



**Utah Communications Authority's Public Safety
Advisory Committee Agenda Wednesday,
August 7, 2024 9:00 am**

MEETING MINUTES

1. **Welcome.** Mike Phillips welcomed everyone to the meeting and said it had been a long time since the prior meeting. Chief Phillips and Director Tina Mathieu had talked many times. It was decided to have a meeting now as the final cutover will be happening soon. Additional meetings will be scheduled as the cutover process continues.

2. **Roll Call.**

Mike Phillips
Brian Gwilliam
Clint Smith
Rob Nielsen
Dan Benson

Mike Mathieu
Neil Johnson
Mike Rapich
Andy Smith
Lyn Yokum

Jared Rigby
Mike Brown
TJ Brewer
Travis Trotta

3. **Motion to Approve Meeting Minutes from January 10, 2024;**

Chief Phillips asked if everyone had a chance to read the minutes from the January meeting and asked for approval.

Motion: Clint Smith motioned to approve minutes.

Second: Brian Gwilliam seconded the motion.

Motion **passed** with all in favor.

4. **PSAC Sub-committee Report – Travis Trotta;** Chief Phillips asked Captain Trotta if he had any report from the subcommittee. Captain Trotta stated that the subcommittee has been using as our opportunity to work with just the PSAP managers on the soft cutovers, Mike. And that's just working with UCA to get all our network structure for the symphony consoles up and going so that when we put in a master template, then it works on all of our dispatch ones and things like that. We've been working out, UCA bought us all the converters so that we can hook our backup radios into our consoles behind the scenes. And so, we're working on getting those set up correctly and doing all that prior to our soft cutovers. So, I guess it's in a way, it's kind of nice to have another week or two just to get

that going on the 18th, but nothing that we have to report except we have training out for everybody and we're all excited to move to that point.

5. **Final Cutover Plan Overview – Tina Mathieu;** Chief Phillips turned the time over to Director Mathieu to follow up with the email she had recently sent to all PSAP agencies.

Director Mathieu stated, the biggest update probably is the newsletter sent out with the information, the new schedule. There are many different things going on right now. The last couple of days we've had L3H on and we've been learning all of the backend how to log into the brains of the system and things like that.

We will be ready to go August 19th in Kane County. And I think our biggest thing, we're going to have a meeting today at one o'clock. Everyone's been invited through the newsletter. That's going to be a lot of details for what to expect when we come out. As agencies, you guys know that the reprogramming of the radios is going to be similar to what you had before.

The biggest, the most amount of work is going to be with the PSAPs. And so, it's really going to be, there's elements of it that will be specific to the PSAPs, but I think it's going to be good information for everyone to understand and hear, not just the PSAPs. So hopefully everyone will attend and get some good information.

We have made some changes as you probably read in the newsletter, as far as some of the backend that changed the radio IDs. So, we are going to touch every radio, including the L3H radios. We've had about 20 agencies, mostly fire departments, that have purchased L3H radios within the last month and a half that ,otherwise wouldn't have ,radios because we changed the funding structure, went to the legislature and asked if we could change the structure of the match, so that it was based on not the county size, but the agency size, the city or town classification. That's helped a lot of volunteer fire departments get radios that were really wondering how they were going to get radios and if they were going to even be able to convert over. We had a couple of volunteer fire departments reach out and ask me if they could have our old system, which is not possible to do. Anyway, so I'm glad that that worked out. Everyone I've heard from has received radios at some cost or another. Some have received them at no cost just because the population they serve is so small. So that's been beneficial to a lot of the fire departments and a couple of police departments. We still have some radios left, I had a chief call me two days ago, asking for radios, said that they weren't ready and didn't have radios. I'm a bit worried about some of the departments that are still out there, but that's why we rely on the fire and the police and sheriff's association to get our information out. Also, the PSAPs who have access to the chiefs that they serve and have regular communication with them.

