

# UCA NEWSLETTER



## UCA UPDATE

*UCA's Executive Director, Dave Edmunds*

**UCA is simultaneously upgrading the radio and 911 systems. The P25 upgrade is ahead of schedule but the NG911 schedule is behind schedule due to delays caused by Century Link/Lumen. UCA continues to expand its coverage across Utah and reminds everybody to flash upgrade their XTS/XTL radios for the P25 system before April 30.**

This past weekend I did what I have done far too infrequently: I attended a Utah Grizzlies game at the Maverik Center. Professional hockey is a pure delight! Fast-paced, strategic, nuanced, and bone-jarringly violent; the game speaks to the intellectual and brute alike. We were there to see Garrett Metcalf, my friend's son, make his professional debut as a goalkeeper, and the kid did not disappoint. Garrett expertly stopped 24 of 25 shots on goal, which earned him the MVP of the game. If you haven't seen the Utah Grizzlies at the Maverik Center, do yourself a favor and go the first chance you get.

Why did I lead with that story? Because, metaphorically, we are Garrett Metcalf goalkeeping our own existence. It has been said before, but I think it bears repeating, that UCA would never choose to simultaneously upgrade our radio and 911 systems. That was thrust upon us. Both upgrades are required and long overdue; moreover, both upgrades, although fraught with controversy at times, are progressing nicely. UCA has completed the initial of two (2) factory acceptance test procedures for the P25 project. Equipment for all eight (8) of the cores and for approximately fifty-nine (59) of the RF sites is in transit to Utah for installation that begins soon! Mild weather this winter has allowed us to remediate sites that we did not expect to get to until spring. All of this means the P25 upgrade is actually ahead of schedule.

Our NG911 upgrade continues to be impeded by the inexplicable actions of Century Link. Century Link's unwillingness to migrate critical traffic to Motorola circuitry has recklessly and deliberately placed this project behind schedule. Our PSAP partners are well aware of this issue, and instinctively understand that UCA and/or Motorola are not to blame for the delay(s). We will continue to hold all of our vendors accountable for their contractual obligations to our public safety partners.

The promised expansion of our system continues to move forward as well. We have dramatically increased our radio coverage in southern and southeastern Utah. As more sites come online, more public safety partners

will have full access to our system. My travels have reiterated to me just how innovative and interoperable our system is. That system, however, only functions properly when it is firing on all cylinders. Experience has taught us that we often have outstanding coverage in an area, but radio programming, antenna, or other environmental factors, often prohibit ideal radio operations. If you are experiencing any of that, we need to hear from you. We can likely help you.

Also, as we published approximately a year ago, you have until 30 April 2021 to purchase flashes for your XTL/XTS radios—after that, they are gone forever. If you have an XTL or XTS radio that has not been flash upgraded to work on the P25 system, please order your flash upgrade from Motorola before April 30. Motorola has been exceedingly generous to offer these flashes to Utah for as long as they have given that the XTS and XTL radios are no longer supported by Motorola. We thank them for their generosity and kindness. If you need help understanding whether your radio has been flash upgraded, please contact UCA's programming division at [programming@uca911.org](mailto:programming@uca911.org). Please remember, XTS and XTL radios that are not upgraded with the appropriate flash codes will *not* work on the new P25 system.

**David Edmunds**

Executive Director  
Utah Communications Authority





**\*\*\*PLEASE NOTE THAT  
APRIL 30, 2021  
IS THE DEADLINE FOR  
ORDERING XTS/XTL  
FLASH UPGRADES FROM  
MOTOROLA\*\*\***

# DIVISION SPOTLIGHTS

*UCA's Interoperability Director, Gordy Coles*

**UCA's Interoperability Division has started new quarterly trainings and will be performing an interoperability exercise for PSAPs in the near future. FirstNet in Utah continues to expand. UCA is working with Colorado to improve cross-border coverage and is still supporting Utah's earthquake drills.**

## Interoperability Division

Greetings all, here is an update on the items that the Interoperability Division has been engaged in during the first quarter of 2021.

