

UCA NEWSLETTER



UCA UPDATE

UCA's Executive Director, Dave Edmunds

Dear Public Safety Partners:

I embrace this argument on struggle: "The happy endings of tragedies have a dignity beyond the happy endings of comedies. Warriors at heart, we cherish what we've gone to battle for far more than what's been handed to us with a lifetime warranty and a lollipop." The aforementioned dictum is taken from the chronicles of an exceptionally-brave mother; however, the sentiment holds true across the entire spectrum of human endeavor. It could be the epitaph of 2020, but, in an effort to keep fate at bay, I dare not write that just yet. Speaking euphemistically, it's been one hell of a year. I suspect each of you feels that in your own way. My prayer is that we are fit for the times, and that we act worthy of ourselves.

Recently, several long-term employees have retired. Although we have

endeavored to conduct extensive succession planning—as part of our general strategic planning—it is always difficult to replace institutional knowledge gained over a thirty-year career. Radio Division Director Travis Sylvester's departure was particularly poignant for me. Although his replacement, Director Brad Morris, is more than capable and brings with him technical proficiencies unmatched, Travis was a steadfast and conscientious leader, brimming with intelligence, energy, and empathy. Almost simultaneously, we absorbed the retirement of one of our most capable field technicians, Mike Christiansen. Perhaps more than any other person, Mike is responsible for the state of our system today. No one deserves more praise than Mike Christiansen.

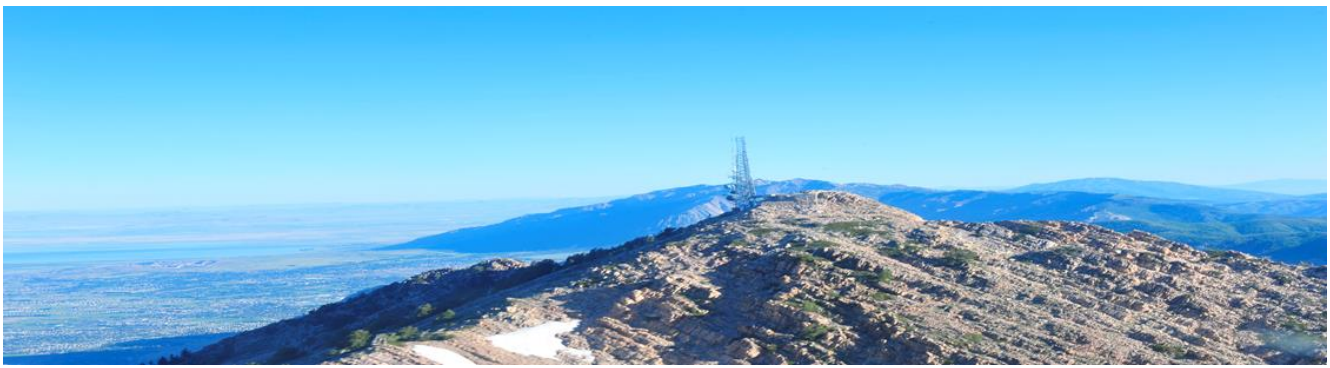
We continue to upgrade and expand Utah's public safety communications infrastructure at a fantastic rate. Our partners

L3Harris and Vesta Solutions are worthy of high praise. Together with other private-sector partners, we anticipate implementation of our new P25 radio and NG911 systems on, or very close to, schedule. All of this in the unstable world of COVID-19. The UCA Board directed us to expand radio coverage throughout Utah—and we are doing just that.

Numerous new sights, particularly in southern Utah, have become active during the last few months. If you are not experiencing expanded radio coverage in your area, we expect that you soon will be. We appreciate your patience. UCA will continue to provide you with the first-class communications platforms you have come to expect and demand. We take pride in doing so.

More than 1,800 years ago, Rome's philosopher emperor, Marcus Aurelius Antoninus, gave us this sage advice: "To feel grief, anger, or fear is to try to escape from something decreed by the ruler of all things, now or in the past or in the future. And that ruler is law, which governs what happens to each of us. To feel grief or anger is to become a fugitive—a fugitive from justice." Perhaps that wisdom was never needed more.





DIVISION SPOTLIGHT

UCA's Interoperability Director, Gordy Coles

UCA monitors the system, especially during high traffic times, to identify and quickly resolve problems. The Interoperability Division is working with numerous agencies to develop a Communications Field Operations Guide to be available as a mobile application. A virtual radio training is upcoming.

