



UNIFIED FIRE AUTHORITY

MEMORANDUM

24-160

November 5, 2024

TO: All Personnel

FROM: IT Manager Bowden

SUBJECT: P25 Change-Over Information

Details:

Utah Communications Authority (UCA) is updating the statewide emergency service radio system to a P25 phase 1 radio system. This will impact Operations, especially those that support Utah County stations. Both the new and old systems have been programmed in all UFA radios, as this was done back in June. Zones 1-3 have been duplicated in the programming of every radio and are listed as Zones 14-16 in single band and 17-19 in dual band. The names of the new Zones are listed as SLCO P25. During these critical dates listed below, any resources must switch from Zone 1 to Zone 15 if responding from Salt Lake County to Utah County on their portable and mobile Motorola radios. Conversely, if units respond from Utah County into Salt Lake County, they must switch from Zone 2 to Zone 14. Once both Counties have been cutover after December 12. All resources will work in Zones 14-16 on a single band radio or Zones 17-19 on a dual band radio.

Additional communications regarding the status of the technical work will be sent out via memo, your chain of command, and radio.

Critical Dates

- Today: No Changes
- November 18-21, 2024: Utah County will move to the new P25 system zones
- December 2-12, 2024: Salt Lake County will move to the new P25 system zones
- January 2025: Communications will reprogram all radios to remove the old system and add the final new channel plan
- Radio functions work as they did before the change

Summary:

System: P25 Mobile and Portable Radios, Single and Dual Band Zone Changes

Change #: #CHN-90

Change Start Date: November 18, 2024

Change End Date: January 31, 2025

Known Issues that we hope are resolved by the Change Start Date:

- Dispatch audio issues, both too high and too low
- Voices can sound “tinny”
- Missed radio calls when in large groups

Services impacted:

- If you work in Zone 1 (VECC) of the old system, you will move to Zone 14 (P25 VECC) in the new system
- If you work in Zone 2 (Central Dispatch), you will move to Zone 15 (P25 Central Dispatch)
- If you work in Zone 3 (SLC Dispatch), you will move to Zone 16 (P25 SLC Dispatch)
- If you use a Dual Band Radio (ST251, ST103, ST119, ST108, ST113, Battalion Chiefs), your new P25 zones will be in Zones 17 (P25 VECC), zone 18 (P25 Central Dispatch), and zone19 (P25 SLC Dispatch)

Once everyone in the State is moved over and we feel confident the new system is stable and working as intended, the Technology Division will reprogram every radio in UFA, remove the old system, and just use the new system. A new channel plan will be announced at this point, and you will return to working in Zone 1-3 just like you do today. The anticipated date for this will be around January or February at the latest.

Questions? Please contact Jarred Morgan at 801-502-5570 or Frank Smith at 801-243-9425.