead dedicated to the state of Utah
 - Reports to Regional Sales Director: Rob Nelson
 - Engages Engineering, Product Development and Warranty Team as needed
 - Provides Sales and Implementation Support for Projects Needed by Various State Agencies
 - Solicits References to be shared within the UCA Network (ex: Emery Co, Kane County, SLC Fire)
 - Provides Contract Agreements for State of Utah Agencies (UHP, UDOT, UAG, UTA, etc.)
 - Assists in Proposal Development for UCA and its Agencies
 - Provides Demonstrations (ex: Radios Auto-Roaming from LMR to/from LTE & Wi-Fi & Device Management)
 - Supports over 300 agencies in trouble-shooting process
 - Delivers approximately 25 quotes per month for radios, accessories, and programming software

Agenda

- **Review Questions/Topics Submitted by Chiefs**
- **Q & A with Chiefs**
- System Utilization
- Data Available when Researching Tickets
- Ticketing System Overview
- Wrap Up

Specific Questions/Concerns Submitted



- **Portable Antennas Length**
- Coverage – Lack of or Spotty
- PTT Over Broadband LTE/Wi-Fi Capability
- General Service-Related Issues
- Chief's Q&A

Portable Radio Antennas

- Stubby antennas are a compromise between form and function and will result in poor performance.



NO



YES

Mobile Radio Antennas

Mobile antenna type



¼ wave stinger



Low profile



Low profile blade

NO



3-5db whip

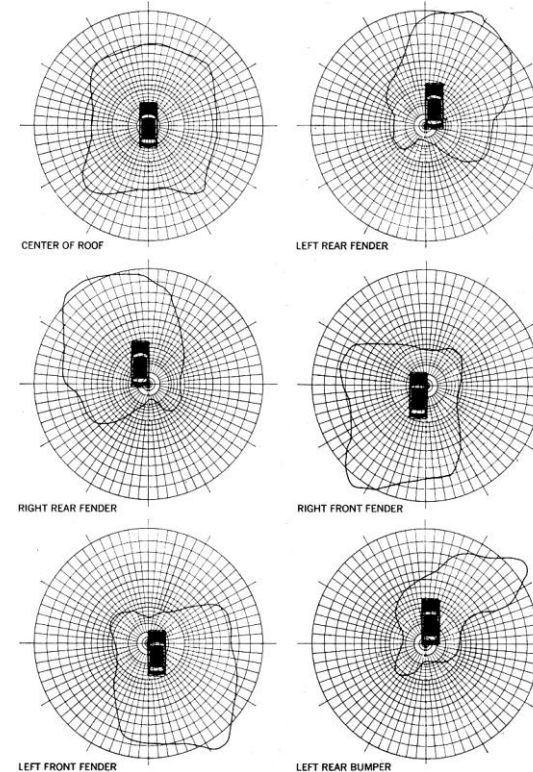


3-5db elevated feed

YES

Proper Mobile Antenna Location

- Antenna placement is paramount.
- Mobile antennas are best utilized on the top center of a vehicle.
- A stubby antenna on a mobile install will result in poor performance.



Examples of Incorrect Installs



Examples of Incorrect Antennas/Installs

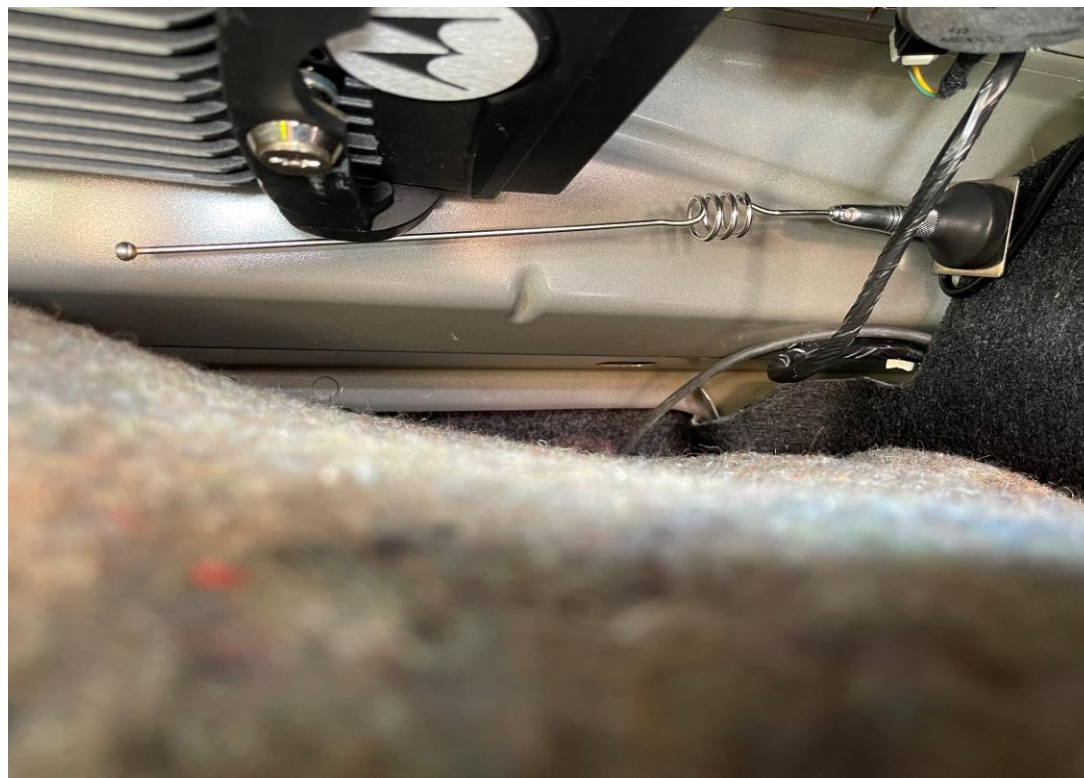


Examples of Incorrect Antenna/Installs

Improper Antenna



Proper Antenna – Poor Installation



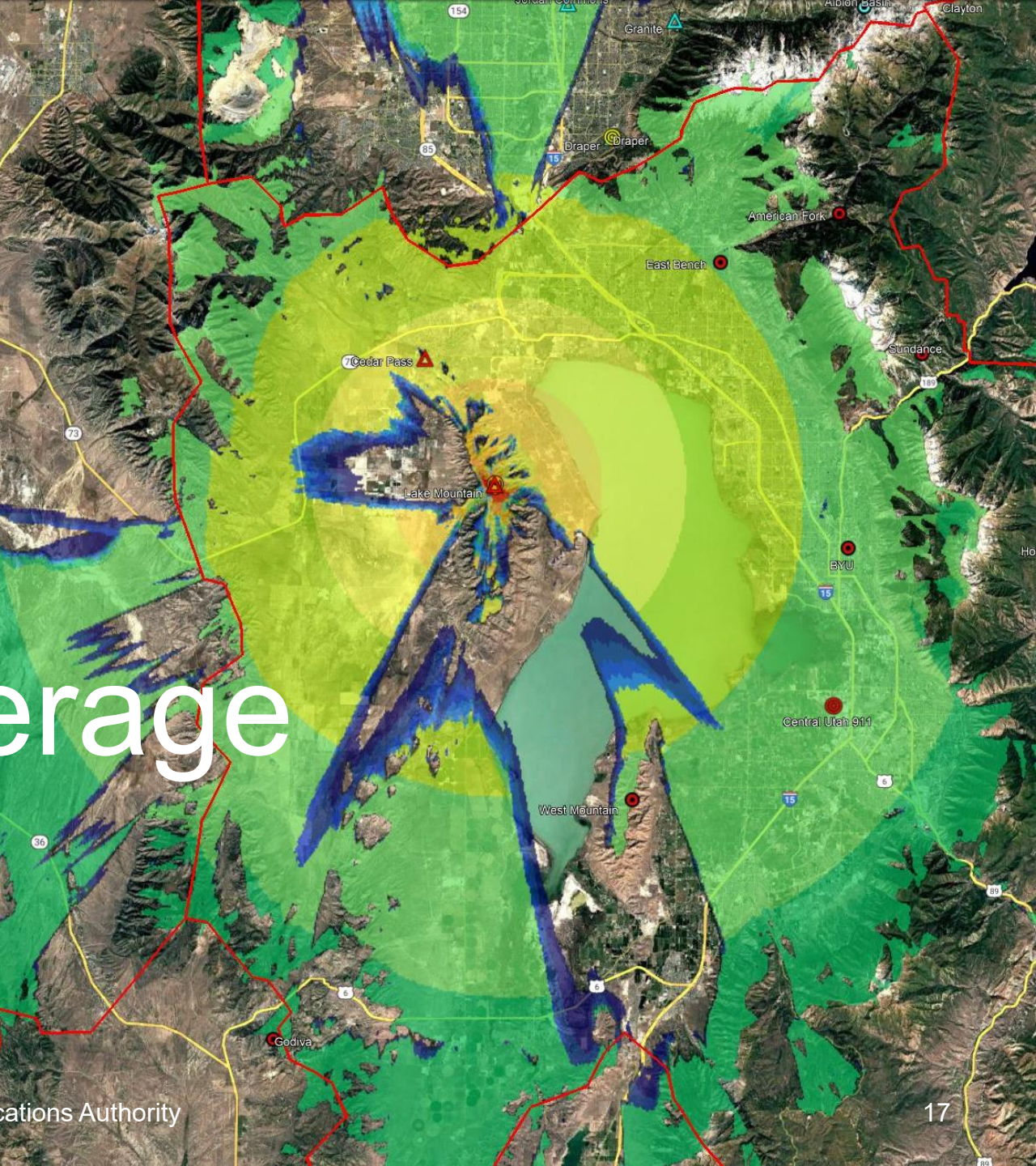
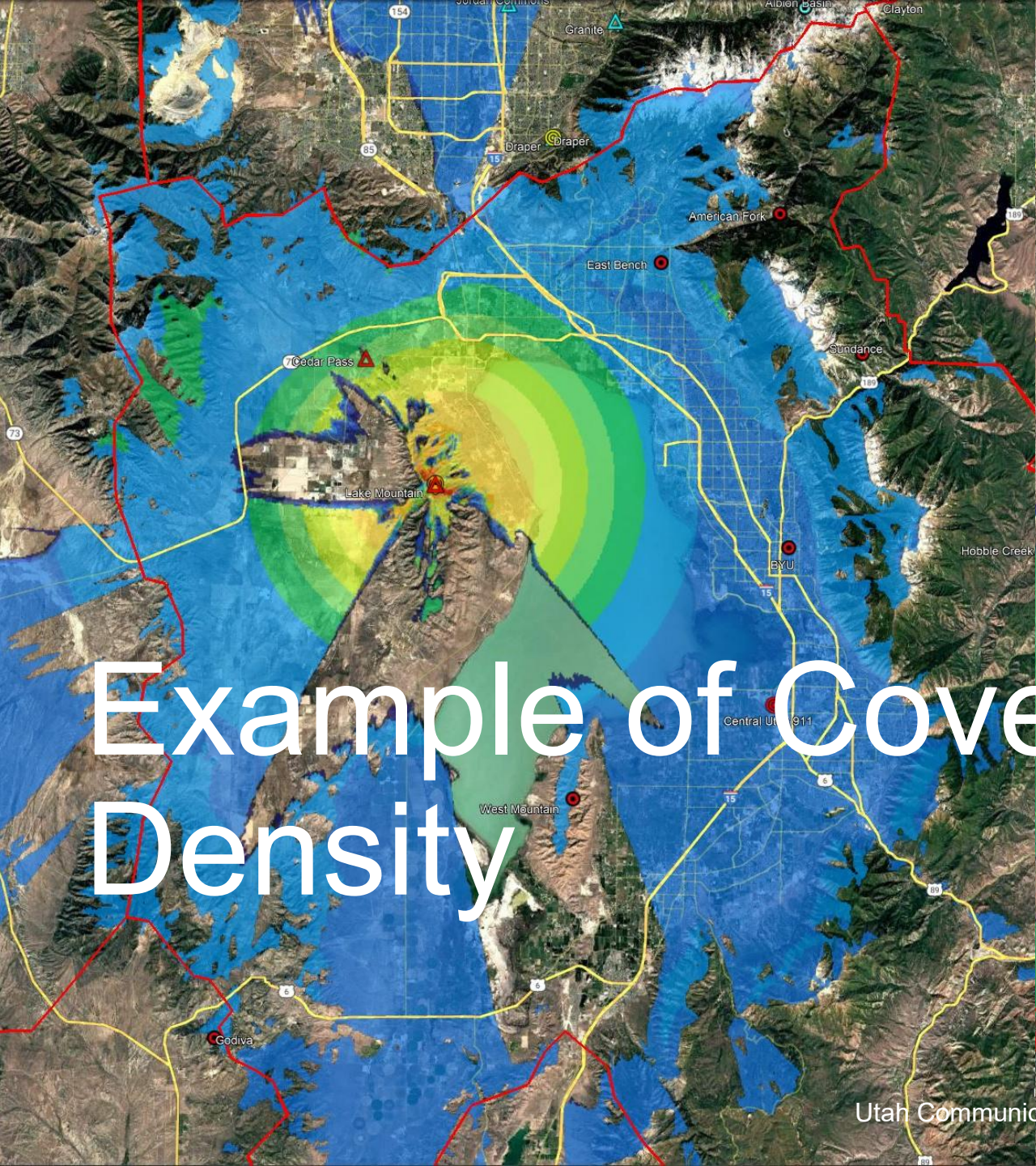
Example of Correct Mobile Installation



Specific Questions/Concerns Submitted



- Portable Antennas Length
- **Coverage – Lack of or Spotty**
- PTT Over Broadband LTE/Wi-Fi Capability
- General Service-Related Issues
- Chief's Q&A



Example of Coverage Density

Antenna Replacement Project

- **Beaver**
 - Gilles
 - Frisco Peak
 - Eagle Point
- **Box Elder**
 - Howell
 - Cal Mountain
 - Hansel
 - Promontory
 - Pilot Peak
- **Cache**
 - Logan Peak
 - Pisgah Peak
- **Carbon**
 - Ford Ridge
 - Bruin
 - Castle Gate
- **Daggett**
 - Goslin
 - East Park
- **Davis**
 - Francis Peak
 - UCA Warehouse
 - Tabby
- **Duchesne**
 - Steamboat
 - Tabby
- **Emery**
 - Cedar Mountain
Emery
 - Horn
- **Garfield**
 - Wilson
 - South Creek
 - Copper Ridge
 - Barney Top
 - Dutton
- **Grand**
 - Bald Mesa
 - Willow
 - Book Cliffs
- **Iron**
 - Windy Ridge
 - Blow Hard
 - Iron Mountain
 - Rudds
 - Eagle Point
 - New Harmony