It's hard to believe that we're about to enter the last quarter of 2020, and what a year it has been so far. Worldwide pandemic, earthquake(s), nationwide protests, hurricanes, hurricane force winds...in Utah...I know I'm not alone in saying I will be glad to see this year in the rearview mirror. Hoping and praying for better times ahead.

In the midst of all that is going on around us, the interoperability division has remained actively engaged in the business of UCA, working diligently to keep the users of our radio system communicating seamlessly with one another.

One case in point was during the recent windstorms, the radio system saw a large increase in radio traffic, which it handled quite reliably. The Davis simulcast however, did briefly experience some busies during this time. James Baker, programming manager, who is always closely monitoring the system, saw the busies and working with our Radio Division, diagnosed the cause, which was wind related. We estimate the problem lasted less than minutes as a technician was dispatched quickly and he resolved the issue, keeping the impact to the user's minor.

The aforementioned scenario is just a small representation of the resiliency and reliability of UCA's radio system and the expertise of UCA's staff in keeping the system in service for all those who rely on its use, daily in the execution of their duties.

Utah SCIP

One of the goals in Utah's Statewide Communications Interoperability Plan (SCIP) is the development of a Tactical Interoperable Communications Field Operations Guide (TIC-FOG). TIC-FOG is a collection of technical reference material to aid communications unit personnel in establishing solutions to support communications during emergency incidents and planned events.

UCA is working in partnership with the Department of Homeland Security's Interoperable Communications Technical Assistance Program (ICTAP) to facilitate the development of Utah's Field Operations Guide. UCA recently met with emergency managers from Utah's seven emergency management regions to kick-off this effort. We are currently in the data collection phase of the project and anticipate completion of the TIC-FOG in the first quarter of 2021. Once completed, the guide will be available as an application that can be downloaded from the Apple and Google Play stores

Radio User Training

We are currently planning another radio training session. This training will be offered virtually and is planned for October 14th. If you are interested in participating please contact Gordy Coles at gcoles@uca911.org

for use on smart phones, tablets and computers.

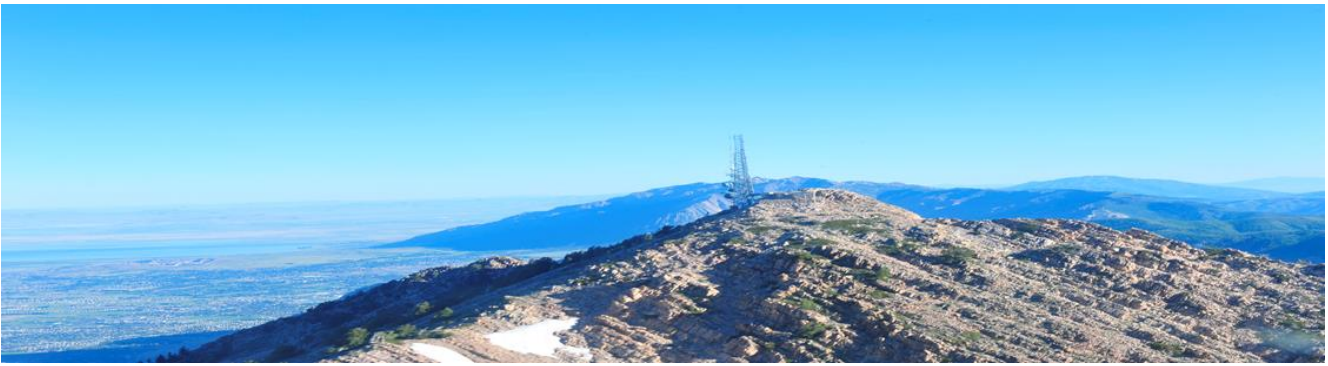
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Again, we express our thanks and gratitude for all that each of you do.

Take care and stay safe!





DIVISION SPOTLIGHTS

UCA's 911 Division, Melanie Crittenden

The NG911 Project is underway with planning and progress on the cutovers for Region 1 and Region 2. PSAPs are encouraged to consider and reach agreement on automatic transfer or roll-over locations. UCA is negotiating a contract for statewide Text to 911 Services and working with the Utah Office of Administrative Rules to repeal and reenact UCA's Administrative Rules. The 911 Division continues to reimburse PSAPs for maintenance of its legacy equipment until they migrate to the new NG911 system.