## Quarterly Radio and Interoperability Training

In an effort to provide more training opportunities to our radio system subscribers, we have created a quarterly calendar of trainings available to any who would like to attend. We will be holding separate radio and interoperability trainings each quarter. All trainings will be virtual by WebEx to allow you to attend without having to travel to Salt Lake to participate. The trainings will be centered around the following topics:

### Radio Training

- High level overview of how a trunked radio system works
- End user radio operation, button assignments, how to locate radio I.D., emergency activation and de-activation, general nomenclature, zone configuration
- Regional channels, moving from primary talk group to regional channel
- Taking resources away from local site (dragging traffic)
- Dispatch coordination of ops and event channels

### Interoperability Training

- High level overview of how a radio system works, with emphasis on how using interop talkgroups will optimize system use decreasing the possibility of system busies.

- Discussion of interoperability channels w/example scenarios of how and when to use them, where they are found in the radio template
- New fleet map training – further optimization of 800 MHz radio system resources

A training calendar with dates and links to each WebEx can be found by navigating to our website, [www.uca911.org](http://www.uca911.org) Scroll to the bottom of the main page and click on "learn More" in the training box.

Please reach out to James Baker, [jbaker@uca911.org](mailto:jbaker@uca911.org) or Gordy Coles, [gcoles@uca911.org](mailto:gcoles@uca911.org) with any questions about these trainings.

### Interoperability Exercise

The interoperability Exercise we mentioned last quarter has been scheduled for May 19<sup>th</sup>, 2021 from 10:00 am to 11:30 am. As mentioned before, this training will be for PSAP center personnel. A calendar invitation will be sent out with details on how to join the WebEx.

The exercise will focus on the following topics:

- Overview of disparate radio systems in Utah
- Utah interoperability talk groups – understanding these resources and how/when to use them
- Non-Federal Interoperability Channels Table top exercise – Participants will use a given event scenario and be asked to develop a comms plan for each of the responding agencies.
- New Fleet Map training – understanding the new Fleet Map and its benefit

### FirstNet in Utah Update

We recently met with FirstNet/AT&T for an update on where they are with the Public Safety Broadband Network build out in Utah. The Percent of planned Final Operational Capability (FOC) coverage currently in place is:

- Non-Rural Square miles: 100%
- Rural Square miles: 75.4%
- Band 14 New Site Builds-16 Sites Committed:6 sites now on air
- 1 site has completed construction
- 3 sites are under construction
- 2 sites have completed site acquisition
- 4 sites have a preferred location identified

All 16 sites will be completed by FOC in 2022.

### Cross Border Interoperability

We have been working with our counterparts in Colorado on a solution for communications across the Utah Colorado boarder. Several solutions have been discussed including the use of ISSI gateways between Utah and Colorado once the new P25 system is installed and online. More to come...

### Great Salt Shake Earthquake Exercise Update

Due to the federal response to the COVID-19 pandemic, this exercise has been postponed further. FEMA has been tasked with supporting State, Tribal, and local governments with vaccine distribution requiring a refocusing of staff priorities. We'll keep you posted on any further developments with this activity. The Utah Department of Emergency Management will still be holding their annual Utah shake out drill, Drop, Cover, and Hold on April 15<sup>th</sup> for those who would like to participate. You can register for this drill at

<https://www.shakeout.org/utah/register/>

Here's hoping for further relief from the pandemic and being able to enjoy the spring and summer days ahead!