Antenna Replacement Project

- **Juab**
 - Godiva
 - Levan
- **Kane**
 - Clear Creek
- **Millard**
 - Notch Peak
- **Rich**
 - Laketown
 - Red Spur
 - Crawfords
- **Salt Lake**
 - Granite
 - Jordan Commons
 - Nelson
 - City Creek
 - Salt Lake COSO Jail
 - Draper
 - Scott Hill
- **San Juan**
 - Abajo
 - Cedar Mesa
- **Sanpete**
 - Bartons
 - Baldy
 - Gunnison Prison
- **Sevier**
 - Cole Mountain
 - White Pine
 - Monroe Peak
- **Summit**
 - Echo
 - Lewis
 - Humpy

Antenna Replacement Project

- **Tooele**

- South Mountain
- Wendover
- Delle
- Blackcrook
- Dugway

- **Uintah**

- Grizzly Ridge
- Little Mountain Vernal

- **Utah**

- Lake Mountain
- West Mountain
- Cedar Pass
- East Bench
- American Fork
- Teat Peak

- **Wasatch**

- Clayton
- Strawberry
- Jordanelle
- Wasatch COSO

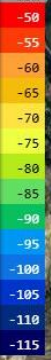
- **Washington**

- Utah Hill
- Grapevine
- Big Mountain
- Webb Hill
- Jordanelle

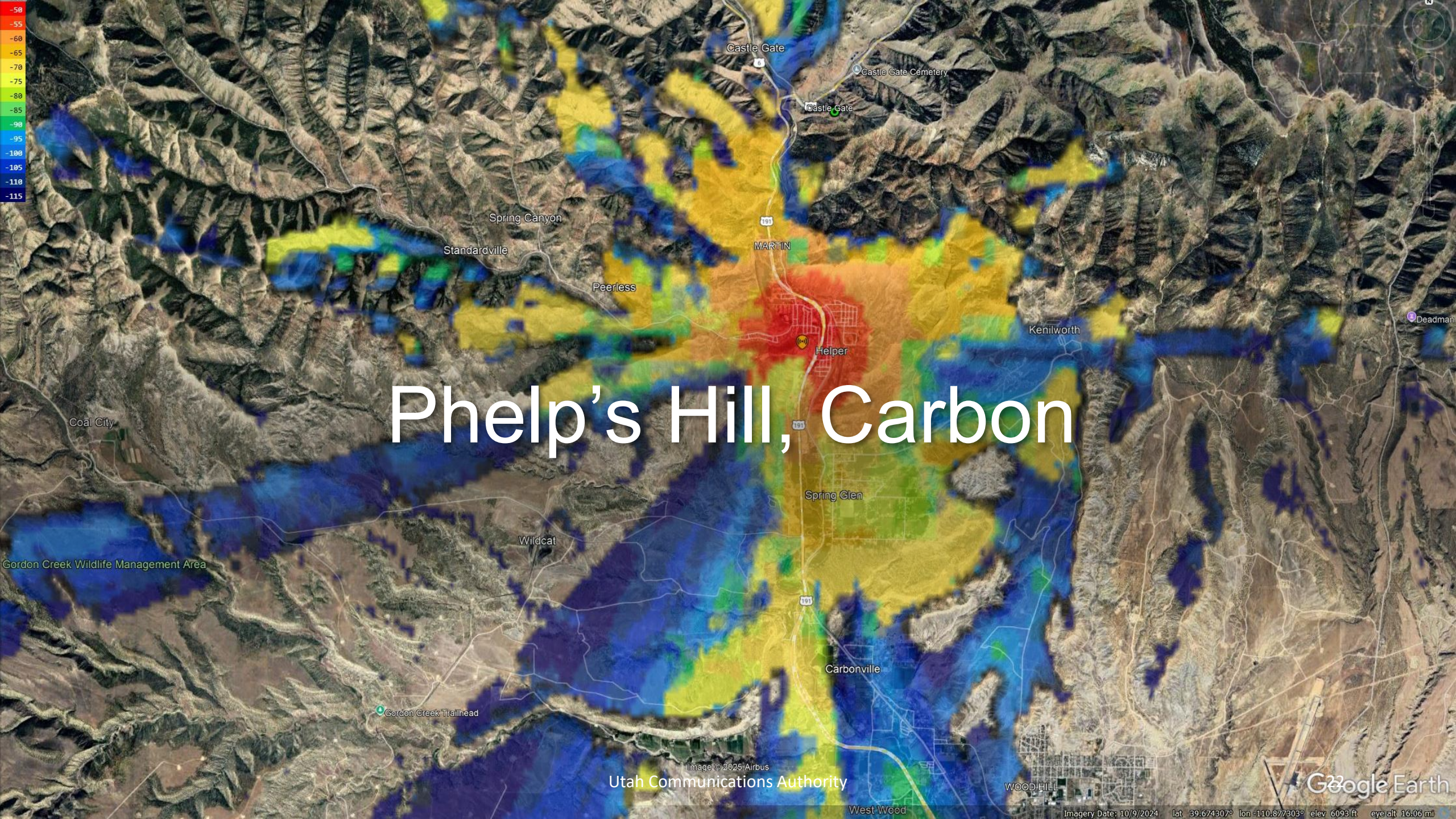
- **Weber**

- Liberty

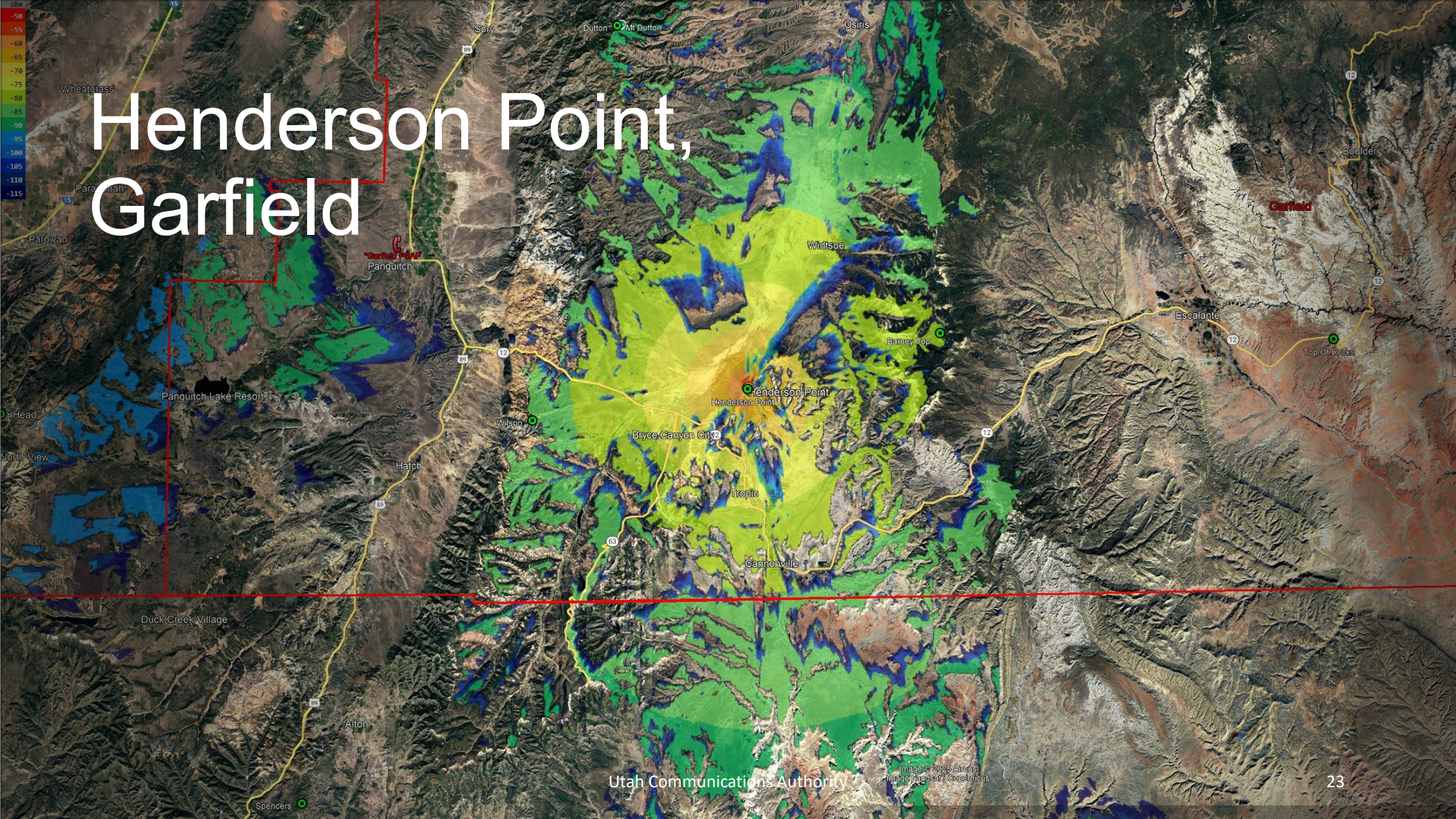
Future Growth/Additional Coverage



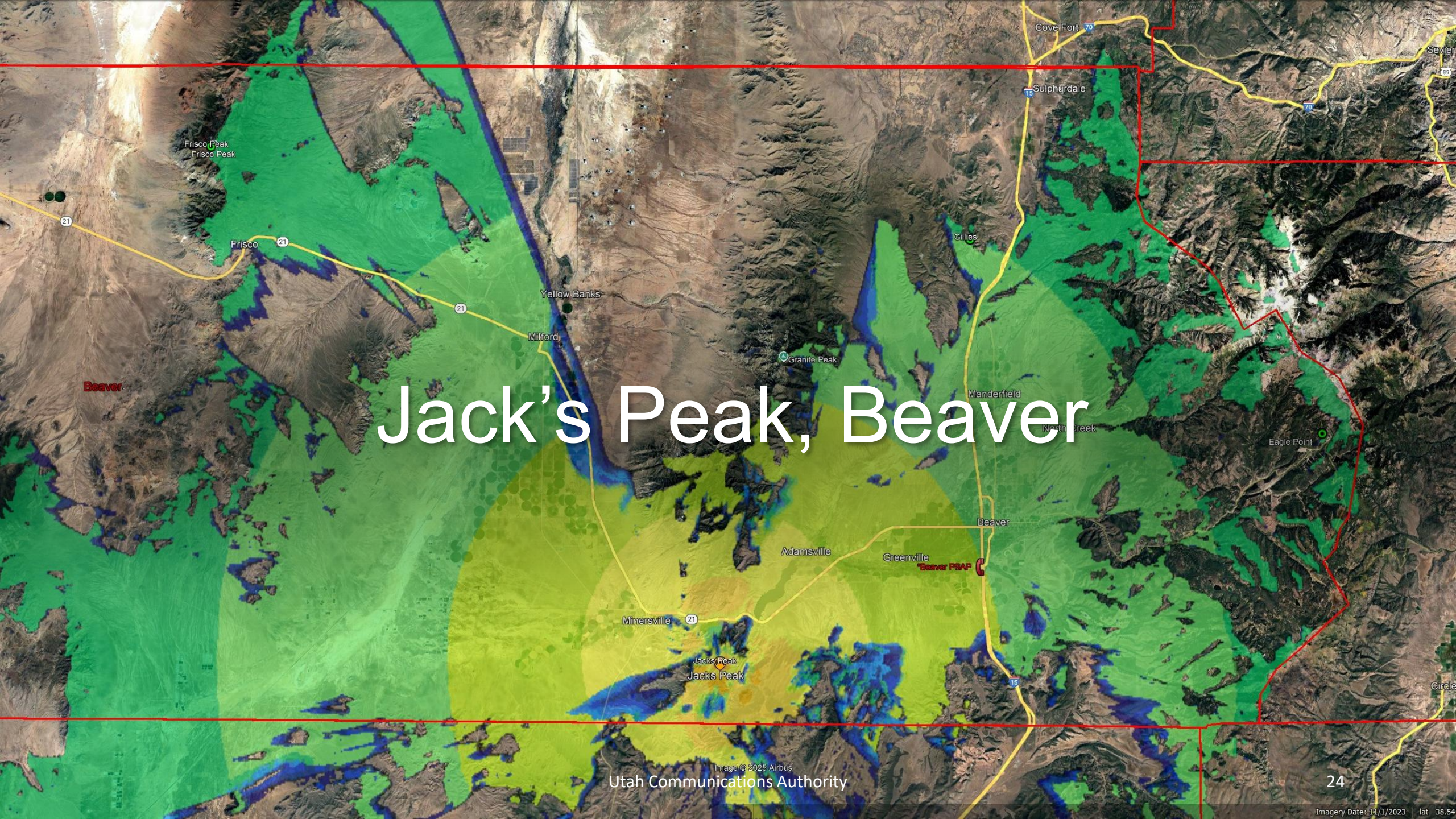
Phelp's Hill, Carbon

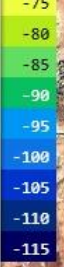


Henderson Point, Garfield



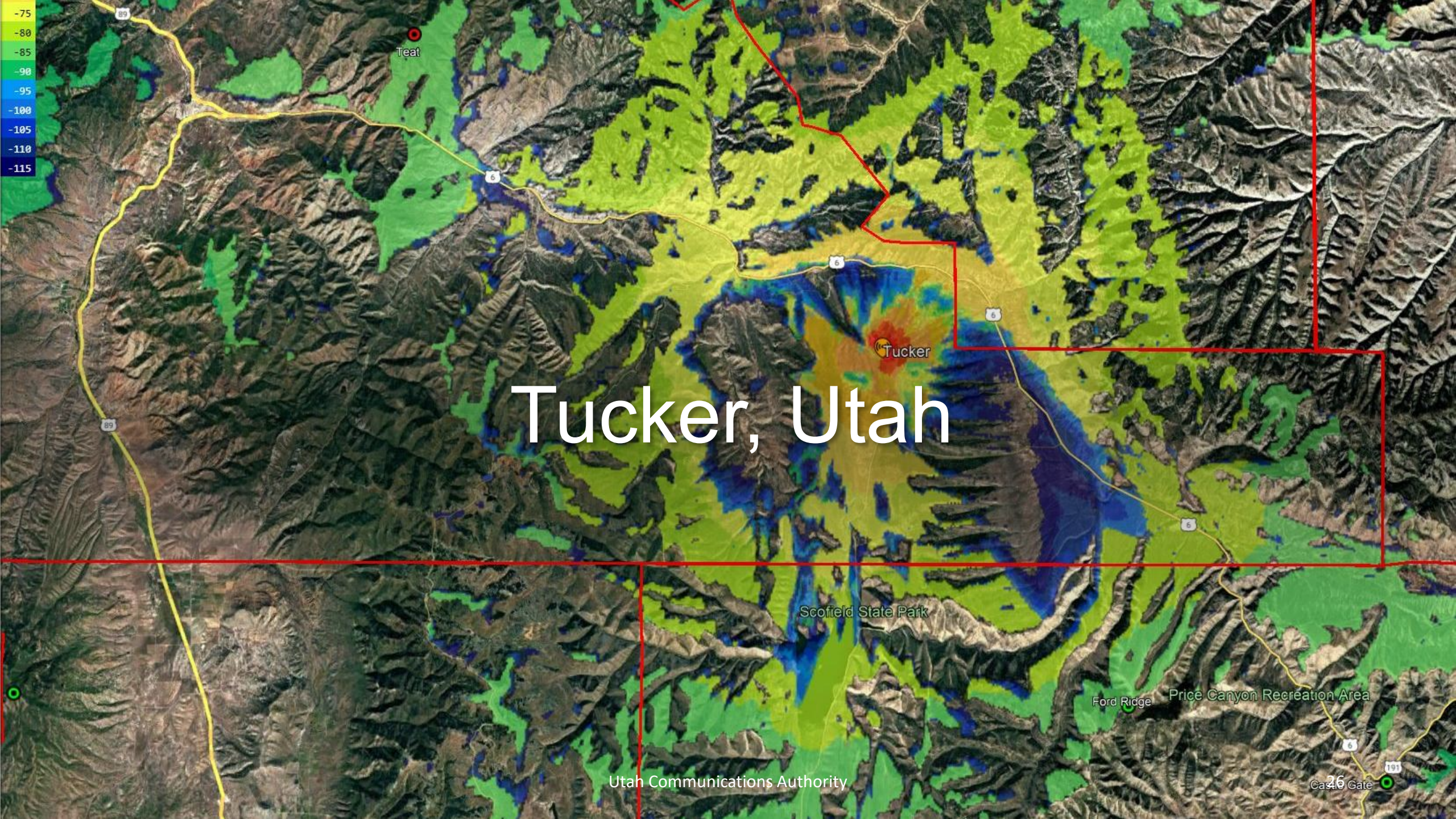
Jack's Peak, Beaver





Clay Hills, San Juan





-75
-80
-85
-90
-95
-100
-105
-110
-115

Teat

63

63

63

Tucker

Tucker, Utah

63

Scofield State Park

Ford Ridge

Price Canyon Recreation Area

Utah Communications Authority

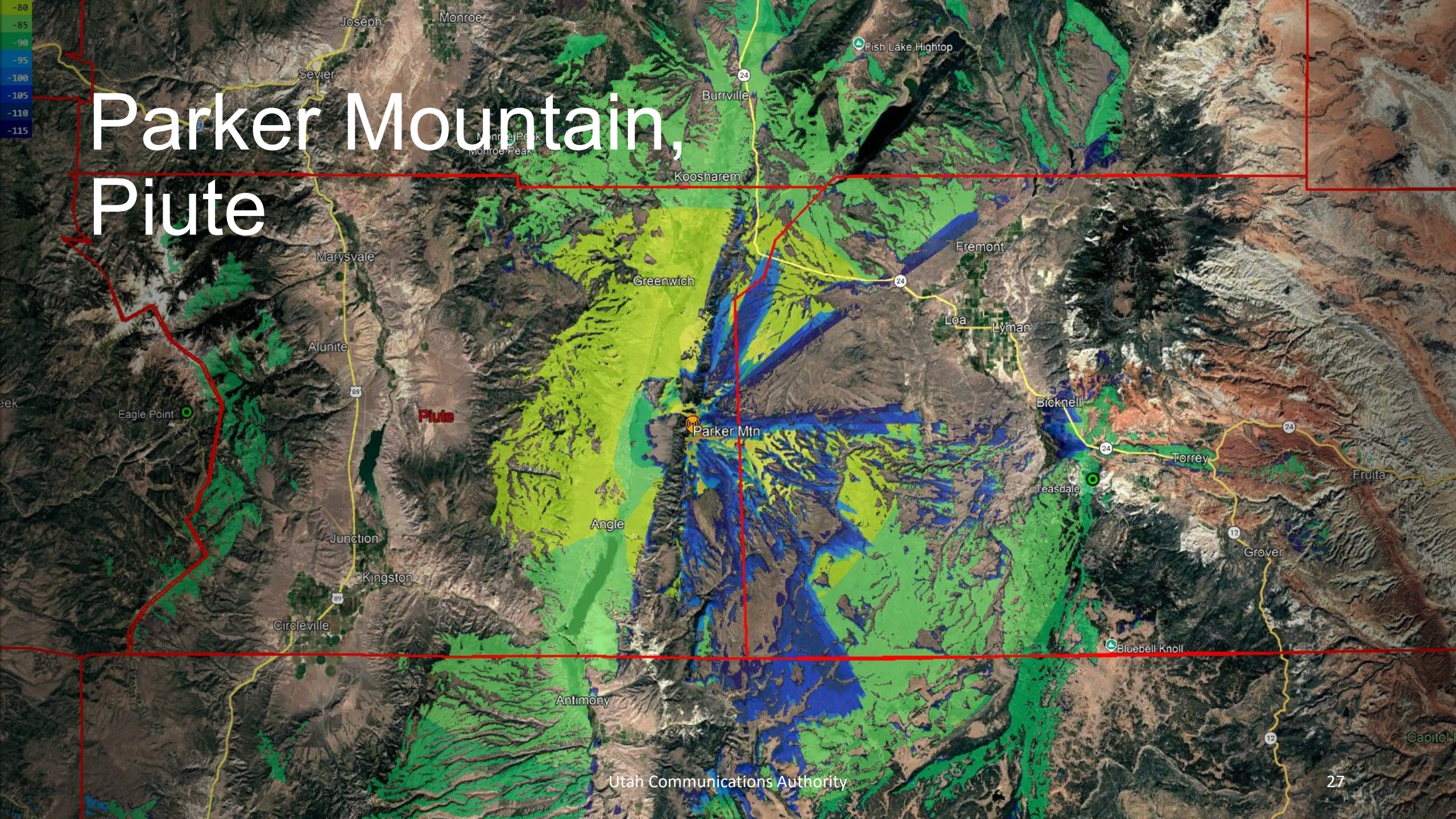
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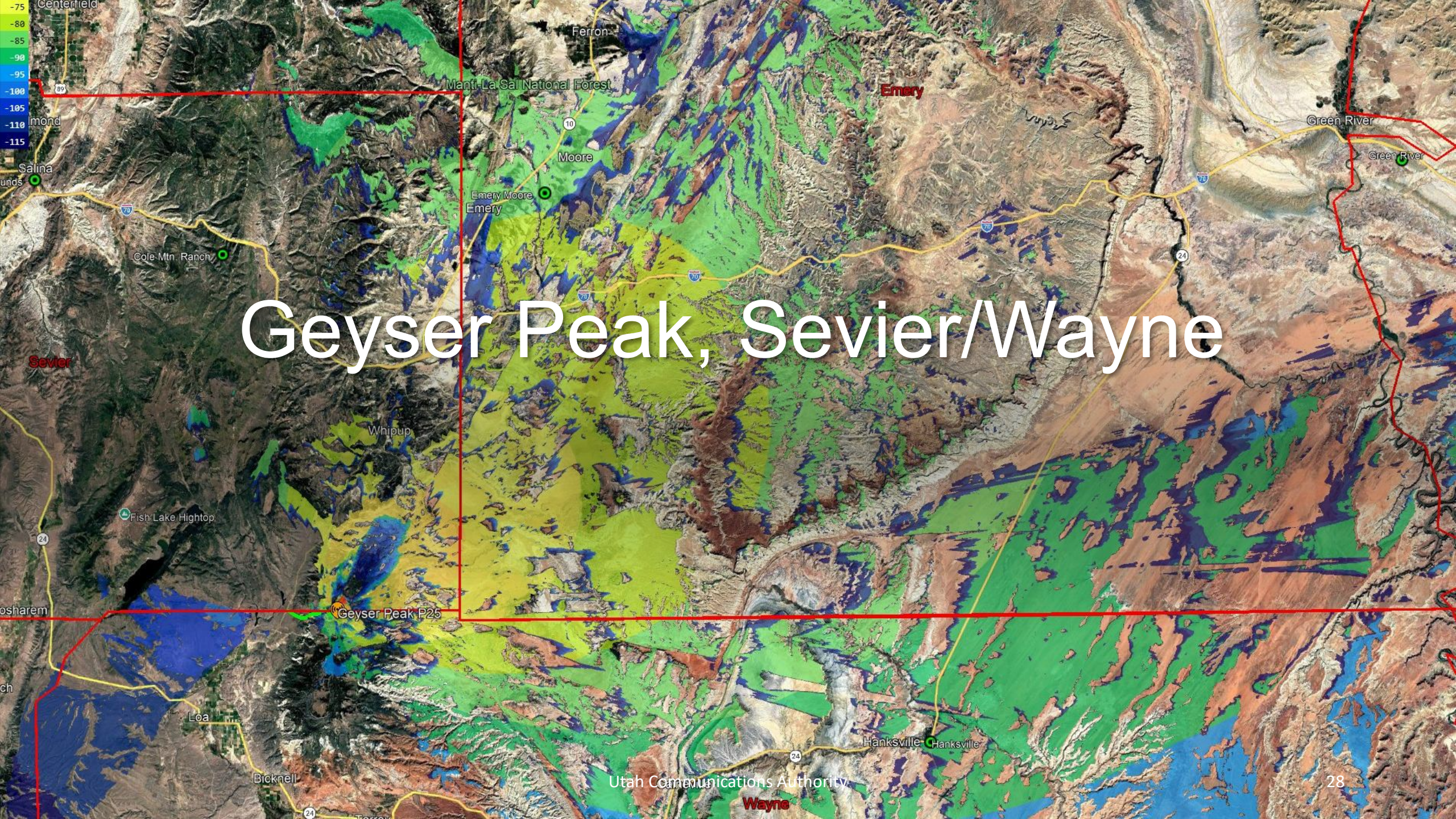
191