Since the execution of the UCA/ Vesta Solutions contract for the statewide, Next Generation 9-1-1, i3 solution on June 19, 2020, Vesta and UCA have been moving forward with great speed to get this implementation off the ground. The focal point of these efforts, at present, is the establishment of the overall system (cores, system setup, etc.) and the migration of Region 1, consisting of SLVECC, SLC911, Weber Area 911, Bountiful PD, DPS-Salt Lake Communications Center, and the University of Utah. The PSAPs have seen a number of requests for information as we begin this process and we have very much appreciated the swift and thorough responses. In many instances, Vesta Solutions has been impressed with the collaboration and coordination that has produced the information so quickly. Our thanks to each of you who have done so.

Respecting Region 1, UCA and Vesta Solutions have participated in on-site visits at each facility, equipment is ordered, and we are just waiting on the final elements between CenturyLink and Vesta in order to finalize installation and training and to complete the cutover. Call Handling equipment has been delivered to SLVECC, SLC911, Weber Area 911, and Bountiful Police with deliveries to DPS-Salt Lake Communications Center and the

University of Utah to follow shortly. At each of the PSAP sites, installations have taken place in their server rooms, as well as some of the training rooms to prepare for the administrator training and train the trainer training. Region 1 is scheduled to be complete by the end of 2020 and we are excited to bring this new system, along with the i3 compliant ESInet and core services, online in Utah.

In addition to the efforts in Region 1, on-site visits have also been performed at the Region 2 PSAPs: Logan 911 Communications, Rich County Sheriff's Office, Tooele County Sheriff's Office, Sanpete County Sheriff's Office, Millard County Sheriff's Office, DPS-Price Communications Center, and DPS-Richfield Communications Center. Weekly meetings with this region will begin around October to start the planning and work associated with the Region 2 cutover which is expected to be completed by April 16, 2021.

As a part of this migration, PSAPs are being asked to decide where their 911 calls will go in the event that they cannot answer them. These circumstances include an emergency where the PSAP is unavailable, when all incoming lines are full, or when a PSAP does not have enough telecommunicators to handle the incoming calls. This is a critical question for PSAPs as well as for the callers and first responders they serve. And, the answers may be different based upon which scenario is causing the calls to have to be automatically transferred, or "roll-over." UCA has encouraged PSAPs to communicate with one another about this aspect, including raising this issue with its PSAP Advisory Committee. As PSAPs reach agreement, sometimes through memoranda of understanding, these agreements are entered into the Vesta system to provide this automatic transfer support.

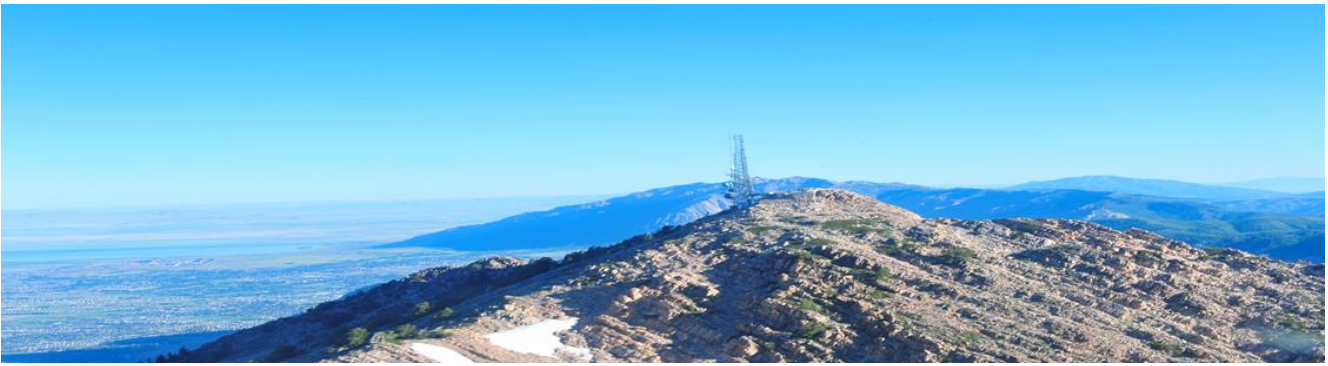
As another piece of this NG911 transition, UCA's 911 Division published a Request for Quote (RFQ) for integrated

Text to 911 Services in early September. We received a response from one vendor and are currently negotiating with West Safety Services, Inc. to provide this service statewide. The anticipated result of this solution is that Text to 911 will be seamlessly integrated into Vesta's 911 solution once it is installed into each PSAP.

