

UCA NEWSLETTER



UCA UPDATE

UCA's Executive Director, Dave Edmunds

The Utah Legislative Session has ended and UCA has worked with the Legislature, as promised, to eliminate its P25 funding once that fee has collected sufficient funds to pay for the project. These reductions can be found in SB147 and are significant.

Unlike so many other months of the year, some say March has no significance. For those of us mired in the throes of the legislative process, March is often the most celebrated month of the year. Why? Because the Legislature concludes its official session for the season. Don't get me wrong, it is both an honor and privilege to enter the Utah Capitol with official business to conduct. But, like the Ragnar race, the session can be grueling. Our part-time legislature is comprised of some of the best citizens Utah has to offer. And no one respects the job they do more than I— regardless of any petty political differences I

may have with some of them. Far too many Utahans are oblivious to the sacrifices our elected officials make on our behalf. Having said all that, I'm grateful it's late March.

This session, for UCA, was about remembering obligations we made. Senator Harper and Representative Handy (both longtime champions of all things public safety) co-sponsored SB147, which codified future reductions to our funding streams. As most of you are aware, UCA has contracted with L3Harris to upgrade our old analogue public-safety radio system to a new P25, digital system. This new system will allow better interoperability throughout all public safety disciplines and introduce more competition to the marketplace, thereby driving costs for end-user equipment down. At the outset of this expensive, but necessary, upgrade, we assured the Legislature and our stakeholders that we would reduce our service fees once we had collected sufficient funds to pay for

the project. SB147 is UCA keeping its word. Effective in 2025, UCA will no longer collect the .34 cents per phone line for the P25 project. Although there will be additional increases to other fees (for operations and maintenance) we collect, the net reduction in fees will be substantial.

UCA continues to migrate our radio and 911 systems to newer, more technologically-advanced networks. We are happy to report that, although frustrating at times, the aforementioned migrations are progressing favorably. Thank you for your support and patience. There will be more to come soon.

Dave Edmunds
Executive Director





DIVISION SPOTLIGHT

UCA's 911 Division Director, Melanie Crittenden

UCA's 911 Division was able to migrate all 30 PSAPs to the NG911 call handling equipment and OSP migrations are underway. Problems are still being fixed and UCA is excited for what this system will be. PSAP Performance Reports will be posted soon and UCA is seeking reimbursement under its federal grant. UCA plans to restart PSAP trainings.

As the first quarter of 2022 comes to an end, I am reminded just how precious time is. The NG911 migration has flown by and we were able to successfully migrate all of Utah's PSAPs to NG911 call-handling equipment and are patiently waiting for all of the phone service providers to migrate to this new system. I am so grateful for the efforts of all of Utah's PSAPs as Utah has migrated to both a new phone system, but also a new model – a statewide contract which treats the phone equipment, network, and core services as a service instead of a capital investment.

And even with this milestone, there is still a lot of work to be done. As noted, we are still waiting for all of the originating service providers to fully migrate to the system, and during the intervening period we continue to fix support issues, work out system kinks, address routing issues, and learn and implement the i3, NG911 features. We continue to hold numerous project calls, support calls, etc., and are excited about the continuous advancement and improvement that we see in the system. Though there have been some bumpy parts of the take-off of the system – and even though the seatbelt sign is still on – we are confident and hopeful that we will soon have a smooth flying system. In the meantime, we are grateful that Vesta has agreed to pay PSAP's invoices for ALI Database and Selective Router as long as these services are still required.

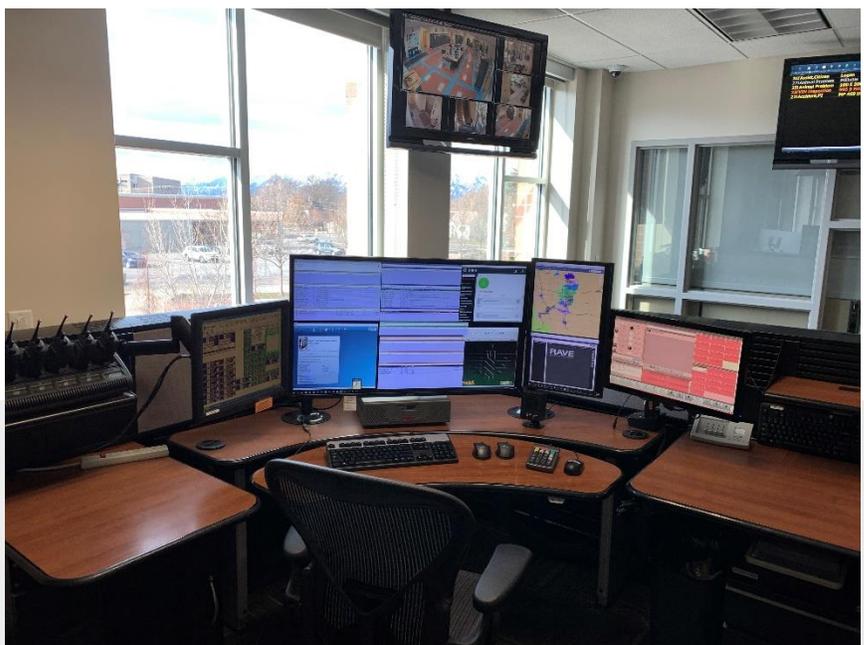
Though the NG911 project looms large, there are still a number of other things to manage. For some reason, March 31st is a very popular deadline! For example, PSAP Performance Reports are due to publish on UCAs web site by this date. Once posted, these 2021 reports will be available by going to www.uca911.org. They will be under the 911 section The PSAPs continue to do an amazing job on compliance to the Minimum Standards and Best Practices.