Castle Gate

-80
-85
-90
-95
-100
-105
-110
-115

Parker Mountain, Piute

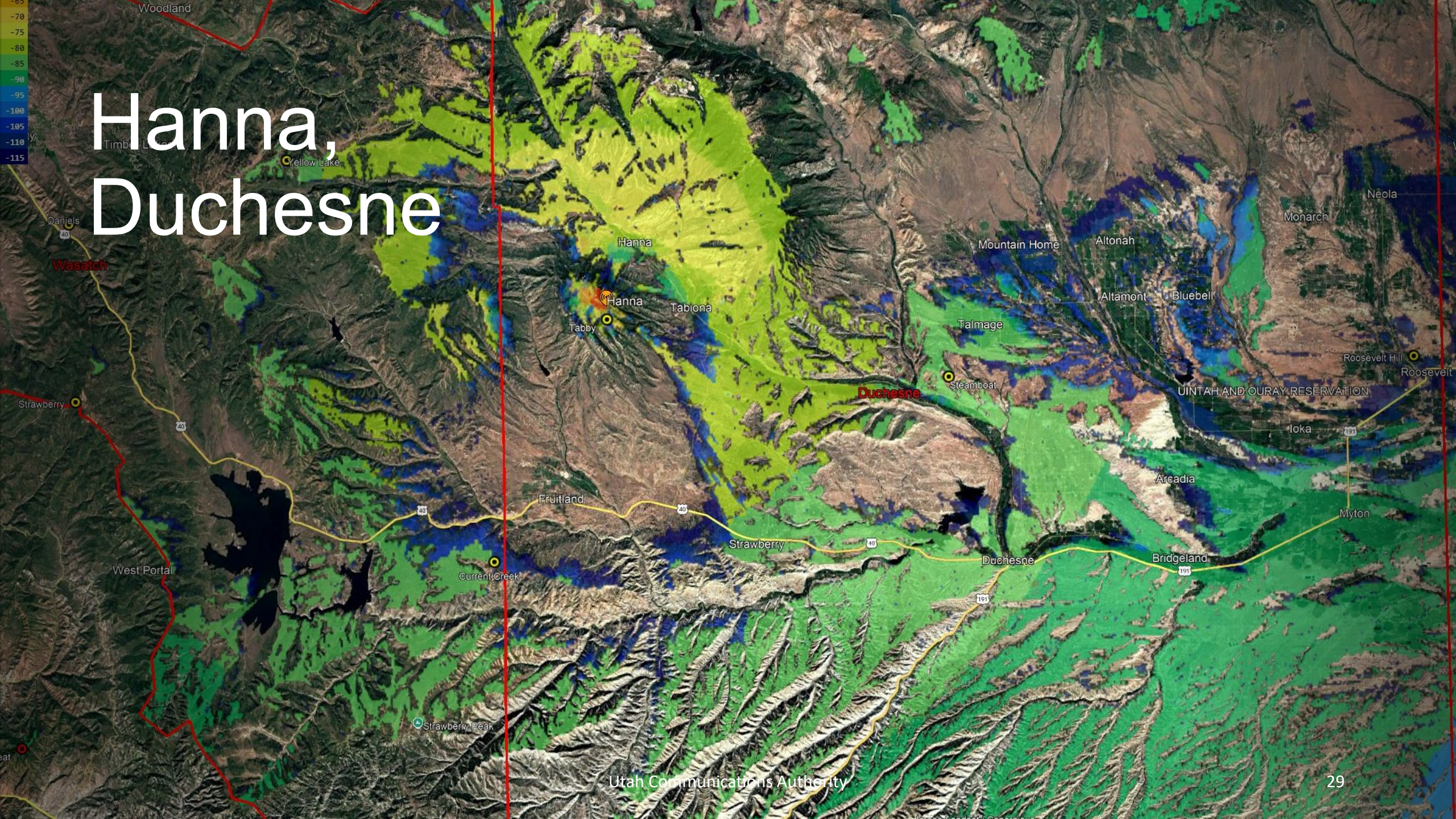


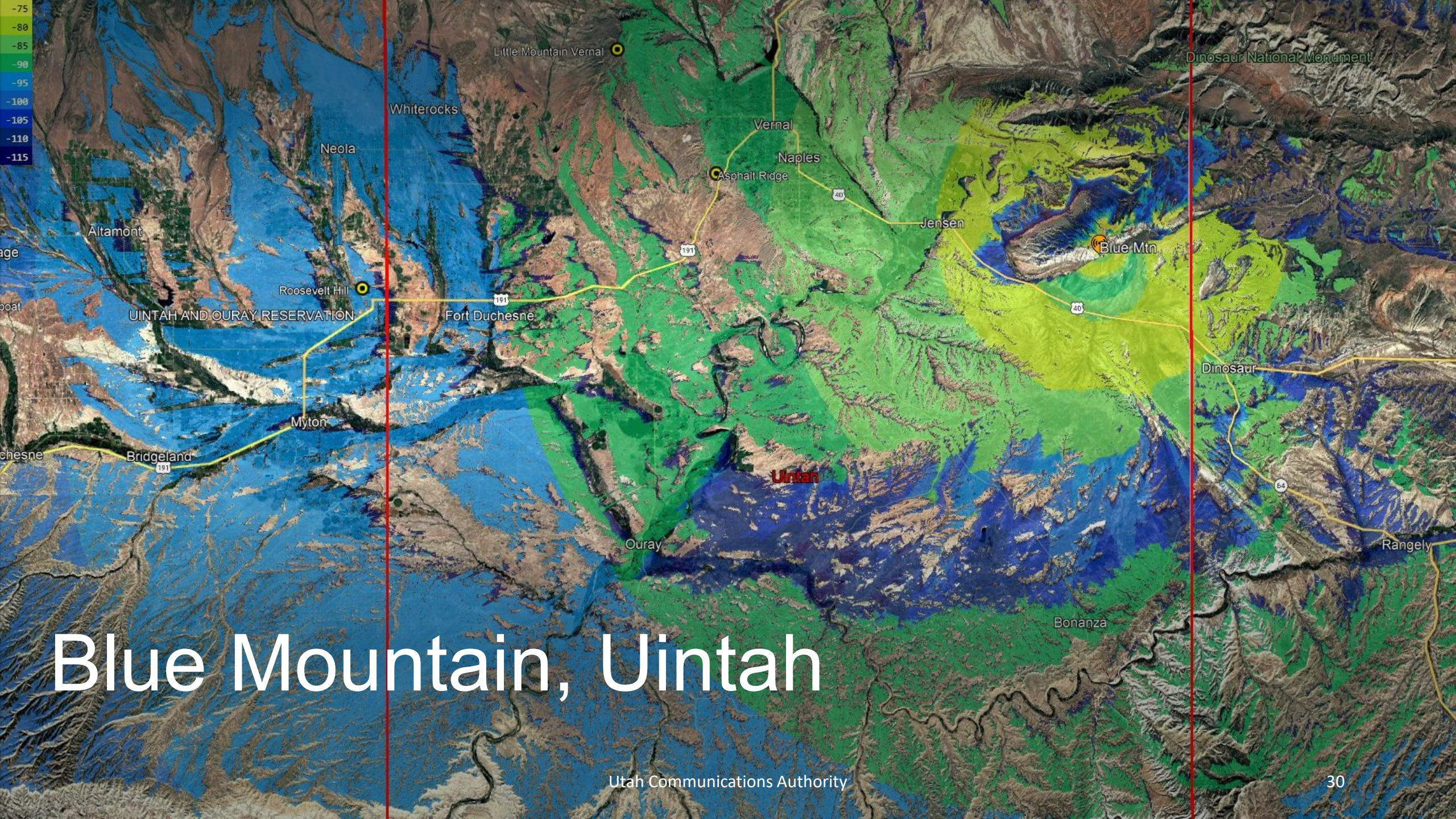


Geyser Peak, Sevier/Wayne

-70
-75
-80
-85
-90
-95
-100
-105
-110
-115

Hanna, Duchesne





Blue Mountain, Uintah

-75
-80
-85
-90
-95
-100
-105
-110
-115

Birch Creek, Rich

Red Spur

Rich

Randolph

Crawfords

Woodruff

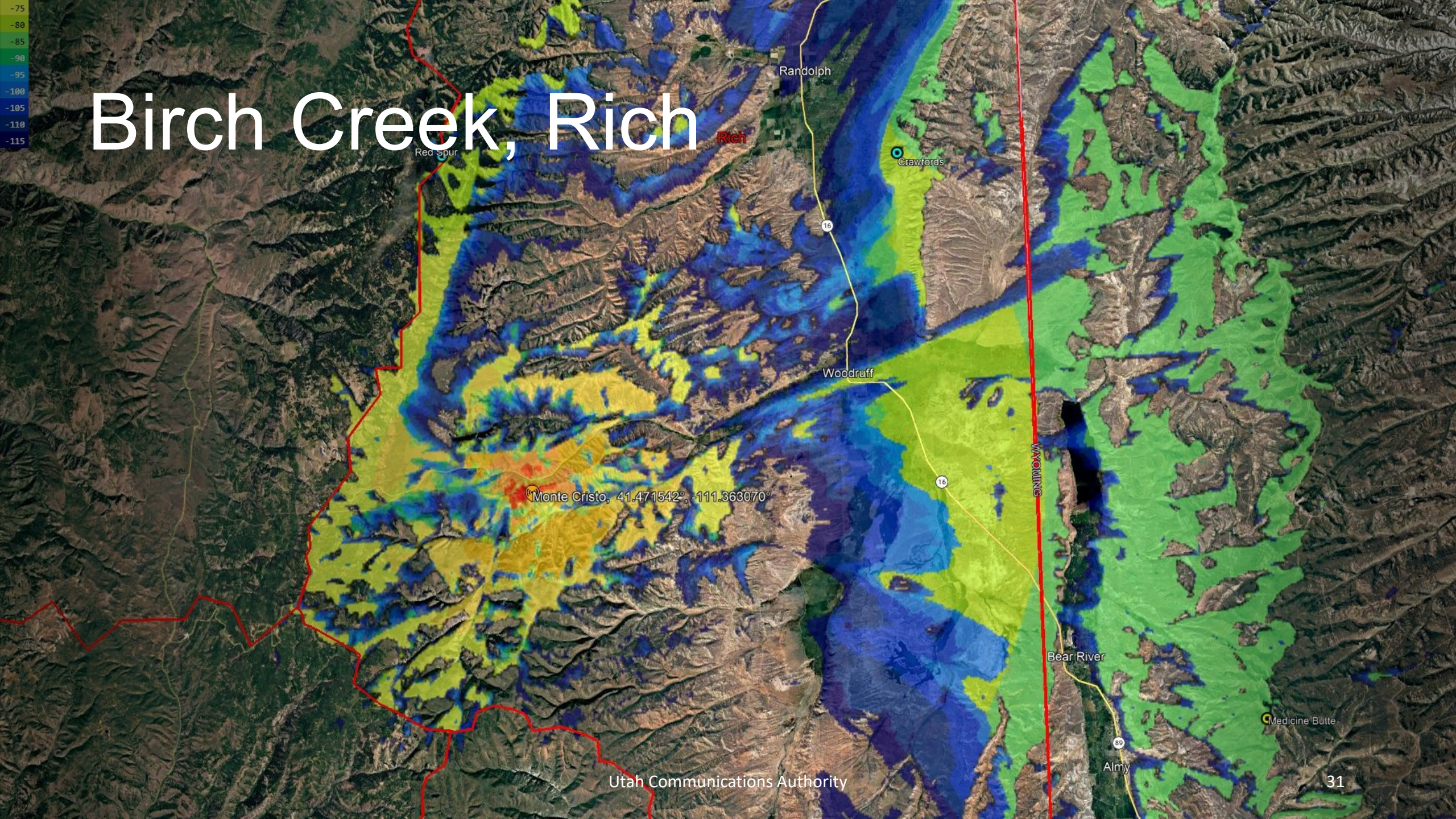
Monte Cristo, 41.471542°, -111.363070°

WYOMING

Bear River

Medicine Butte

Almy





Navajo Mtn, San Juan

6/9/2026

Utah Communications Authority

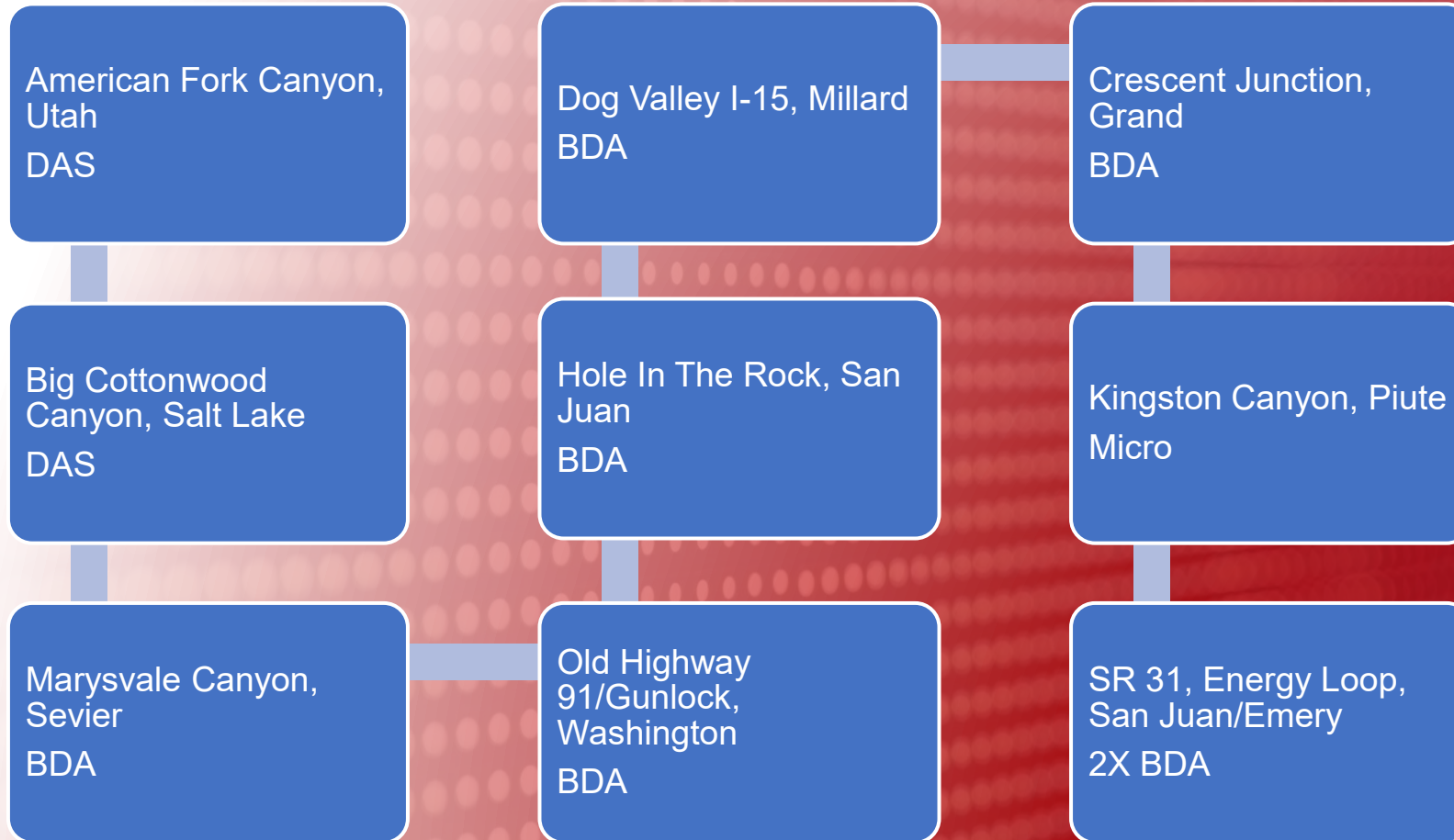
32



American Fork Canyon



BDA/DAS/Micro Sites



Specific Questions/Concerns Submitted



- Portable Antennas Length
- Coverage – Lack of or Spotty
- **PTT Over Broadband LTE/Wi-Fi Capability**
- General Service-Related Issues
- Chief's Q&A