In the intervening period between now and this migration, UCA's Governing Board has approved the reimbursement of PSAP's maintenance costs up to the date of their migration. Accordingly, UCA has reimbursed several PSAPs for their ongoing maintenance for their current 911 systems and will continue to do so, slowing shifting these costs from PSAP reimbursements to payments for the NG911 system.

UCA has also been working with the Utah Office of Administrative Rules to repeal and reenact its administrative rules, the current having been superseded by statute. These new rules aim to address a number of pertinent issues including access to the radio network, acquiring additional radio console and phone equipment, and vendors' ability to sell equipment for use on the P25 radio network. We hope that these new rules, once adopted, will answer a number of PSAP and other stakeholders' questions.

The 911 Division very much appreciates all PSAPs' cooperation on replying to each email that has been sent in order to prepare for this NG911 solution. Keep up the great work that you all are doing. We know it's a lot of information, but we want to make sure things are done properly.



DIVISION SPOTLIGHTS

UCA's Radio Division Director, Brad Morris

Following Travis Sylvester's retirement, Brad Morris has been selected as UCA's Radio Division Director and is committed to maintaining and expanding the Best Public Safety Radio Network in North America. The current system is old but working; UCA and Motorola have a good working relationship to see the legacy system through to decommissioning. UCA thanks retired Mike Christensen for his years of service and looks forward to the new technicians it is recruiting and hiring. Radio Network is well underway with sites across Utah.

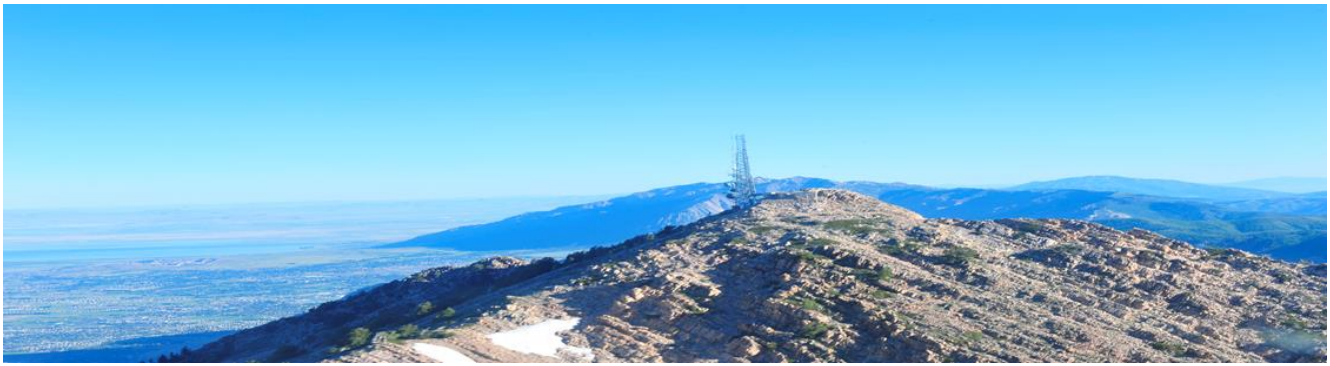
As Director Edmunds mentioned, Travis has retired, leaving UCA for Nirvana, no doubt. I would like to take a moment to introduce myself as the new Radio Division Director. I am Brad Morris and have been part of UCA since 2005. Initially I was hired as a temporary employee in the install bay. Fortunately, I was retained on a permanent basis and since then have been involved in almost every aspect of UCA's technical operations, including installing equipment in public safety vehicles, certifying radars, and working as a radio technician working both on UCA's tower sites as well as inside UCA's PSAPs and Dispatch Centers. I believe I have a strong relationship with many of you, Utah's finest public safety officials, and hope to serve you well in my new role. Most recently I was working as UCA's Radio Projects Manager and Supply Chain/Purchasing Manager. I am pleased and humbled to now serve as UCA's Radio Division Director. I am committed to maintaining and expanding North America's best public safety radio network and to improving overall public safety communications for the State of Utah. And, I am committed to making sure we do it in a fun manner, so if you ever need a joke, I am your man. In all seriousness, I take very seriously the public safety communications we are providing and hope that if any of you ever

need anything from UCA's Radio Division, you feel comfortable to contact me directly; I look forward to working with you.