**Gordy Coles**

Interoperability Division Director





# DIVISION SPOTLIGHTS

*UCA's 911 Division, Melanie Crittenden*

**The NG911 upgrade has met with some delays as a result of Century Link/Lumen, but UCA continues to work with Vesta and Century Link/Lumen to resolve these issues. The NG911 system will provide great upgrades for PSAPs, but most upgrades, including geospatial routing, pictures, and video, are dependent upon telephone carriers providing the data to PSAPs, something which may not be available on day one. The upgrades will still be very advantageous for a number of other reasons.**

2021 started out with the highest of expectations, and though we may have hit a bottleneck or two, we expect that our Suez Canal will soon be free. Earlier estimates had Utah's largest PSAPs migrating to the new NG9-1-1 system by the end of this quarter with another seven PSAPs doing the same in April. Unfortunately, Century Link – currently rebranding itself as Lumen, our legacy 911 provider has been unwilling to migrate 911 calls to the NG911 system utilizing the NENA approved approach. Instead, Century Link/Lumen has insisted that UCA and Vesta, UCA's new NG911 provider, purchase very costly circuits to migrate this traffic and, even then, has failed to give viable dates for when these circuits will be installed. Furthermore, Century Link/Lumen continues to insist on terms in its proposed transition agreement with Vesta that are unacceptable. For its part, Vesta is doing everything it can to expedite a resolution, as is UCA, and we can assure you that all options for resolution are on the table.

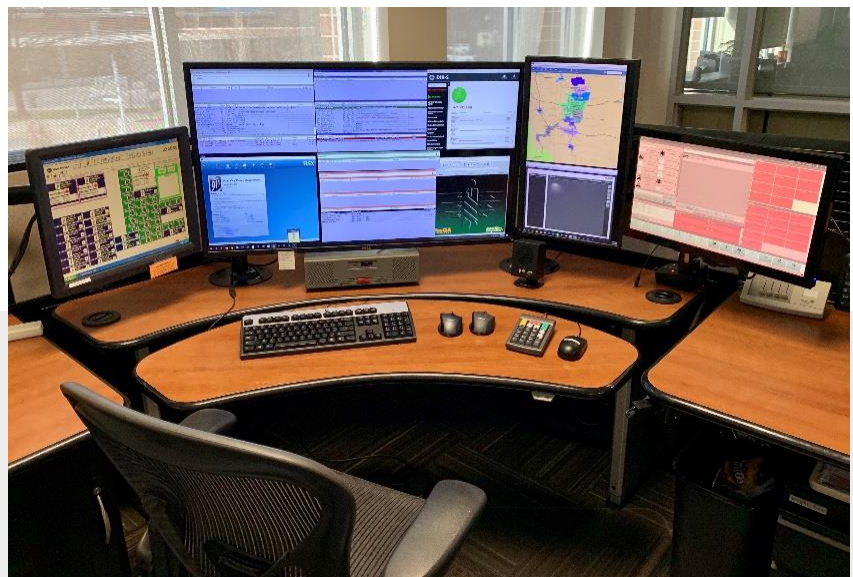
We understand what this means to our PSAPs and are acquainted with their concerns about aged equipment, the need to plan for training and migration, the fear of migrations during high traffic call times, timing of PSAP moves, and many other uncertainties. To the best of our abilities, we are working to find answers to these questions and are happy to discuss specific situations with anybody who needs our assistance.

We continue to look forward to the implementation of our NG911 solution. As many of you have heard, this system will be capable of handling advanced data streams such as geospatial routing of calls, real-time text messages, video calls, and more. The limitations, however, rest with the telephone carriers, sometimes known as Originating Service Providers ("OSP"). Though the system can process this data, only the OSPs can provide it. In other words, it is not likely that on day 1, a PSAP is flooded with video feeds and other types of data that they have never before been exposed to. Similarly, unless and until OSPs begin providing detailed latitude and longitude location data with the 911 call, features such as geospatial routing, will not be immediately available. Notwithstanding, we believe that there are, nevertheless, instant benefits to the NG911 upgrade, in addition to these long-term benefits. For example, the inclusion of better call routing abilities and functions, automatic abandoned call-back, i3 call data and analytics, better redundancy, new equipment, decreased costs, and greater

cyber-security are just a few of the immediate upgrades Utah hopes to enjoy with this migration.