PTT Over Broadband LTE and Wi-Fi

Virtual P25 Radio Application

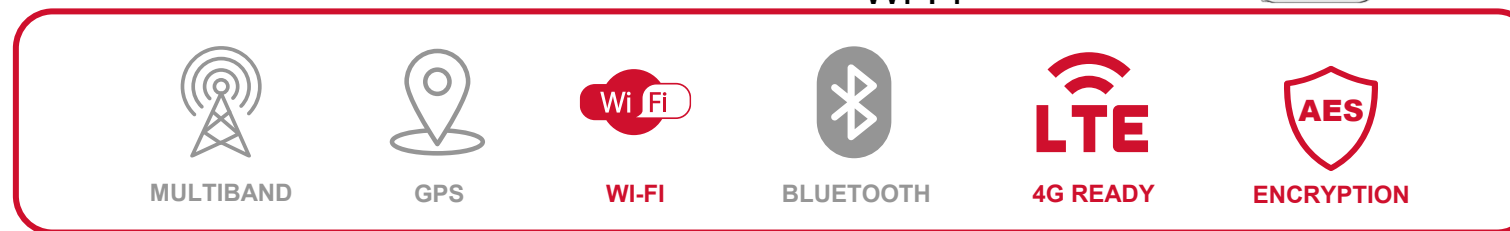
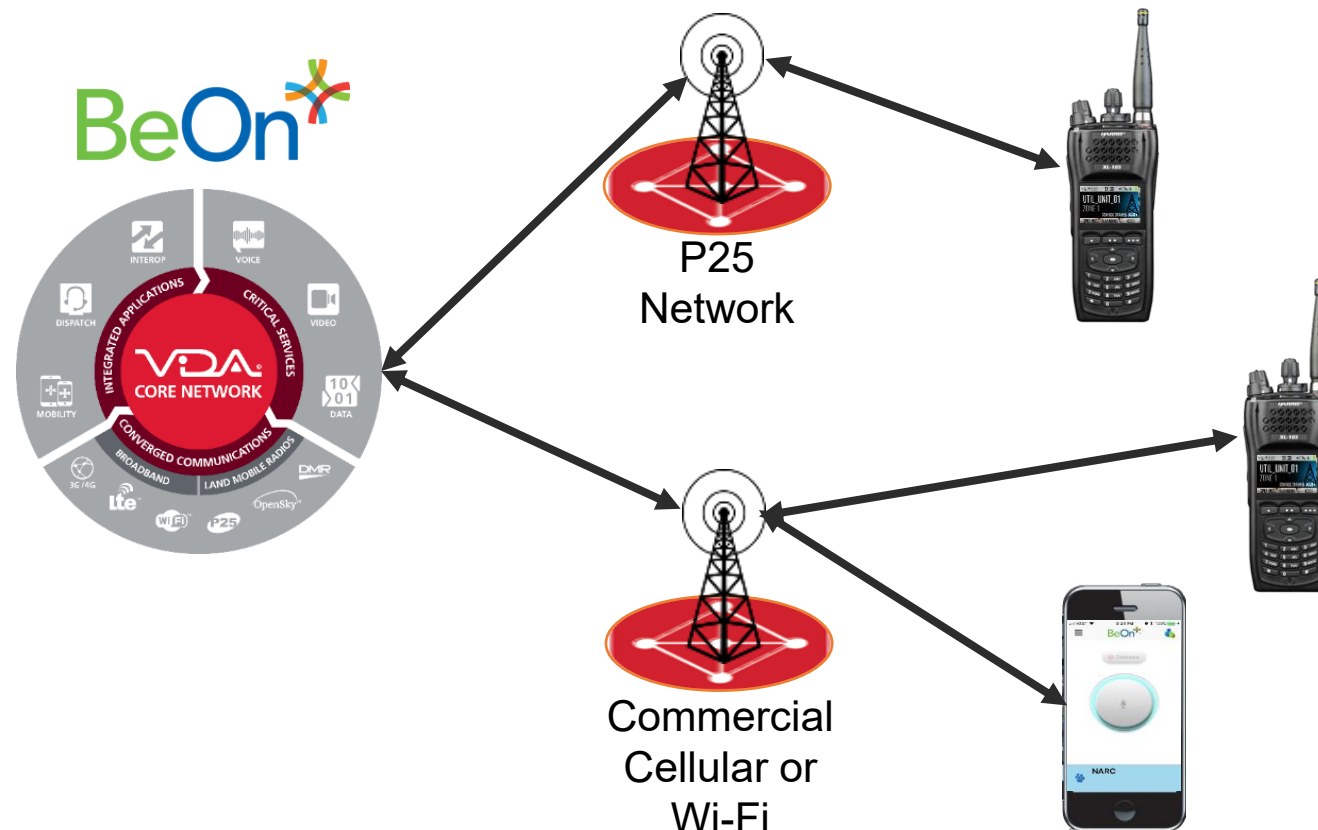
- VoIP based; PTT over LTE & Wi-Fi
- L3H XL platform (Optional Add On)
- Available on Android™, Windows® PC, and iOS™ platforms
- Reduces traffic loading on system
- Supports geographic mapping and utilizes Google® Mapping data

Coverage Enhancement

- Extends coverage outside the traditional LMR footprint
- Economical supplemental coverage WiFi in place of BDA's
- PTT encrypted comms between smartphones and XL radios

P25 Based Comms

- End to end AES encryption
- Woven into L3Harris system architecture
- IP encapsulated packets
- No reoccurring monthly fees



Remember - BeOn is only as good as the network it is connected to!

BeOn Radio over Wi-Fi/LTE

- Available for L3H Mobile and Portable XL radios, with Wi-Fi Client, and Be-On features enabled.
 - All radios purchased through UCA/L3H contract were licensed with these features and take priority over radios not purchased through the contract
- Uses the **same** P25 ID that your radio currently uses
- Uses a **different** set of talk groups than when the radio connects to a site
- Once the radio roams to Wi-Fi/LTE it does not roam back to P25 site until there is no Wi-Fi or LTE available.
- Talk group names on the display will be truncated to 8 characters when in Wi-Fi mode
- Roaming times from P25 to Wi-Fi/LTE and back are TBD during test phase
- In BeOn the emergency button will be disabled
- Each Radio Core is limited to 5000 Users (Radio and Phone Combined)

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- Portable Antennas Length
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System Wide Issues and Resolutions



Date	Issue(s)	Reported By	Root Cause(s)	Resolution Status
10/9/2024	Radio Personalities/Code Plugs not ready for programming, causing delays on day of programming.	Multiple Agencies	<ul style="list-style-type: none"> (UCA) File Configuration Control Lacking (UCA) Email Communication Breakdown Some agencies didn't communicate about which talk groups they would interoperate on (fleet map wasn't decided on) Last minute changes by agencies to fleet map 	Cutover complete, maintaining statewide templates ●
10/9/2024	Talk groups don't work in areas where they previously were allowed.	<ul style="list-style-type: none"> Kordine Nelson (Price PSAP) Alicia Gleave (Richfield PSAP) 	Human error. Mis-configuration due to talk group classification	Closed 10/9/2024 ●
10/30/2024	Large amounts of missed traffic when scanning (dispatch->field) when simul selecting talk groups.	Multiple Agencies	Radio programming has Scan Configuration->Scan Wide->General->"Voice Rx Tx Hold Time(sec)	Closed 11/1/2024
12/17/2025	Otherwise, healthy radios in good coverage issue a PTT deny (bonk)	<ul style="list-style-type: none"> Multiple Agencies Murray Fire (Nick, Haskin) 	<ul style="list-style-type: none"> UCA directly tracked lack of firmware updates to key up bonks. UCA directly tracked lack of radio tuning to key up bonks/missing audio. Human Error: Duplicate IDs found some caused by UCA during programming and some by agencies programming their own radios. Incorrect radio programming setting TDMA in channel config found to cause PTT denies depending on channel state PH1/2 	System: UCA has resolved all known system side issues. ● Firmware, Tuning, Subscriber radio health continue to be an issue ●
12/20/2025	Simul Select of talk groups taking a long time for dispatchers(up to 30 seconds)	Kordine Nelson (Price PSAP)	Found to be caused by a combination of the large number of radio IDs on the UCA system and L3Harris MFID A4 patching mode.	Closed 12/10/2025 ●
12/20/2025	<ul style="list-style-type: none"> ATL and Paging calls dispatch to field, missing first 7-10 seconds of call. All brand radios miss the first 7-20 seconds of any simul selected call. 	<ul style="list-style-type: none"> Justin Grenier (St. George) Bryan Low (Logan) 	Found to be an issue with control channel message queue length and where simul selects are placed in the queue in L3Harris MFID A4 patching mode.	Closed 12/10/2025 ●

System Wide Issues and Resolutions



Date	Issue(s)	Reported By	Root Cause(s)	Resolution Status
1/25/2025	<ol style="list-style-type: none"> All brand radios miss the first 7-20 seconds of a newly patched transmission or switch to a channel that is patched. All radios receive a PTT deny (bonk) when trying to transmit within the first 7-20 seconds of a newly patched transmission or switch to a channel that is patched. Moto and Kenwood radios miss the first 7-20 seconds of dispatch transmission or receive a PTT deny (bonk) when roaming between sites. 	UCA	Found to be an issue with control channel message queue length causing this behavior	<ol style="list-style-type: none"> Workaround 3/26/2025 Closed 12/10/2025 
1/30/2025	Coverage not in places where it used to be on the legacy system	UCA, Multiple Agencies	<ol style="list-style-type: none"> Antenna gain/downtilt patterns specified in the original design found to not be optimal for many sites across the state. Antennas found to be self interfering due to internal hardware failures within the antenna. As part of antenna replacement many site installation problems were uncovered causing degraded site performance. 	Closed, 109 antennas replaced 
2/5/2025	High Low Audio issues for field users	L3H, PSAPs	<ol style="list-style-type: none"> Radio Programming, Bluetooth Accessories Console Static Audio Settings Console Dynamic Audio Settings 	Complete - 10/1/2025 
2/15/2025	Frequency Reuse causing interference	UCA	Re-use of frequencies per original design was causing center frequency interference at some sites.	Closed - Shawshank 3/17/25  Workaround – SL/Utah Co 6/17/25
3/10/2025	Pagers triggered but missing audio	UCA, Multiple Agencies	New system drops carrier between page tones and dispatch voice caused pagers to reset prematurely and miss audio.	Resolved – Agencies re-programmed pagers 
5/25/2025	Physical channels on busy sites found to lockup while transmitting on a particular talk group. Any users that roam on to the site on the locked talk group receive a repeating PTT deny (bonk)	SLCO Sheriff's Office (Darin Waterous)	Timing issues between P25 Phase 1 and P25 Phase 2 calls caused the channel to not be released from transmit state.	Site Software Patched 11/25/2025 
7/12/2025	When patching an encrypted talk group to an unencrypted talk group traffic is missed on the unencrypted talk group	Weber 911 (Kevin Rose)	Moving to MFID A90 Motorola Mode patching inadvertently reintroduced this issue.	Closed 12/10/2025 
10/16/2025	Radio Keys up, key up is seen by dispatch, but no audio comes through	VECC (Ambir Widdison) Robert Brough	<ol style="list-style-type: none"> Radio out of tune Transcoder Not Keyed Properly Radio prefers Phase 2 site that is greater than 75 miles away. 	Transcoder Keyed Properly All sites set to PH1 3/3/2026  Firmware, Tuning, Subscriber radio health continue to be an issue 

