



# Utah Communications Authority

## Radio, Interoperability, and NG911 Strategic Plan Presentation

February 28, 2024

# Agenda



- Process
- High-level overview of each plan
  - Land Mobile Radio
  - Interoperability
  - NG911
- Closing

# Process



- Reviewed existing plans and other supporting documentation
- Conducted onsite interviews with the Public Safety Advisory and the PSAP Advisory Committees
- Met with manufacturer representatives, AT&T FirstNet, Cybersecurity and Infrastructure Security Agency (CISA), and UCA Division Directors and staff
- Developed the Initial Findings Memorandum summarizing the analysis and findings

# Land Mobile Radio - Overview



- The existing 800MHz Motorola Smartnet/SmartZone trunked radio system is being replaced by a L3Harris P25 Phase 2 trunked system
- Comprises 144 radio sites across Utah
- Supports ~44,000 subscriber radio users, with a variety of manufacturers

# Land Mobile Radio - Recommendations



- The new P25 system is software-based, so it offers new features and functionalities in current and future releases
- Evaluate and approve Compliance Assessment Program (CAP)-approved subscriber handsets to expand options for users
- Provide personnel adequate training on new P25 system so that system can be self maintained
- Develop career path and development plan to improve personnel retention

# Interoperability - Overview



- UCA owns a VHF system, and several independent VHF networks are county-owned
- Lack of an interoperability plan with surrounding states, tribal authorities, and Federal agencies must be addressed
- Lack of hands-on practice during regular preparedness exercises prevents stakeholders from gaining the knowledge of how to operate effectively in an emergency

# Interoperability - Recommendations



- Multi-band P25 capable radios allow agencies to program other P25 agencies and VHF analog channels into their radios
- Radio user personnel receive training on UCA LMR systems with all interoperable partners
- Consider a single secure FirstNet LTE-enabled talk group that can provide interoperability communications for the local PSAPs
- Agencies should consider that LTE can assist with in-building coverage and the urban canyon effect

# NG911 - Overview



- UCA contracted Vesta Solutions, a subsidiary of Motorola Solutions, Inc. to provide a turnkey NG911 solution
- Statewide NG911 system migration was completed in August 2022
- The maps in the NG911 system will need to be updated regularly to keep locations and addresses accurate
- PSAP managers reported no changes to their standard operating procedures to address the new routing functions

# NG911 - Recommendations



- Ensure all Telecommunications Carriers Delivering NG911-compliant Location Data with Every Call
- Provide Standardized OTT-style Services as Part of the NG911 Service Offering
- Fine Tune Policy Routing Rules to take advantage of NG911 dynamic routing capabilities at certain call volume levels, or under certain other circumstances such as natural disasters

# Closing



- All plans have been reviewed by UCA Division Directors, Public Safety Advisory and the PSAP Advisory Committees
- Feedback and corrections have been incorporated into the updated revisions
- UCA submits these plans for Board approval
- *FE* appreciates the opportunity to work with UCA

# Questions