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And, once this is all finished, I will be assisting UCA's radio team as they work with L3Harris to install and train PSAPs on the new Symphony consoles. The 911 Division also plans to procure some statewide PSAP training opportunities. As you know, COVID put a stop to in-person plans to procure some statewide PSAP training opportunities.

Again, I want thank Utah's PSAPs for all their help, knowledge, patience, and professionalism as UCA has been heavily engaged in this NG911 project. As always, I consider myself a resource for all of you and hope that you will reach out as you need. Thank you!

Melanie Crittenden
911 Division Director





DIVISION SPOTLIGHTS

UCA's Interoperability Division Director, Mike Veenendaal

A review of the proper use of region talkgroups is provided, including a discussion of when it may be appropriate to patch these talkgroups.

Let's Talk Interoperability – back to the basics. All users should become familiar with their radio template and know how to easily get to any other talkgroup should the need arise. Each radio on the State 800mhz system is equipped with interoperability channels to help provide a more seamless communication path from agency to agency. Regional talkgroups are one of these communication paths that allow coordination and communication. Each radio programmed today will have regional channels programmed in zone three and each user will have their assigned region talkgroup programmed in position 16 of each zone on their radio. This provides the user with a fast and easy way to switch channels to communicate statewide. The purpose of region talkgroups are:

- To provide a channel that all system users can use to contact public safety dispatch centers without needing local area talkgroups.

- Transient Vehicle Communication whether the need is to talk back to the home Dispatch Center or to a Dispatch Center in another area. Transient, transportation and administrative units are strongly requested to use these channels as they travel the state, especially those traveling into the more rural areas where the channel capacity is significantly decreased.

It is recommended that all dispatch agencies locate these six talkgroups in their console so they are easily accessible and monitor at their discretion.

There is, however, an exception to the guidance that one should never patch regional talkgroups. That exception occurs when a rapidly moving, short term incident that will, or is likely to, involve multiple agencies, areas, and dispatch centers, such as, a pursuit that has or likely will travel into multiple jurisdictions. In such circumstances, the region in which the incident began should determine which region talkgroup is used. For example, if the incident starts in Weber County, and it appears it is going to go south into Davis County, the officers should switch or be patched to the North Region Talkgroup

Contact Us:

Interoperability, please reach out to me, Mike Veenendaal, at mveenendaal@uca911.org or 385-910-4224.

For Programing assistance, please email our programming group at programming@uca911.org.

and stay on that talkgroup even if the incident ended up two or three counties away. The dispatch centers and officers along the way would switch to the North Region Talkgroup and the whole incident would stay on that talkgroup until resolved.

One thing to keep in mind is that in border areas involving VHF users and 800 MHz users, there will need to be protocols developed that will accommodate the users in that specific area. In many cases this will likely involve the use of the Omni Patch tiles that are available on dispatch consoles. If you have any questions regarding Omni Patch, please contact UCA. If a PSAP chooses to pass the control of this type of incident from one center to another as the dispatching jurisdiction changes, everybody involved can still continue to monitor the incident and track their officers using the region talkgroup.

For questions regarding Interoperability, please reach out to me, Mike Veenendaal, at mveenendaal@uca911.org or 385-910-4224. For Programing assistance, please email our programming group at programming@uca911.org.

Mike Veenendaal
Interoperability Division Director





DIVISION SPOTLIGHTS

UCA's P25/Radio Network Division Director, James Baker

James will be taking over as UCA's Radio Network Division Director as Brad Morris moves to a new company. James gives an update about what is going on with the P25 upgrade and what is happening with UCA's Radio Division.

P25 Division:

2022 is under full way, UCA is progressing towards the next stage of implementation of the L3H P25 trunked system. UCA will be back at the L3H factory in the coming weeks of April to accept the new L3H Symphony consoles. Our partners at L3H are preparing the consoles for operational deployment. L3H has received communications from all our PSAP partners to begin installing the radio dispatch console positions this spring.

After a very successful career with the State of Utah and Utah Communications Authority, Radio Network Division Director, Brad Morris, is stepping down. We wish him well on his journey into his next chapter. James Baker has accepted the role of Radio Network Division Director.



Radio Network Division:

The spring brings our build season into full swing. UCA's Radio Network Division is barreling down the track with a strategy for success. We have several large projects for the new L3H infrastructure, along with continuing to evolve our coverage footprint with the 25 new site builds.

UCA continues to drive home our commitment to mission critical communications. UCA will be conducting several microwave backhaul upgrades. We will be communicating with the parties affected before the cut over of the legacy microwave to the new hop.

The new highway that the microwave radios will provide will also present the ability to upgrade a very significant piece of our network architecture.

A reminder - if an issue arises, please contact our on-call direct line at 801-840-4216. This designated line is staffed 24/7 for immediate support.

James Baker
Radio Network Division Director



UCA ANNOUNCEMENTS:

April 13, 2022: Public Safety Advisory Committee Meeting (remote) at 2 pm

April 20, 2022: UCA Governing Board Meeting (remote) at noon