Multi Site Key Up Tester

- Detect Missed Audio
- Detect Distorted Audio
- Detect Partial Audio



R2Key2 Deployed

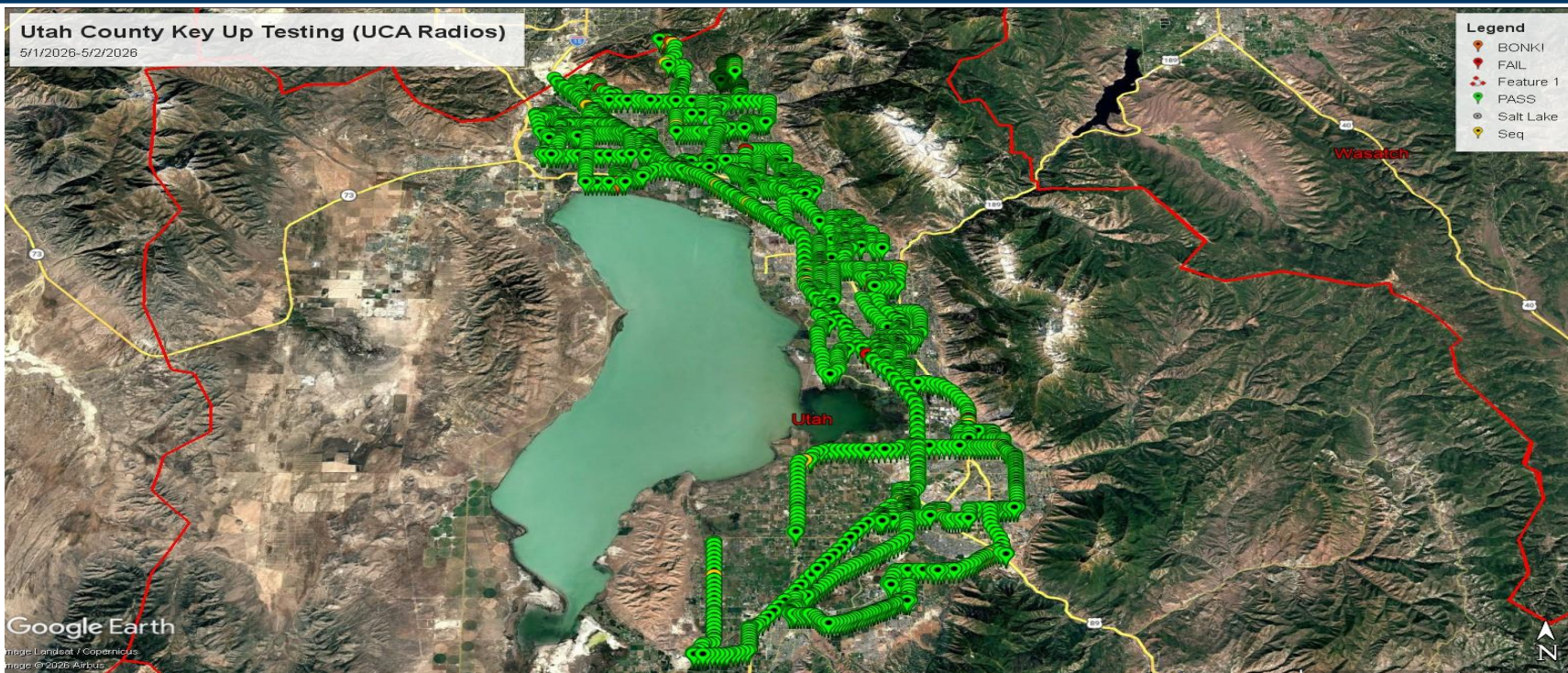


System Testing Overview



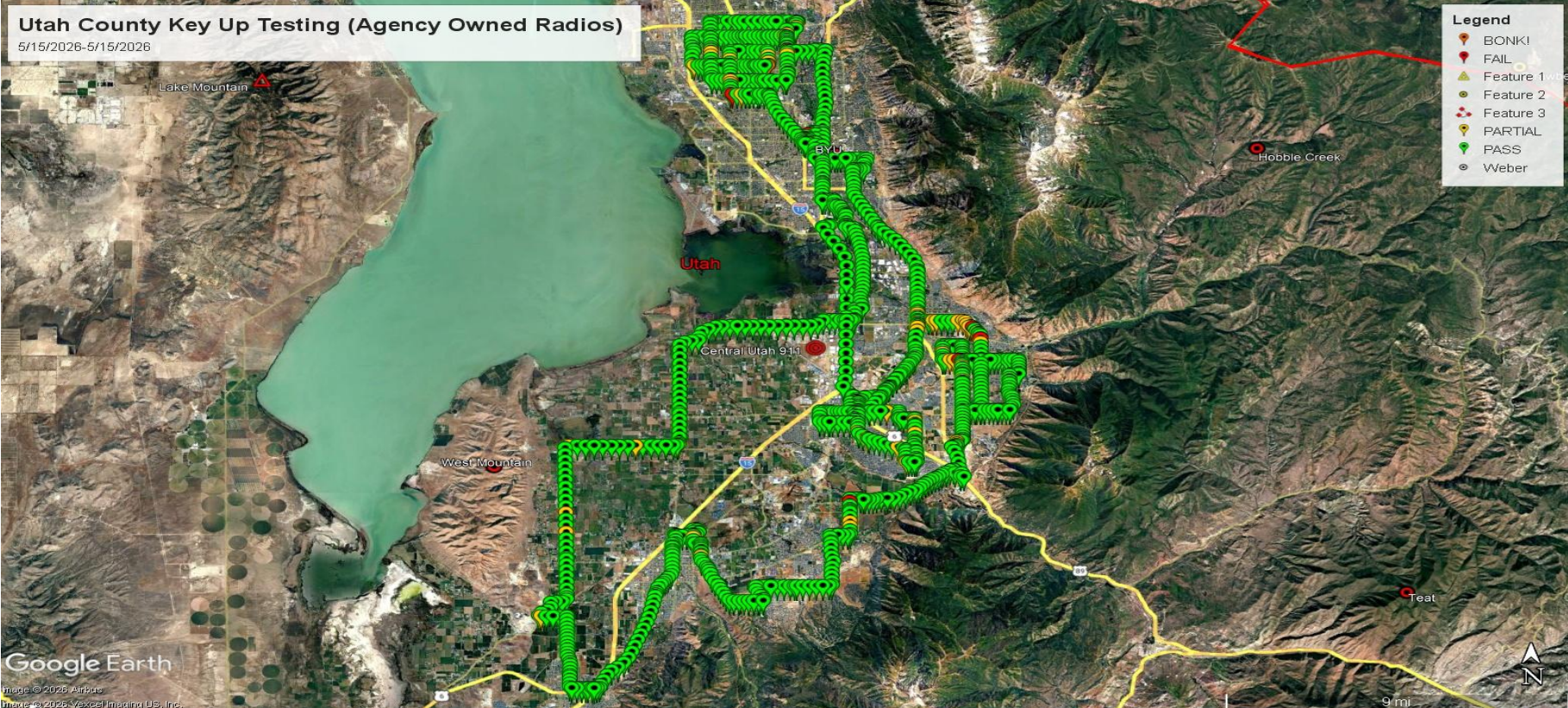
Area	Date	Calls Attempted	Partial Calls	Missed Calls	Bonked Calls	Overall failure rate all types %
Utah County Testing (UCA Radios)						
Utah County Day 2 Testing	4/30/2026	1221	12	7	1	1.64%
Utah County Day 3 Testing Part 1	5/1/2026	953	7	2	0	0.94%
Utah County Day 3 Testing Part 2	5/1/2026	349	5	1	0	1.72%
Utah County Day 4 Testing Part 1	5/2/2026	395	4	3	0	1.77%
Utah County Day 4 Testing Part 2	5/2/2026	256	0	0	0	0.00%
Utah County Total		3174	28	13	1	1.32%
Weber County Testing (UCA Radios)						
Weber County Testing Day 1	5/6/2026	1355	14	5	2	1.55%
Weber County Testing Day 2	5/7/2026	1152	15	2	0	1.48%
Weber County Total		2507	29	7	2	1.52%
Salt Lake County Testing (UCA Radios)						
Salt Lake County Testing Day 1	5/4/2026	1459	12	6	4	1.51%
Salt Lake County Testing Day 2	5/5/2026	1473	18	0	2	1.36%
Salt Lake County Total		2932	30	6	6	1.43%
Other Non L3H P25 System (System Owner Radios)						
Non L3H P25 System Testing Day 1 Part 1	5/12/2026	1020	62	13	7	8.04%
Non L3H P25 System Testing Day 1 Part 2	5/12/2026	1106	37	5	7	4.43%
Non L3H P25 System Testing Day 2 Part 3	5/13/2026	1033	32	8	0	3.87%
Other System Total		3159	131	26	14	5.41%
Utah County Testing (Utah County Agency Owned Radios)						
Agency 1 Radio (short ant)	5/15/2026	1233	51	9	0	4.87%
Agency 2 Radio (short ant)	5/15/2026	1233	21	6	0	2.19%
Agency 3 Radio (long ant)	5/15/2026	1233	15	2	0	1.38%
UCA P25 System Scanning turned On (Salt Lake County Agency Owned Radios)						
3 busy scan channels enabled	4/1/2026	248	14	0	0	5.65%
8 busy scan channels enabled	4/1/2026	248	38	0	0	15.32%
No Scan	4/1/2026	248	10	0	0	4.03%

Utah County Data – UCA Radios



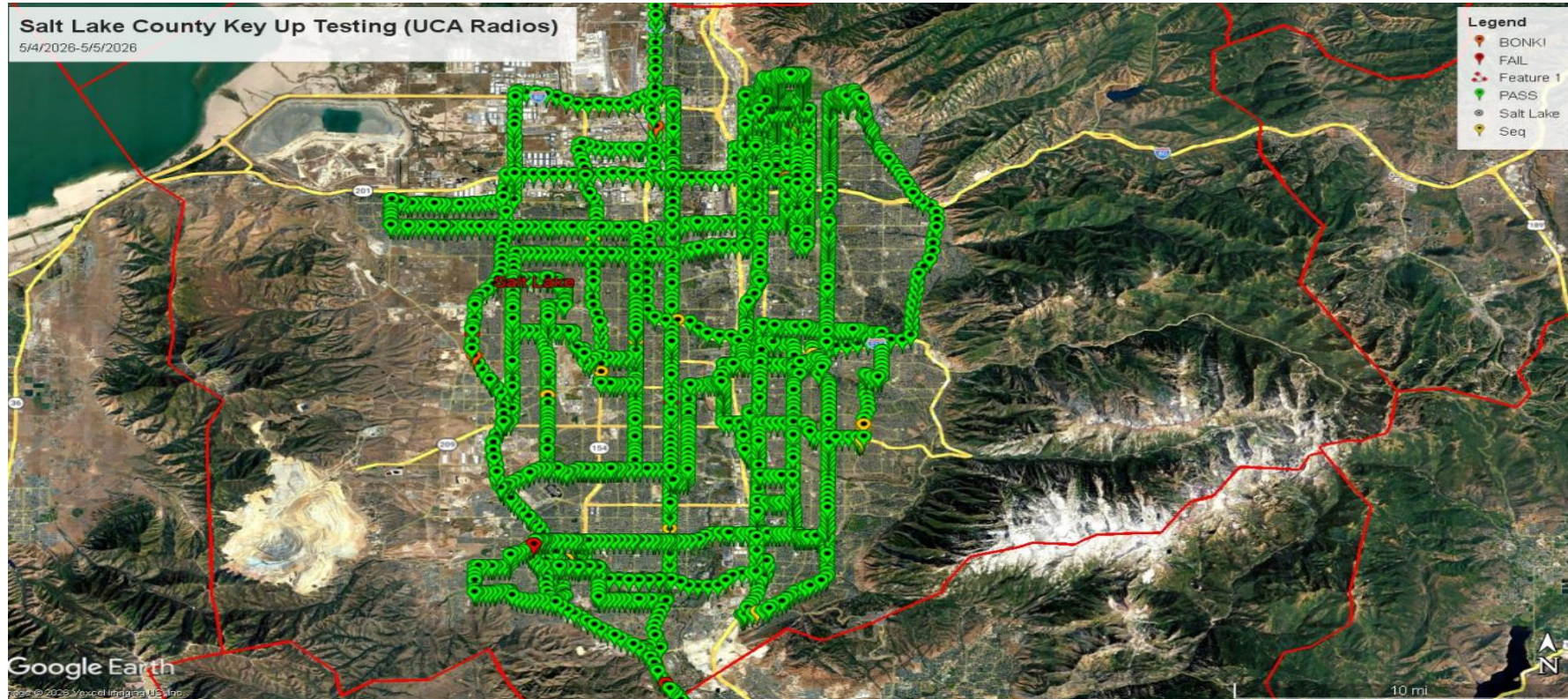
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Utah County Day 3 Testing Part 2	5/1/2026	349	5	1	0	1.72%
Utah County Day 4 Testing Part 1	5/2/2026	395	4	3	0	1.77%
Utah County Day 4 Testing Part 2	5/2/2026	256	0	0	0	0.00%
Utah County Total		3174	28	13	1	1.32%

Utah County Data - User Radios



Area	Date	Calls Attempted	Partial Calls	Missed Calls	Bonked Calls	Overall failure rate all types %
Utah County Testing (Utah County Agency Owned Radios)						
Agency 1 Radio (short ant)	5/15/2026	1233	51	9	0	4.87%
Agency 2 Radio (short ant)	5/15/2026	1233	21	6	0	2.19%
Agency 3 Radio (long ant)	5/15/2026	1233	15	2	0	1.38%

Salt Lake County Data - UCA Radios



Area	Date	Calls Attempted	Partial Calls	Missed Calls	Bonked Calls	Overall failure rate all types %
Salt Lake County Testing (UCA Radios)						
Salt Lake County Testing Day 1	5/4/2026	1459	12	6	4	1.51%
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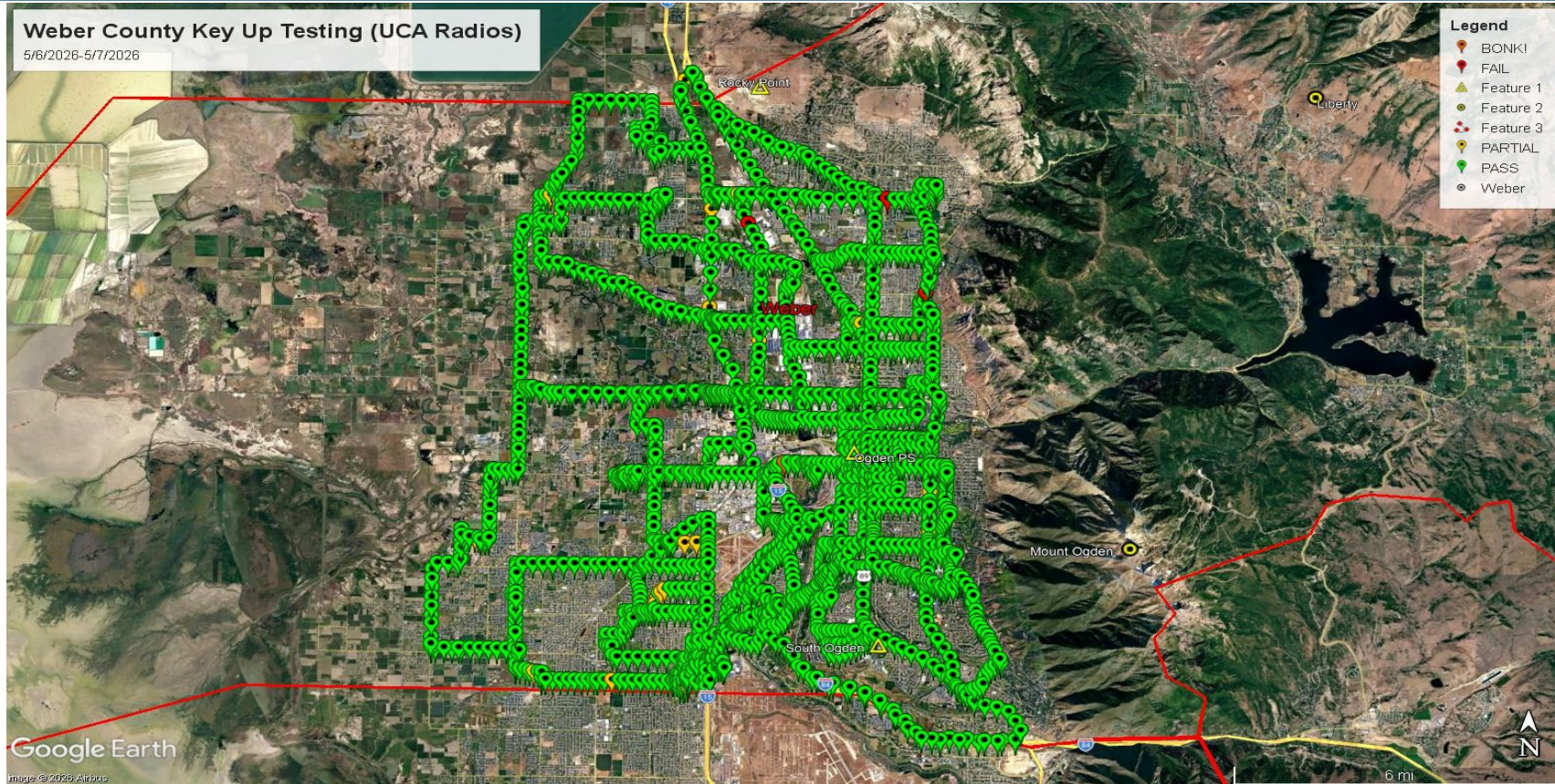
Salt Lake County Data - User Radios