We believe that the PSAPs will be ready on the 19th. I think it will be a deliberate conversion of the VHF resources. We'll marry the legacy system to the new system right before we start the conversion with the PSAPs. And we'll work to do the backend room in the PSAPs that we need to do to cutover the VHF resources that are needed for paging and things like that through the gateways to the new system. There are some PSAPs that we've had to go back to several times. Some of the resources we're waiting on L3H to finalize things. And then some PSAPs are waiting for their radio personnel to finalize a few things. A couple of worry points with a couple of the PSAPs, but we're working with them. We've got guys out to several of the PSAPs that we have concerns with this week. We're trying to get

L3H to finish up their drive testing. They're redriving a couple of areas. Of course, there's going to be spots throughout the state where one element or another might fail, might be an overpass, might be testing equipment, whatever. We feel confident with our coverage as we have run the maps very conservatively and predicted what our coverage will be. We are going to send our people out, four of our techs out next week just to test the donut approach and some of the site adjacency configuration to ensure that the way we've got the system set up and the way we've got the site so that your radios will roam and attach to the appropriate site automatically. We'll start down in the Kane-Garfield area and just kind of work. Those guys will be driving ahead of our cutover so if they do come up with any issues that we can try and adjust those in the backend of the system before we get to that county to cutover. We know there will be hiccups. We know there will be things that need to change, adjustments that need to be made. We need everyone to communicate with us by calling our hotline. That is always the number, the on-call number. That's the number we want everyone to call (801) 840-4216. You can text me if you want, but I'm going to ask you to call the hotline because if our techs can track, multiple people calling our hotline saying the same thing, then it will help the techs pinpoint what the problem is sooner. So, we're really going to try and stress that point to everyone when we have our meeting today, ensuring all have the hotline number. I think we're ready to get the first cutover under our belt and learn some things that first week and then move through the county.

6. **Open Round Table Discussion;** Question from Chief Smith: Some of the rural agencies, some concern about the making sure that their belt pagers, their VHF stuff was going to be able to be connected on the backside and you feel confident in the plan you have in place to make sure that that happens?

Director Mathieu response: I feel like we have 95% of those issues sorted out. I think that there are some PSAPs that we're waiting on to resolve some issues on their end. Some of the PSAPs have such old equipment that it's been a little detrimental in the process. I know that I can say that we know where some of our concerns are. We've gone out, probably one of the biggest reasons we did the soft cut on the PSAP side was to test those and connect those and test with the agencies. We've really worked with the PSAPs to get people out in the different areas and have them perform tests and validate that they work. So again, we're still doing that with some of the PSAPs, we've been working with the PSAPs and making sure that we know what the resources are so that they'll be able to page as soon as we cutover.

Question from Chief Phillips: Some have asked about the BeOn links. Does that go live when the hard cutover happens?

Director Mathieu response: On the radios, no, it won't. There's a lot of programming and things like that. That is one thing we'll announce today on the radios, the BeOn licenses won't be activated, but with the phone, we are, they're supposed to do a mass upload. What we've asked them for is to create, to auto-generate unique passwords for every license. We're waiting on the response for that. The reason why we want the password is because if we issue a license to one of your firefighters and then that person retires, we cannot recapture that license. We would have to basically throw it away. We would have to disable it and we can't take that from them. They would still have access to it. We're waiting for L3H to get back with me on that. We're hoping that we will do the device BeOn licenses

at the time of cutover, right now, we've got to get the information from L3H. I'm not saying it's their fault. I'm saying it's a concern in terms of the password. It's a strong possibility on the devices you'll have. I would like to have that done so the agency can use that right away, but it is secondary to, in terms of importance of getting the system, the actual radio system cutover and then getting those BeOn licenses. So yes and no.

Question from Colonel Rapich: Just real quick follow-up to the team on that. The BeOn license isn't something that we're going to be utilizing at all then, initially in the hard cutover until that licensing issue is figured out then?

Director Mathieu response: On the cell phones, I would like to see that happen, but on the radios, no. Your radios work without BeOn licenses on most of yours. So, your radios is a non-issue, but with the devices, I would like to see it. We're working on it. My hope is that we will get it resolved and have it ready to roll out when we start rolling through the counties. And we would email the information and the password to the contact that I have that contacted me for that agency. I would just give them the license and login information to that person and then they would distribute it out. I've already captured all of the agency, the phone numbers, the alias that you guys want associated with that. If you've asked for licenses and if you filled out the spreadsheet that was sent to you. So hopefully we'll get that out. It's just working out that unique password situation.

7. **Motion to Adjourn.** Chief Phillips would like to schedule a meeting during the first few weeks of the cutover, discussion ensued regarding dates and times.

Motion to adjourn: Brian Gwilliam motioned to adjourn.

Second: Clint Smith seconded the motion.

So moved. See everyone on the 11 of September.