In other words, we retain our high expectations for 2021. Despite the delays, there is still a lot of work being performed, including site visits, equipment installations, data entry, training, and policy routing discussions. Please don't forget, the 911 Division, in coordination with Utah's SWIC and UCA's Interoperability Division, are sponsoring a Cybersecurity Webinar for PSAPs on March 30, 2021 from 9:00 to 10:30. With some recent TDoS attacks that occurred at some Utah PSAPs, we thought it would be a great learning experience, while it was still fresh on everyone's minds. The link for this training can be found on UCA's website at [www.uca911.org](http://www.uca911.org) under "Training" on the main page.

**Melanie Crittenden**  
911 Division Director







# DIVISION SPOTLIGHTS

*UCA's Radio Division Director, Brad Morris*

**UCA has both fiber and microwave supporting its new P25 core connections and is anxiously engaged in preparing for the installation of the new P25 system. UCA is also working diligently to expand its coverage around the state, even in the face of a federal delay for land leases. If you have questions for the Radio Division, call Brad Morris.**

It seems like we may be on the cusp of normalcy. The number of immunized people is increasing and conversely, infection/daily Covid-19 case numbers are decreasing. I am hopeful that with this renewed optimism, we will also be able to put aside the challenges faced with the pandemic in regards to equipment shortages, supply chain issues, and my favorite (being facetious) working in solitude. I would like to take a moment to highlight some of the projects that the Radio Division is working on or recently completed.

As previously stated, UCA has secured either Fiber Contracts and microwave connections to its core locations throughout

the State. Installation has now begun on those connections and it is anticipated that we will be doing connectivity testing for those sites within the next 30 days. Site routers at core locations as well as remote site locations have moved from on the shelf status to installed status at many sites throughout the State and our technicians are working diligently to stay ahead of schedule and be ready for throughput certification.

The Radio division is tirelessly working to mitigate the unforeseen complications raised under the new Presidential Administration which recently placed a moratorium on the leasing of federal lands. Though oil and gas leases are the target, the Public Safety sector is an unfortunate victim and this moratorium has delayed site construction on a few of our proposed sites for this build season. We have submitted our applications for approval and are just waiting for a policy change. That said, if you are aware of any state, county, municipal, or private land that UCA might utilize to provide coverage in areas needing site additions, please contact me.

In an effort to improve efficiency and to be prepared for the upcoming build season we have purchased a new mini excavator and other equipment that will allow us to really double down and get site remediation done at a swift pace. We are waiting on The last of the parts inventory needed to go and upgrade our solar locations to be optimized for the L3Harris rollout, it is anticipated that we will begin the Herd mountain site first this month and will be able to model other sites after its successful remediation.

The technicians continue to amaze and keep the system running with fervor. The quick response to outages and other issues that arise keeps me in constant awe. We are certainly looking forward to retiring some aging equipment in the transition over the foreseeable future but continue to be



confident in our existing system and hope we are doing it and our customers' justice throughout the State.

Again, and as always; please feel free to reach out to me directly with issues that you have or things that we can work on together to improve communications throughout the State. I have had several great conversations with a few of you so thank you for taking advantage of that opportunity. Thanks again for all that you do and for letting me serve you better.