As many of you know, UCA's legacy system has served public safety very well for the past twenty plus years. I have heard rumors that the system is failing and/or that Motorola is no longer willing to support UCA and this system. I wish to dispel these rumors. UCA's system is old, and it is time for a replacement, but it is still working as designed and we anticipate this will be the case until the migration to the new P25 system. UCA, as a self-maintained system, has amassed a team of highly skilled, dedicated, and capable employees who support not only the existing radio system, but also the State's VHF systems, an extensive backhaul network, and all of the supporting infrastructure required for these systems. I am as confident in my team as any Director could be. Likewise, Motorola has been a long-term partner for UCA and their commitment continues today. Though our system is beyond end of life, Motorola has been supportive of its product and is committed to Utah, UCA, and this system until its decommissioning. We want Utah's public safety personnel to feel as confident about the statewide radio network now and in the future, as they have been over the past twenty years, and UCA, in cooperation with its partners, Motorola and L3Harris, believe this will be the case.

When a door closes, a window opens. I wish to acknowledge Mike Christensen, one of UCA's (then UCAN's) earliest employees. In a lot of ways, Mike can be seen as the father of Utah's Radio Network, a close uncle at the very least. His expert and skill brought us to where we are today. Unfortunately for us, Mike surpassed his thirty years and decided it was time to retire. We miss Mike personally and professionally, but we are excited about some new technicians which will be joining UCA. We believe that in all regards, UCA continues to improve and grow and I look forward to the future.

This growth includes the further development of new sites. UCA continues to work towards the completion of 25 new sites previously announced. At present, we have completed three of these sites: Rudd's Roost (Iron County), Snowville (Box Elder County), and Horseshoe Ridge (Sanpete County). We are targeting the completion of five more sites by the end of the year: Big Water/Wahweap (Kane County), Horn (Emery County), Beaver Canyon (Beaver County), Black Hawk (Carbon County), and Hanksville (Wayne County). For the 2021 build season, we are hoping to complete the following: East Park (Uintah and Daggett counties), Goslin (Daggett County), Book Cliffs (Uintah County), South Creek (Garfield County), Copper Ridge (Garfield County), and Top of Rocks (Garfield County). Before building a new site, UCA always inquires, usually through a bid process, whether there is an existing tower UCA could co-locate on that would provide the desired coverage. If not, UCA has to obtain land rights. This could be a lease with one of our many county partners, a private land owner, or a right of way from the Forest Service or the Bureau of Land Management. Sometimes this requires different studies, etc. Once the land rights are secured, UCA begins the construction of the infrastructure (tower, shelter, propane tank, generator, HVAC, etc.) before actually installing and testing the radio equipment. This is obviously a very involved process with a number of steps depending upon third parties and weather. Accordingly, UCA always has a little celebration in our hearts, each and every time a site is put on the air. We look forward to many more celebrations and to the improved coverage for public safety.



DIVISION SPOTLIGHTS

UCA's P25 Division Director, Harold Clements

P25 Project is proceeding with site remediation this summer, installations during the summers of 2021 and 2022, with the cutover/migration beginning late 2022 through 2023.

Autumn is officially here and L3Harris and UCA are diligently working to remediate approximately ½ of the relevant sites before snowfall. The goal is to prepare half of the UCA communication sites for equipment installation during the 2021 build season. This remediation includes upgrading grounding at these sites as well as things like generator upgrades, electrical upgrades, shelter configuration and upgrades, uninterrupted power supply upgrades, air conditioning units, etc.

L3Harris has begun manufacturing the new radio system equipment for the 2021 build season. The radio system equipment is scheduled to be factory tested and accepted by UCA by the end of this calendar year.

In addition, UCA and L3Harris are in the process of completing the design packages for the second half of the sites to be upgraded. These plans will contain detailed instructions to prepare the second group of communication sites for equipment installation during the 2022 build season. The overall P25 project is coming along well and lots of progress is being made. The Utah Communications Authority and L3Harris believe that the overall project is on track and that the critical path to completion at the end of 2023 is obtainable.

The P25 Division of the Utah Communications Authority would like to thank all of the radio system user agencies, lease holders, technicians, and contractors who have worked with UCA in planning the transition to the new P25 radio system. There have been numerous discussions, site visits, coordination, and cooperation between many different entities that have allowed UCA and L3Harris to develop the installation plans for the P25 system.

If anyone has any questions about the P25 Radio System upgrade, please feel free to contact the P25 Division Director, Harold Clements. He can be reached at hclements@uca911.org or by phone at 801-633-2387.



UCA ANNOUNCEMENTS:

October 14, 2020: *End User Radio Training (remote) – Please contact Gordy Coles at gcoles@uca911.org for more information.*

November 17-18, 2020: *UCA's Annual Stakeholders Meetings (remote) Agenda and further information forthcoming.*