- Variety of Scanning

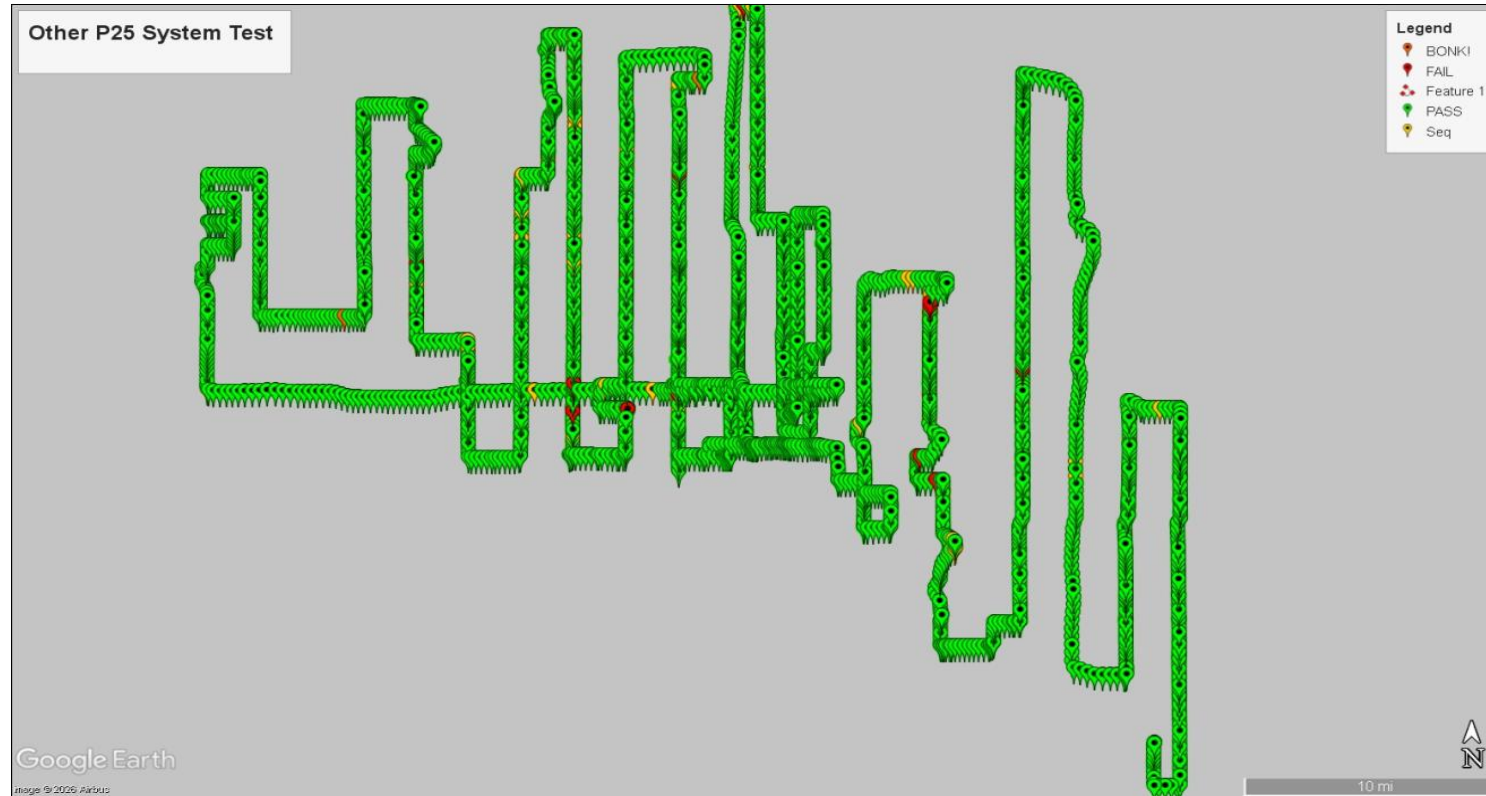
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8 busy scan channels enabled	4/1/2026	248	38	0	0	15.32%
No Scan	4/1/2026	248	10	0	0	4.03%

Weber County Data – UCA Radios



Area	Date	Calls Attempted	Partial Calls	Missed Calls	Bonked Calls	Overall failure rate all types %
Weber County Testing (UCA Radios)						
Weber County Testing Day 1	5/6/2026	1355	14	5	2	1.55%
Weber County Testing Day 2	5/7/2026	1152	15	2	0	1.48%
Weber County Total		2507	29	7	2	1.52%

Non L3H P25 System – Outside of UT



Area	Date	Calls Attempted	Partial Calls	Missed Calls	Bonked Calls	Overall failure rate all types %
Other Non L3H P25 System (System Owner Radios)						
Non L3H P25 System Testing Day 1 Part 1	5/12/2026	1020	62	13	7	8.04%
Non L3H P25 System Testing Day 1 Part 2	5/12/2026	1106	37	5	7	4.43%
Non L3H P25 System Testing Day 2 Part 3	5/13/2026	1033	32	8	0	3.87%
Other System Total		3159	131	26	14	5.41%

Specific Questions/Concerns Submitted



- Portable Antennas Length
- Coverage – Lack of or Spotty
- PTT Over Broadband LTE/Wi-Fi Capability
- General Service-Related Issues
- **Chief's Q&A**

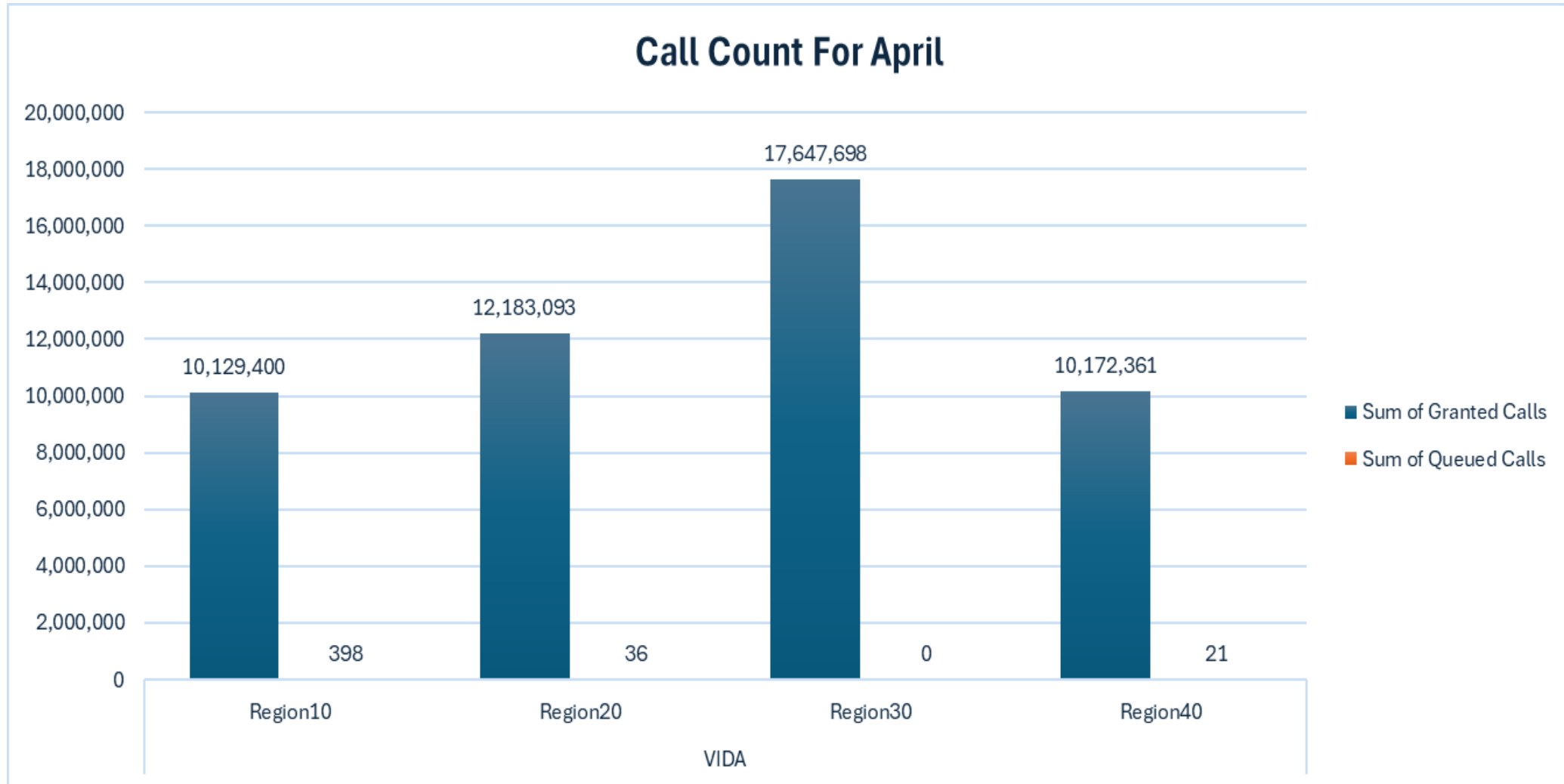
Agenda

- Review Questions/Topics Submitted by Chiefs
- Q & A with Chiefs
- **System Utilization**
- Data Available when Researching Tickets
- Ticketing System Overview
- Wrap Up

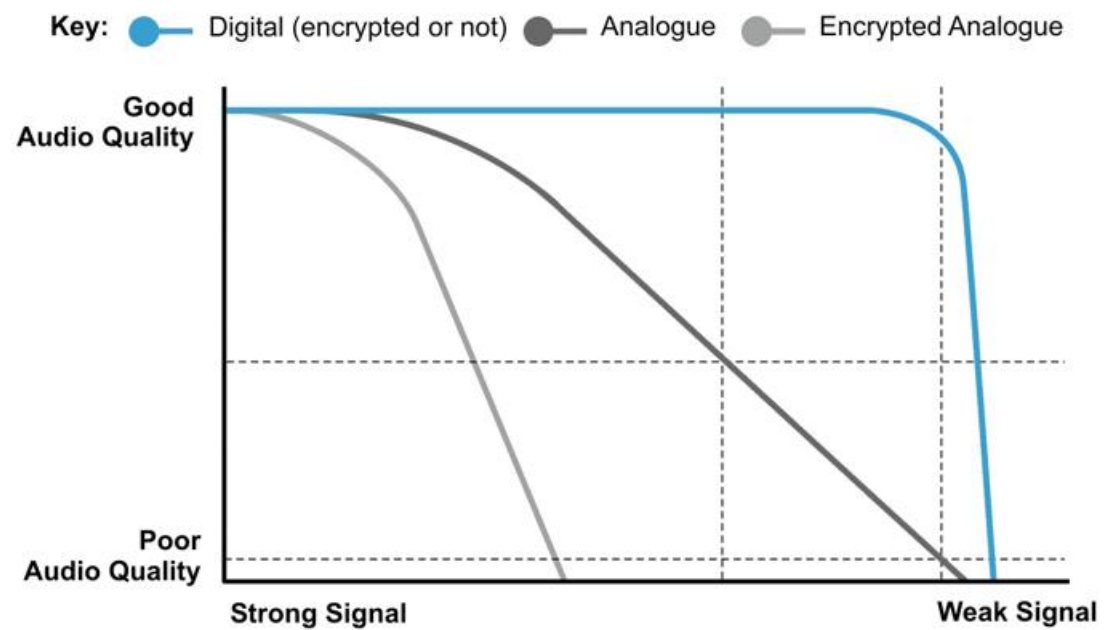
System Utilization



- Call volume in all regions:



Digital Cliff



Agenda

- Review Questions/Topics Submitted by Chiefs
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Backend Data – Dispatch Preemption



	UTC_Time	Region_Name	Site_Name	Channel	Caller	TalkGroup	CallType	StartState	Result	Origination	Confirmed	Emergency	Content	CallDuration	QueueDuration
Unit 1: arrived	14:22:10	Region30	Lake_Simul		14 Unit 1	LAW 1	Group	Normal	Granted	External	No	No	Digital Voice	00:00:02:250	00:00:00:000
clear audio	14:22:10	Region30	East_Bench		12 Unit 1	LAW 1	Group	Normal	Granted	External	No	No	Digital Voice	00:00:02:313	00:00:00:000
	14:22:10	Region30	West_Mtn		12 Unit 1	LAW 1	Group	Normal	Granted	External	No	No	Digital Voice	00:00:02:297	00:00:00:000
	14:22:10	Region30	BYU		13 Unit 1	LAW 1	Group	Normal	Granted	External	No	No	Digital Voice	00:00:02:297	00:00:00:000
	14:22:10	Region30	Nelson_Peak		4 Unit 1	LAW 1	Group	Normal	Granted	External	No	No	Digital Voice	00:00:02:313	00:00:00:000
	14:22:10	Region10	South_SLC_Simul		3 Unit 1	LAW 1	Group	Normal	Granted	Local	No	No	Digital Voice	00:00:02:406	00:00:00:000
Keys, but no audio	14:22:13	Region30	Lake_Simul		16 DISPATCH 1	LAW 1	Group	Preempting	Granted	Console	No	No	Digital Voice	00:00:00:000	00:00:00:000
Unit 2: Arrived *Preempted	14:22:13	Region30	Lake_Simul		16 Unit 2	LAW 1	Group	Normal	Granted	External	No	No	Digital Voice	00:00:02:281	00:00:00:000
	14:22:13	Region10	South_SLC_Simul		6 Unit 2	LAW 1	Group	Normal	Granted	Local	No	No	Digital Voice	00:00:02:266	00:00:00:000
No one else hears a preempted call but dispatch	14:22:13	Region10	South_SLC_Simul		6 DISPATCH 1	LAW 1	Group	Preempting	Granted	Console	No	No	Digital Voice	00:00:00:000	00:00:00:000
	14:22:13	Region30	East_Bench		14 DISPATCH 1	LAW 1	Group	Preempting	Granted	Console	No	No	Digital Voice	00:00:00:000	00:00:00:000
	14:22:13	Region30	East_Bench		14 Unit 2	LAW 1	Group	Normal	Granted	External	No	No	Digital Voice	00:00:02:499	00:00:00:000
	14:22:13	Region30	West_Mtn		13 Unit 2	LAW 1	Group	Normal	Granted	External	No	No	Digital Voice	00:00:02:516	00:00:00:000
	14:22:13	Region30	West_Mtn		13 DISPATCH 1	LAW 1	Group	Preempting	Granted	Console	No	No	Digital Voice	00:00:00:000	00:00:00:000
	14:22:13	Region30	BYU		15 Unit 2	LAW 1	Group	Normal	Granted	External	No	No	Digital Voice	00:00:02:484	00:00:00:000
	14:22:13	Region30	BYU		15 DISPATCH 1	LAW 1	Group	Preempting	Granted	Console	No	No	Digital Voice	00:00:00:000	00:00:00:000
	14:22:13	Region30	Nelson_Peak		7 Unit 2	LAW 1	Group	Normal	Granted	External	No	No	Digital Voice	00:00:02:516	00:00:00:000
	14:22:13	Region30	Nelson_Peak		7 DISPATCH 1	LAW 1	Group	Preempting	Granted	Console	No	No	Digital Voice	00:00:00:000	00:00:00:000
Unit 3: Arrived	14:22:16	Region30	Lake_Simul		17 Unit 3	LAW 1	Group	Normal	Granted	External	No	No	Digital Voice	00:00:02:531	00:00:00:000
clear audio	14:22:16	Region10	South_SLC_Simul		9 Unit 3	LAW 1	Group	Normal	Granted	Local	No	No	Digital Voice	00:00:02:532	00:00:00:000
	14:22:16	Region30	East_Bench		2 Unit 3	LAW 1	Group	Normal	Granted	External	No	No	Digital Voice	00:00:02:516	00:00:00:000
	14:22:16	Region30	Nelson_Peak		11 Unit 3	LAW 1	Group	Normal	Granted	External	No	No	Digital Voice	00:00:02:533	00:00:00:000
	14:22:16	Region30	West_Mtn		14 Unit 3	LAW 1	Group	Normal	Granted	External	No	No	Digital Voice	00:00:02:531	00:00:00:000
	14:22:16	Region30	BYU		3 Unit 3	LAW 1	Group	Normal	Granted	External	No	No	Digital Voice	00:00:02:532	00:00:00:000
Dispatch: Copy	14:22:17	Region30	Lake_Simul		18 DISPATCH 1	LAW 1	Group	Normal	Granted	Console	No	No	Digital Voice	00:00:00:954	00:00:00:000
	14:22:17	Region30	East_Bench		4 DISPATCH 1	LAW 1	Group	Normal	Granted	Console	No	No	Digital Voice	00:00:00:937	00:00:00:000
	14:22:17	Region30	Nelson_Peak		13 DISPATCH 1	LAW 1	Group	Normal	Granted	Console	No	No	Digital Voice	00:00:00:937	00:00:00:000
	14:22:17	Region30	West_Mtn		15 DISPATCH 1	LAW 1	Group	Normal	Granted	Console	No	No	Digital Voice	00:00:00:953	00:00:00:000
	14:22:17	Region30	BYU		4 DISPATCH 1	LAW 1	Group	Normal	Granted	Console	No	No	Digital Voice	00:00:00:953	00:00:00:000
	14:22:17	Region10	South_SLC_Simul		10 DISPATCH 1	LAW 1	Group	Normal	Granted	Console	No	No	Digital Voice	00:00:01:078	00:00:00:000