Best Wishes,

**Brad Morris**  
Radio Division Director







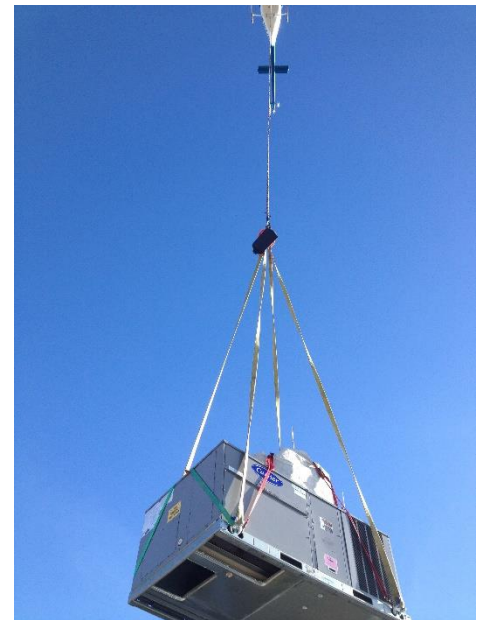
# DIVISION SPOTLIGHTS

*UCA's P25 Division Director, Harold Clements*

**UCA and L3Harris have done a lot of work over the past year to prepare for installing approximately 1/2 of the new P25 system this summer. In addition, UCA and L3Harris will both be installing the new system and remediating the other half of its sites this summer in anticipation of the second half of the new P25 system being insulated next summer. UCA is grateful to both L3Harris and UCA's teams for their hard work.**

I would like to start out the 2021 calendar year by explaining what has been accomplished over the past year and what is on our agenda for this year. Last year, UCA and L3Harris completed infrastructure upgrades for 61 of 119 communication sites. These upgrades included installing 19 entry ports, moving equipment racks at 16 sites, installing 32 uninterruptible power supplies, installing 6 cable trays, installing 7 HVAC units, installing 1 generator, installing 463 electrical outlets with breakers, and improving the grounding at all 61 sites. The first round of equipment production is complete and we have accepted the factory testing results for 3 dispatch consoles, 8 Network Switching Centers (the cores), and 59 RF sites with 535 MASTR V radios.

This year is going to be busier than ever before in the history of the Utah Communications Authority (and that includes the UCAN days). L3Harris will be installing equipment at 8 Network Switching Center locations (the cores) and 46 communication sites this Summer, and will also be performing upgrades on some of UCA's other existing sites in preparation of P25 equipment installations next year. Simultaneously we, UCA, will be performing grounding improvements and infrastructure upgrades at 58 more sites. These upgrades will include installing 1 new equipment shelter, installing 3 new towers, re-enforcing 10 towers, installing 20 entry ports, moving equipment racks at 37 sites, installing 28 Uninterruptible Power Supplies, installing 4 cable trays, installing 18 HVAC units, installing 12 generators, installing 12 battery plants, upgrading 11 solar arrays, upgrading 17 microwave links, installing 60 routers, and installing 347 electrical outlets with breakers. The second round of equipment production, consisting of 42 RF sites, and the associated factory acceptance testing is scheduled to be complete by the end of July. The third round of equipment production, consisting of 18 RF sites and 177 dispatch consoles, is scheduled to begin in mid-September and continue into February of 2022. In addition to all of the



work listed above, our technicians hope to build 12 new communication sites and will be maintaining our legacy radio system.

I would like to thank the UCA technicians and staff as well as the L3Harris contractors for their dedication in completing this project. I consider the personnel working on this project as the most valuable assets of our organization. Technology is important, but it is the individual that makes things happen. I am looking forward to the future and to the migration to the new P25 radio system.

If anyone has any questions about the P25 Radio System upgrade, please feel free to contact me. I can be reached at [hclements@uca911.org](mailto:hclements@uca911.org) or by phone at 801-633-2387.

Harold Clements  
P25 Division Director





### UCA ANNOUNCEMENTS:

- Board Meeting Date: May 5, 2021 at 12:00 pm
- Public Safety Meeting Date: April 13, 2021 at 2:00 pm
- PSAP Meeting Date: April 21, 2021 at 1:00 pm

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### UPCOMING TRAININGS:

- Wednesday May 19th 10:00 am – 11:30 am  
Interoperability Exercise – For PSAP's  
<https://uca911.webex.com/meet/gcoles>
- Wednesday June 2nd 10:00 am – 11:00 am  
Interoperability Training  
<https://uca911.webex.com/meet/gcoles>
- Wednesday June 30th 10:00 am – 11:00 am Radio  
Training <https://uca911.webex.com/meet/jbaker>