Backend Data – Site Affiliation

	Region	Site	LocalTime	Unit	Group	EventType	Result					
Radio registration information	Region30	North_SLC_Simul	8:42 AM	XX-Officer Portable	N/A	Unit Logon	Accept					
	Region30	North_SLC_Simul	8:42 AM	XX-Officer Portable	XX-LAW2	Group Aff.	Accept					
Radio registered on LAW 1 from LAW 2	Region30	North_SLC_Simul	9:13 AM	XX-Officer Portable	XX-LAW1	Group Aff.	Accept					
	Region30	Mahogany	9:42 AM	XX-Officer Mobile	N/A	Unit Logon	Accept					
	Region30	Mahogany	9:42 AM	XX-Officer Mobile	XX-LAW1	Group Aff.	Accept					
	Region30	Mahogany	10:06 AM	XX-Officer Portable	N/A	Unit Logon	Accept					
	Region30	Mahogany	10:06 AM	XX-Officer Portable	XX-LAW1	Group Aff.	Accept					
	Region	Site		Unit	TalkGroup	CallType	StartState	Result	Origination	Content	CallDuration	
Radio call information from system	Unknown	Transcoder	9:13:37	269/Unknown	2880/Unknown	Group	Normal	Granted	External	Digital Voice	00:00:06:000	
	Region10	South_SLC_Simul	9:13:37	XX-Officer Portable	XX-LAW1	Group	Normal	Granted	External	Digital Voice	00:00:07:202	
R	Region30	Nelson_Peak	9:13:37	XX-Officer Portable	XX-LAW1	Group	Normal	Granted	External	Digital Voice	00:00:07:172	
	Region30	Delle	9:13:37	XX-Officer Portable	XX-LAW1	Group	Normal	Granted	External	Digital Voice	00:00:07:157	
Audio from recorder:	Region10	Shawshank	9:13:37	XX-Officer Portable	XX-LAW1	Group	Normal	Granted	External	Digital Voice	00:00:07:173	
I'm having a, radio issues for some	Region10	Albion_Basin	9:13:37	XX-Officer Portable	XX-LAW1	Group	Normal	Granted	External	Digital Voice	00:00:07:156	
reason outside the vehicle	Region30	North_SLC_Simul	9:13:37	XX-Officer Portable	XX-LAW1	Group	Normal	Granted	Local	Digital Voice	00:00:07:203	
you can suspend, thank you	Region20	Davis_Simul	9:13:37	XX-Officer Portable	XX-LAW1	Group	Normal	Granted	External	Digital Voice	00:00:07:172	
	Region30	Mahogany	9:13:37	XX-Officer Portable	XX-LAW1	Group	Normal	Granted	External	Digital Voice	00:00:07:219	
Compliant:	Officer was not responding to Code 4 checks, asked for units to go check on him											
Finding:	Offier had portable radio on a wrong talkgroup, switched radio to correct talkgroup at 09:13, called dispatch and stated they could suspend.											

Agenda

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Ticketing System Overview

Preference: Agencies/Field Units to submit tickets

Urgent Issues

Our support page is for non-emergency issues only. For urgent matters, please call our support lines.



General Support

801-840-4200

Mon–Fri, 9am–5pm



Urgent Outages

801-840-4216

24/7 Emergency Line

Non-Urgent Support

- Open Ticket

CONTACT NON-URGENT SUPPORT

Report Radio/Coverage Issue

Request General Support

Contact Non-urgent Support



CONTACT NON-URGENT SUPPORT

REPORT URGENT ISSUES CALL 801-840-4216

PROGRAMMING

INTEROP

911

RADIO

[News and Resources](#)

[Governing Board](#)

[About](#)

[Advisory Committee Documents](#)

CONTACT NON-URGENT SUPPORT

IF YOU ARE EXPERIENCING AN EMERGENCY, PLEASE CALL 911

If you are a user of UCA's Radio System and are experiencing an urgent radio outage or problem, please call 801-840-4216. Thank you for your consideration.

[Report Radio/Coverage Issue](#)

[Request General Support](#)

Report Radio/Coverage Issues

Contact Information

Response times may take up to 3 business days.
For urgent matters, please call 801-840-4216

1

Contact Info

2

Issue Details

3

Technical Info

4

Submit

Contact Information

First Name *

Last Name *

Email Address *

Phone Number *

Reporting Agency *

→ Next Step

Report Radio/Coverage Issues

Issue Details

Issue Details

Subject *


Please describe the issue *

Provide as much detail as possible

Date of Incident *

Enter date as MM/DD/YYYY (e.g., 06/10/2025)

Time of Incident *

Select the time (will be converted to 12-hour format)

Talk Group *

Were you inside a building when this occurred? *

Location (Decimal Degrees)

e.g. 40.7608° N, 111.8910° W

Street Address / Mile Marker *

← Previous

→ Next Step

Report Radio/Coverage Issues

Technical Information

Technical Information

Site That the Radio Was Attached To

[? How to find signal strength & site number](#)

Received Signal Strength Indicator (RSSI)

Received Signal (dBm)

Radio Brand *

Radio Model *

Radio Serial Number

Radio ID / Alias *

[? How to find radio ID/alias](#)

Firmware Version

[? How to find firmware version](#)

Did the radio work at this location on the legacy system? *

← Previous

→ Next Step

Report Radio/Coverage Issue

Signal Strength and Site Number

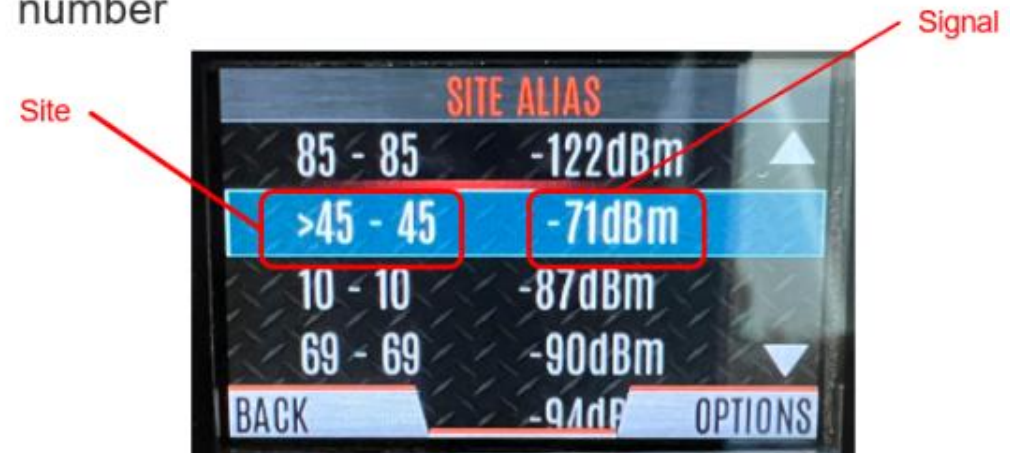
Motorola Portable

Press up Button Site Number and Signal Strength (RSSI) will appear temporarily



L3H Portable

1. Press the center menu button
2. Arrow Right to once to "S" Icon
3. Arrow down to "site alias", press center button
4. The site shown with the > symbol is the site your radio is attached to. The site number is formatted XX-XX
5. The signal level will be to the right of the site number



Report Radio/Coverage Issues

Technical Information

Technical Information

Site That the Radio Was Attached To

[? How to find signal strength & site number](#)

Received Signal Strength Indicator (RSSI)

Received Signal (dBm)

Radio Brand *

Radio Model *

Radio Serial Number

Radio ID / Alias *

[? How to find radio ID/alias](#)

Firmware Version

[? How to find firmware version](#)

Did the radio work at this location on the legacy system? *

← Previous

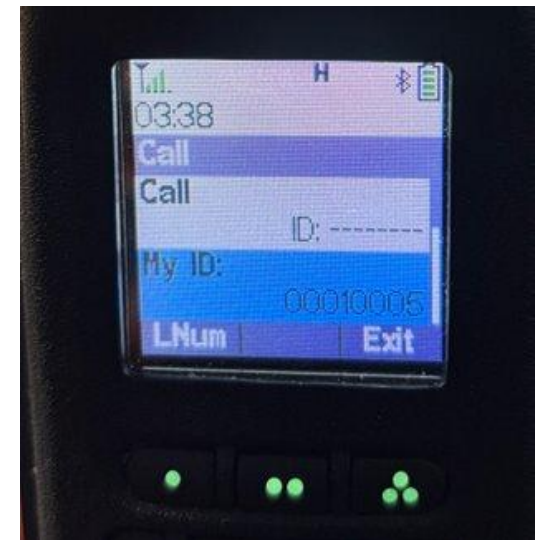
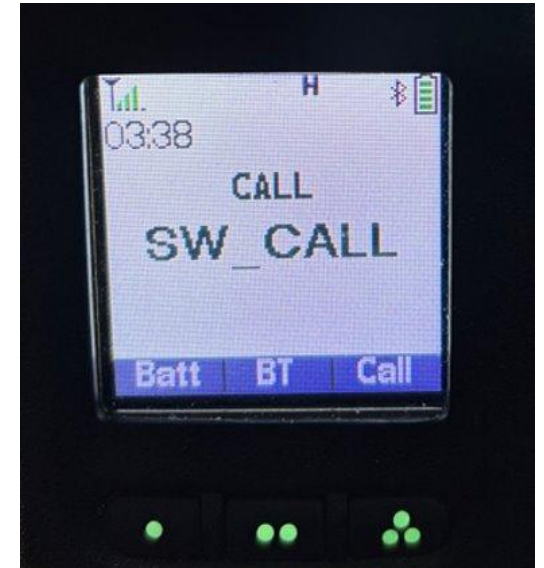
→ Next Step

Report Radio/Coverage Issues

Finding Radio ID

Applies to XTS/XTL and APX Portables and Mobiles:

1. Use the CALL function in the soft menus.
2. When the LIST screen appears, press the UP arrow until you see MY ID:
3. The ID number will be at least 8-digits in length
4. Record the ID number.



Report Radio/Coverage Issue

Finding radio firmware version

<p>Motorola Portable</p> <ol style="list-style-type: none"> 1. Power on radio 2. Within 3 seconds of powering the radio on, press the <u>two dot</u> button under the <u>ptt</u> button on the right side of the radio 5 times within the first 10 seconds of powering the radio on. 3. Record the "Host Version" number, this is the firmware version 		<p>L3H Portable</p> <ol style="list-style-type: none"> 1. Power on radio 2. Press the center <u>key pad</u> button 3. Arrow Right to Cog Icon 4. Arrow down to maintenance, press center keypad button 5. Arrow down to Radio Info, press center button 6. Record the number next to "Software:", this is the firmware version 	
<p>Motorola Mobile</p> <ol style="list-style-type: none"> 1. Power on radio 2. Within 3 seconds of powering the radio on, press the home button on the radio 5 times within the first 10 seconds of powering the radio on. 3. Record the "Host Version" number, this is the firmware version 		<p>L3H Mobile</p> <ol style="list-style-type: none"> 1. Power on radio 2. Press the center menu button 3. Arrow Right to Cog Icon 4. Arrow down to maintenance, press center button 5. Arrow down to Radio Info, press center button 6. Record the number next to "Software:", this is the firmware version 	

Report Radio/Coverage Issues

Review and Submit

Review and Submit

Attach a File (Optional)



Drop files here or click to browse

Maximum file size: 10MB

Verification



I'm not a robot



reCAPTCHA
Privacy - Terms

[← Previous](#)

[Submit Report](#)

Request General Support

Contact Information

Response times may take up to 3 business days.
For urgent matters, please call 801-840-4216

Contact Information

First Name *

Last Name *

Email Address *

Phone Number *

Reporting Agency *

→ Next Step

Request General Support

Request Details

Request Details

Subject *

Service Needed *

Please Describe the Issue *


- Additional Console Request (Phone)
- Additional Console Request (Radio)
- Break Fix/Repair
- BeOn Request
- Console Move Request
- Maintenance/Service
- Radio Alias/Serial Update
- Radio Programming
- Other

Request General Support

Attachments


Attachments

Attach a File (Optional)



Drop files here or click to browse

Maximum file size: 10MB

I'm not a robot 
reCAPTCHA
Privacy - Terms

 **Submit Request**

Submit Ticket

If you receive “Request Submitted Successfully” message, please allow up to 3 business days for a response. You will receive an email with your case number.

If you receive an error after submitting your ticket, this indicates the ticket was **not** received because the required information was **not** completed. You will need to resubmit a ticket with all required fields.



Request Submitted Successfully!

We'll get back to you within 3 business days.

ORACLE
NetSuite

Error

An unexpected error has occurred. Please go back and try again.

[Go Back](#)

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- Review Questions/Topics Submitted by Chiefs
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UCA Wrap Up

- Why Tickets Matter
- Public Safety Advisory Committee
- How To Keep In Touch
 - Newsletters
 - Monthly Chat w/UCA Team

Thank you!

